

Enjoy our new participant newsletter!

Hello, for those of you whom I haven't had the privilege of meeting, my name is Tara Buonocore-Rut, President and Chief Executive Officer of CenterLight. I am pleased to share the fall 2022 issue of "Connected," our CenterLight Healthcare PACE participant newsletter.



We understand that you may face a lot of health challenges, and that the pace of aging can get overwhelming. At CenterLight **PACE**, our Interdisciplinary Team (IDT)--which includes, but is not limited to, healthcare providers, nurse practitioners, nurses, rehab therapists, social workers, dietitians, and therapeutic recreation specialists--provides holistic care and support that can help you navigate the healthcare system and keep up with the **pace** of aging.

I want you to know that we value you, and how grateful we are to have you in our program. If there is anything we can do to help improve your experience with us, please call us at 1-833-252-2737 (TTY 711), 8AM - 8PM, Monday-Friday.

Thank you for trusting us with your healthcare!

Sincerely,


In this issue:

- Enjoy our new participant newsletter page 1
- Protect yourself from the flu page 1
- One ID Card for Medicare and/or Medicaid, Prescription Drugs, and More..... page 2
- No need to take action if you received a letter/brochure from a Medicare Plan..... page 2
- My Needs Card: Frequently Asked Questions page 2
- COVID-19 Vaccine and the New Bivalent Booster page 3
- Affordable Connectivity Program page 3
- A Regular Check-Up with Your Medical Provider Can Do Wonders!..... page 3
- Transportation Reminder page 3
- Recent Happenings page 4

Protect Yourself from the Flu

It's that time of year again! It's important to recognize the signs and symptoms of the flu to help protect yourself and your loved ones. This will also help you get timely treatment as necessary. If you have any of the following symptoms, notify your CenterLight Healthcare nurse right away.



Sore throat or cough



Body aches/pains



Fever and/or chills



Minor headache



Runny or stuffy nose



Extreme tiredness

Reminder:

If you have not yet received your flu shot, please let us know. Flu shots are available at the PACE center or you may ask your medical provider or pharmacist. If you already had your flu shot, notify any member of the IDT so we can make sure it's indicated in your medical records. **Remember to stay home if you have the flu**, as it can spread easily. If you are sick, contact your nurse, medical provider, or any IDT member.

One ID Card for Medicare and/or Medicaid, Prescription Drugs, and more!

Every year during open enrollment period, participants who are eligible for Medicare may receive many letters/brochures from other Medicare plans. **Do not worry, no need to take action!**



As a CenterLight PACE participant, we cover all your **Medicare, Medicaid, Prescription Drugs, and Over-The-Counter (OTC) items**.^{*} Other benefits and services include, but are not limited to, **dental, vision, hearing, home care, adult day care services, transportation, rehab services**, access to **open gym, acupuncture, My Needs Card**, and more.



If you are turning 65 or newly eligible for Medicare, do not let brokers confuse you. Contact your Social Worker for assistance with enrolling into Medicare Part B. Your enrollment with CenterLight does not change.

Remember: If you join another Medicare Advantage plan, you will no longer be enrolled in CenterLight PACE. If you have questions about this matter, talk to a member of your IDT.

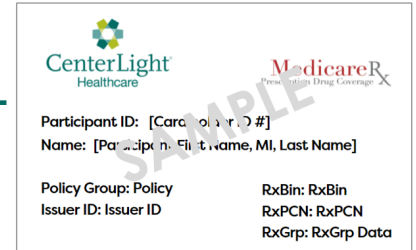
Medicare Card



Medicaid Card



ONE ID Card for Medicare, Medicaid, Prescription Drugs, and OTC items at PACE Centers and/or in the home



Important: Bring your CenterLight Identification (ID) Card to all medical appointments, including, but not limited to, doctors, hospitals, imaging/X-ray procedures, and pharmacies. If you receive a bill from your in-network provider, confirm that you have the right ID card and notify your social worker.

Tell your friends about PACE!

Eligibility: 55+; has both Medicare and Medicaid/Medicaid only/able to pay privately; requires more than 120 days of community based long term care (nursing home level of care) in the home and/or at a PACE Center; lives in the Bronx, Brooklyn, Manhattan, Queens, Staten Island, Westchester, Nassau or Western Suffolk. They may call 1-833-252-2737 (TTY 711) to find out more or schedule a tour.

My Needs Card: Frequently Asked Questions

With your **“My Needs Card” benefit of \$170 per month**,** you can purchase eligible items to help with basic needs and improve your quality of life.

What items can I purchase with the My Needs Card?

You may use your My Needs Card to purchase food, grocery items, toiletries and eligible OTC items.*** Please refer to the My Needs Card catalog for a complete list.

Why can't I buy OTC medications using the My Needs Card?

Vitamins, pain relievers, diabetic supplies, and other OTC items (e.g., antacids; cough, cold, flu, sinus, and allergy medications; antibiotic creams; incontinence supplies; and vitamins/minerals) may already be provided as part of your care,* which means you can spend your balance on food/other basic needs instead. Talk to your IDT about these OTC items.

Where can I use the My Needs Card?

You can use your card at pharmacies such as CVS, Walmart, Duane Reade, Family Dollar, RiteAid, Giant Food, Stop and Shop, Dollar General, and Walgreens, as well as a growing network of 2,000+ local pharmacies and supermarkets. Visit our website at www.centerlighthealthcare.org/my-needs-card to view a list of participating stores.

I tried buying food and other eligible items using the My Needs Card. Why was my purchase declined?

