When to call your Care Manager

We want you to know that you can call your Care Manager if you have questions or concerns at any time. Your Care Manager is a nurse or Social Worker, and they can work closely with you to help you understand your health needs. At times your needs may change and you may need to receive care in a hospital or nursing facility. It is important to call your Care Manager if you have been hospitalized so we can coordinate your care and put all the services back as soon as you get home. We are here to help. We want to make sure the services we provide are meeting your needs. Call your Care Manager if you have changes in your health, fall in your home or outside of your home, you can no longer do things like you used to do such as meal set-up, bathing, and paying your bills. Call us at 1-800-469-6292 (TTY 711), Monday through Friday, 8 am to 8 pm, if you have questions about your plan or benefits.

Tell Us What You Think

As your health plan, we want to know what we are doing well and what we can do better to meet your health care needs. Call or email us anytime. Our email address is: TellUs@villagecare.org

We look forward to hearing from you. If you have an immediate need for service please call member services at 800-469-6292.

Member Services

VillageCareMAX Member Services reminds members to call with any questions. Our member services team may be reached at 800-469-6292, from 8:30am - 6:00pm Monday-Friday. Our team is committed to meeting your needs and providing you with excellent service. We have English, Spanish, Chinese and Russian speaking representatives on staff, as well as language translation services available. It is always our pleasure to serve you.

We are still seeking members for our Member Advisory Committee.

Do you want to share your ideas about how we can serve you better? Meetings are quarterly and transportation is provided. If you are interested, call us at 800-469-6292 today.
Coping with Spring allergies

Many people with allergies only have symptoms during certain seasons. If you have this type of allergy, you may have seasonal allergic rhinitis, also known as hay fever. Common causes of hay fever are plant pollens from trees, grass, weeds and ragweed. Tree pollen allergies often occur during the spring months. Grass, weeds and ragweed allergies often occur during the summer or fall months. Allergy symptoms can be worse on hot and dry days when the wind can carry pollen. Nasal sprays, oral medications (pills), or eye drops are common treatments for allergies. Many are available without a prescription and some are available by prescription only. Some people with severe allergies may require allergy shots by a doctor for relief. Talk to your doctor and learn more about which treatment is best for you.

In most cases, when you have seasonal allergies:
- You sneeze a lot, especially after you wake up in the morning.
- You have a runny nose and postnasal drip.
- Your eyes are watery and itchy.
- Your ears, nose, and throat are itchy.

What is Arthritis?

Arthritis means joint swelling, pain, redness and even stiffness. There are many types of Arthritis. The most common form of arthritis is Osteoarthritis (OA). This happens when the hard, slippery tissue that coats the ends of bones wears away. The bones begin to rub against each other and cause pain and swelling.

Rheumatoid Arthritis (RA) is another type of arthritis. This is a long-lasting disease can affect joints in any part of the body except the lower back. Mostly, it affects the hands, wrists, knees and feet. With rheumatoid arthritis, the body’s defense system functions incorrectly and attacks itself, which cause joint pain and swelling.

How pain affects quality of life?

Pain can affect your sleep, daily tasks and health. These problems can make you feel sad, less active and they can make it hard for you to do the things you like to do. Although it may not be possible to prevent arthritis, there are steps to improve your quality of life. These steps include:

- Exercising. Keeping your muscles strong is the best way to fight against arthritis.
- Maintaining a healthy weight. Extra weight puts strain on your joints.
- Using arthritis devices and aids, proper lifting and posture can help protect your joints.
- Managing pain with pain medication. Talk to your doctor about pain management.
- Eating a healthy diet. A well balanced diet such as fruits, vegetables, fish, nuts, beans, peas and lentils can help you fight arthritis. Avoid red meat, dairy, bad fats and sugar to manage the pain.

You should always contact your Primary Care Physician to discuss any treatment options. You may also call your Care Manager if you need more information about topics on staying healthy and exercise programs.

Reference
Diabetes and your vision

Eye exams are an important part of eye care for everyone. Adults should have their eyes tested for any changes and to check for early signs of eye disease. You may have heard that diabetes causes eye problems and may lead to blindness. People with diabetes are more likely to suffer from eye problems than people without diabetes. If you have diabetes, making regular visits to your eye doctor can help you avoid eye problems.

The three major eye problems that people with diabetes may have are cataract, glaucoma and retinopathy:

- A cataract is a fogging of the normally clear lens of the eye. The lens is what allows us to see things. The fogging of the lens blocks light and prevents you from seeing.
- Glaucoma happens when the fluid inside the eye does not drain. This can lead to pressure building up in the eye and damage to the eye. Vision is slowly lost due to damage to the eye.
- Retinopathy is a blood vessel related problem due to diabetes. The small blood vessels are damaged and cause diabetes eye problems, even blindness. This eye problem is due to high blood sugar levels. It is important to control your blood sugar level.

A complete eye exam will test your eyes' health and whether you have any of these eye problems. Call your eye doctor now to schedule an appointment. If you need help with scheduling, please let us know. VillageCareMAX works with eyeQuest to provide optometry and eyeglasses to our members. We have a network of optometrists available in every borough. Your benefits include eyeglasses or contact lenses. If you need to check your eyes or need eyeglasses, please call VillageCareMAX or call eyeQuest at 888-260-5152.

2014 Managed Long-Term Care Satisfaction Survey

As you are aware, the state mailed some of you a satisfaction survey to fill out in December 2014 and March 2015. Please take some time to read over the survey and fill it out. With your help filling out the survey, the survey data can give us meaningful feedback on quality and timeliness issues. This can help us improve the quality of our services and do a better job in meeting your needs.
Our Members Are Our #1 Priority.
We are a 5-star rated Managed Long-Term Care Plan

800-469-6292  TTY 711
7 days a week, 8:00 am to 8:00 pm
www.villagecaremax.org

5-star overall rating based on the 2014 NYC Region MLTC Consumer Guide, published by the New York State Department of Health