

Do you need **HELP** with any of our services?



Transportation is important, so please don't leave it to the last minute! We make it easy for you to get to your medical appointments. We arrange and pay for your medical transportation—but we need to know 2 days in advance about your needs - however, if you have any urgent need for transportation please call us.

**CALL US TOLL-FREE
THE BEST WAY TO GET
HELP WITH ANY OF OUR
SERVICES IS TO CALL US
DIRECTLY.**

- Please contact us to report any changes in your health, address, telephone numbers or any concerns.
- Please don't forget to notify us when you are in the hospital or when you will be going out of town.
- Please contact us with any complaints or grievances, we are here to help!

Live Well with
RiverSpring Health Plans

MLTC 800-370-3600 FIDA 800-950-9000 ISNP 800-580-7000
24 hours / 7 days a week
RiverSpring Health Plans 800-771-0088 TTY-711



Keeping Your Medicaid Active

RiverSpring Health Plans has a professional and knowledgeable team of Entitlement Specialists in our Social Work Department. We are ready to assist you in keeping your Medicaid active.

Please call us immediately at 800-370-3600 if you have questions about your Medicaid eligibility or to let us know of any letter that you have received from the Human Resources Administration Medical Assistance Program.

All of us at RiverSpring Health wish you, your family and your aides a Happy Holiday Season. And this season, for the first time, we enclose in your newsletter a letter to your aides as well. Please share it with them. Wishing you a great 2019 from all of us!



Some of the staff from our Social Work Department are pictured above (Danny, Emmanuella, SimYing, Marc, Jose, Mila, and Enrique)

Another way to get help even faster!! We want to help you with whatever you need help with! If you have your RiverSpring 5-digit ID number handy (on your RiverSpring ID card) it makes helping you even faster!



Recipe Corner

Sheet Pan Baking: Chicken, Potatoes & Brussel Sprouts

Winter is the time when we like to enjoy warm hearty meals. Sheet pan baking is a simple technique with which you can cook a delicious entire meal on a single pan. Preparation, cooking and cleanup are pretty easy and you can improvise endlessly with different vegetables, meat or fish. Roasting the vegetables concentrates flavor and cooking all the ingredients together blends the flavors. For this kind of cooking you use a half or quarter sheet pan. Sheet pans are shallow baking pans with rims. You can also use a cast iron frying pan for this recipe.

You can cook almost any combination of meat, fish, poultry, root vegetables, winter squash and cole vegetables (cabbage, kale, broccoli, cauliflower) this way, varying the time and removing ingredients

INGREDIENTS

- 2 bone in chicken thighs
- 8 ounces Brussels sprouts (trim the bottoms, cut in half or leave whole)
- 2 medium potatoes, scrubbed, cut into one inch pieces
- 2-4 tablespoons olive oil
- 1 onion, quartered (optional, adds even more flavor)
- Salt and pepper to taste (but you may not need any)

DIRECTIONS

1. Heat the oven to 425 degrees
2. Coat the vegetables with the olive oil (This is easiest to do in a bowl, you can mix the vegetables or keep them separate. For the first time you do this, it may be preferable to keep them separate.)
3. Place the ingredients on the pan and bake. They should be ready in about 30-40 minutes. Slight charring of the vegetables makes them even more delicious.

Dear Members,

We invite you to please join our quarterly Member Advisory Committee meetings, we would love to have you. We will provide transportation and lunch, please call our Member Service's team at 1-800-370-3600 if you are interested in attending your plan's meeting(s).

MEMBER ADVISORY MEETING DETAILS FOR 2019

RIVERSPRING AT HOME (MLTC)
meetings from 11:00am-1:00pm
February 11th - Bronx office
May 23rd - Westchester County
August 16th - Nassau County
November 15th - Queens office

RIVERSPRING FIDA PLAN (FIDA)
meetings from 12:30-2:30 pm
February 11th - Bronx office
Open Feedback Sessions
9:00-11:00am and 2:30-4:30pm
May 23rd - Westchester County
Open Feedback Sessions
9:00-11:00am and 2:30-4:30pm
August 16th - Nassau County
Open Feedback Sessions
9:00-11:00am and 2:30-4:30pm
November 5th - Queens office

RIVERSPRING STAR (ISNP)
meetings held at the Hebrew Home at Riverdale from 2:00-3:30pm
February 12th
May 22nd
August 15th
November 6th



Handling Food Safely During the Holidays and Always

With the holiday season upon us this is a good time to remember the basics of storing, preparing and serving food safely to prevent foodborne illnesses. Food which isn't properly cared for can spoil or become contaminated with germs which can make you ill with nausea, vomiting and diarrhea.

We want you to be safe and stay well. You can share the basic steps of food safety with your aides and family. The United State Department of Agriculture recommends four steps to keep your food safe:

- CLEAN
- SEPARATE
- COOK
- CHILL

Keep things clean: wash your hands and food preparation surfaces and utensils often. Use detergent and hot water. Keep your foods separate to avoid cross contamination, especially meats and poultry. Cook foods to the right temperature and refrigerate foods promptly. When shopping, refrigerate or freeze perishable foods as soon as possible, within two hours, especially fish, poultry and meat. Wash work areas and utensils well with hot water and soap. When finished, you can decontaminate the area with bleach-containing kitchen spray.

Do not thaw foods on the counter: use the refrigerator or a microwave. Make sure food is cooked properly. You can measure the temperature of food with a cooking thermometer to determine when it is done. When serving

perishable food, don't leave it out for more than two hours.

Save leftovers right away (under two hours). Place leftovers into shallow, covered containers and refrigerate and use within four days or freeze.

Go to the Department of Agriculture Food Safety and Inspection Service website www.fsis.usda.gov, click Topics and select the Food Safety Education, it has more details including cooking and storage temperatures and other good tips for protecting yourself from foodborne illness.

In this holiday season we want you to stay well while you tuck in and enjoy yourself and your family and friends.

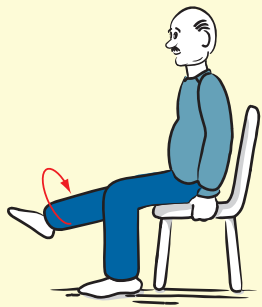


Wishing you good health,
Dr. Jon Gold
Medical Director

Exercise Corner

LEG CIRCLES

Exercise is good for you! Here is just one exercise from our home exercise program. We want you to stay as independent and healthy as possible.



- Hold onto the sides of the chair
- Straighten your right leg out in front of you and point your toes
- Make 3 circles to the right and 3 circles to the left - make sure you are moving your whole leg
- Repeat on the left leg