Reasons your transaction was declined include, but are not limited to: 1) the retailer may not be in the network, 2) you may have already spent your balance for the month, or 3) you may have included non-eligible items along with eligible items in your cart. Please make sure that none of these situations apply.

I lost my My Needs Card. How can I get a replacement?

Call us at **1-833-252-2737 (TTY 711)**, 8AM-8PM, Monday-Friday to request a replacement card.

What if I can't go to a store?

You can use your My Needs Card online at <https://athome.medline.com/card> or call **1-833-569-2330** to purchase your items and have them delivered right to your door!

More questions or need a copy of the catalog? Call us at 1-833-252-2737 (TTY 711), 8AM-8PM, Monday-Friday.



COVID-19 Vaccine and the New Bivalent Booster

Getting vaccinated against COVID-19 can help lower your risk of getting and spreading the virus. The COVID-19 vaccine helps prevent severe illness or hospitalization. According to the Centers for Disease Control (CDC), people 65 and older who received both doses of either Pfizer or Moderna vaccines showed a 94% reduced risk of COVID-19 related hospitalization.

Why get a booster shot? The COVID-19 booster shot is a great way to have an extra layer of protection from the virus. While COVID-19 vaccines are effective, studies have shown some declines in vaccine effectiveness over time, especially in people ages 65 years and older. Booster shots can increase the immune response and prevent serious illness.

What is the new Bivalent Booster and why should you get it? The CDC recommends getting a dose of the new bivalent booster, approved on August 31, 2022. This updated booster helps restore protection that has declined since previous vaccination by targeting variants that are

more contagious and easily transmissible, including the most recent Omicron subvariants, BA.4 and BA.5. The new Bivalent Booster is available for individuals ages 12 and over who received the Pfizer vaccine, and those ages 18 and over who received the Moderna vaccine.

When to get the booster shot:

- If you received the two primary doses of the Pfizer, Moderna, Johnson & Johnson, or Novovax vaccines at least 2 months ago and have not received a booster shot, you are eligible to receive a bivalent booster today.
- If you received a dose of the original booster (called monovalent), you may receive a bivalent booster dose at least 2 months after your last booster shot.

With the help of the safe and effective vaccines, we will hopefully soon be able to put the pandemic behind us. Getting vaccinated and boosted is a great way to ensure that you are protected against COVID-19. Please talk to your IDT if you have any questions.



“ You feel free. As soon as you put your mask on and you know you got vaccinated, you’re free. I go shopping and I know I am protected. I’m not going to be worried because I took care of myself and everyone else that’s around me. ”

- Nilda Lugo, CenterLight PACE Participant

Affordable Connectivity Program

Households with an income at or lower than 200% of the Federal Poverty Guidelines may be eligible for lower internet service costs. To find out if you meet the

criteria for this federal program, visit their website at www.affordableconnectivity.gov or call **877-384-2575**, 9AM-9PM, 7 days a week.

A Regular Check-Up with Your Medical Provider Can Do Wonders!

We encourage you to see your doctor regularly. This can help diagnose any developing conditions and provide preventive treatments.

During your appointment:

- **Bring your CenterLight Healthcare PACE Identification (ID) Card**, which will serve as your insurance card. If there are any changes to your insurance information, notify your doctor.
- **Ask about yearly dental, vision, and hearing check-ups; cancer exams; colonoscopy; breast cancer; diabetes; and other screenings** that may be applicable to you.

- **Bring a list of your medications** to your appointment so that they can review and determine if you are taking what’s appropriate to your current condition.
- **Ask about vaccines** such as flu, pneumonia, shingles, and Hepatitis B.
- **Mention all your symptoms** and how you’ve been feeling to help your medical provider develop the right treatment plan.

Let any member of the IDT know if you made an appointment with your provider. We can also help with scheduling other medical/specialist appointments. Contact your Medical Practice Manager or call 1-833-252-2737 (TTY 711) for assistance.

Transportation Reminder:

Please make sure to contact us at 1-833-252-2737 (TTY 711) 8AM-8PM, Monday-Friday, to set up transportation as soon as your appointment is confirmed, or at least 3 business days before your appointment. If your appointment is on a Monday, notify us the Thursday before.



Recent PACE Center Events

CenterLight Healthcare PACE provides more than 100 recreational and educational programs per month at each of our PACE Centers, as well as a number of daily

online activities on our Facebook page. Below are some therapeutic recreation events enjoyed by our participants recently.



Mid-Autumn Fest at Stillwell (see our website for photos from other sites!)



Hawaii Day in Flushing



Grand St. Reopening Celebration



Gardening in Westchester



Arts and Crafts at Grand St.



Carnival Day in Westchester

Participants who would like to access online programs such as chair exercises, live music, arts and crafts, cooking programs, games, and more may visit our Facebook page at www.facebook.com/centerlighthealthsystem. For health tips and other educational information, you may visit our blog at www.centerlighthealthcare.org/blog.

This first edition of "Connected," our new participant newsletter, is made possible in part by the Friends of CenterLight Foundation.



Medical necessity is determined by the IDT. **No rollover. *Stockable items, doses, brands and costs may vary by location. READERS WHO ARE NOT PARTICIPANTS HAVE NO OBLIGATION TO ENROLL. CenterLight Healthcare has an approved PACE contract with the Centers for Medicare and Medicaid Services (CMS) and NY State (NYS). Enrollment in CenterLight Healthcare PACE depends on renewal of its contract with CMS and NYS. Members may be fully and personally liable for the cost of unauthorized or out-of-PACE program agreement services. H3329_ParticipantNewsFall22 Approved 09282022*

