



## 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](http://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

# HEALTH FOCUS

VILLAGE CARE MAX

Member Newsletter - Fall 2015

## Tips for Preventing Identity Theft

The number of Identity Theft cases is growing nationwide and we want you to be safe! Identity thieves steal your personal information to commit fraud. To reduce your risk of becoming a victim, follow the tips below:

- Do not carry your Social Security card in your wallet or write it on your checks. Only give out your SSN when necessary.
- Protect your PIN. Never write a PIN on a credit/debit card or on a slip of paper kept in your wallet.
- Watch out for "shoulder surfers". Use your free hand to shield the keypad when using pay phones and ATMs.
- Collect mail promptly. Ask the post office to put your mail on hold when you are away from home for more than a day or two.
- Pay attention to your billing cycles. If bills or financial statements are late, contact the sender.
- Check your credit report at least once a year. Check it more frequently if you suspect someone has gotten access to your information.
- Tear up or shred unwanted receipts, credit offers, account statements, expired cards, etc., to prevent dumpster divers getting your personal information.
- Store personal information in a safe place at home. Do not leave it lying around.
- Do not respond to unsolicited requests for personal information in the mail, over the phone or Online.
- Keep your receipts. Ask for carbons and incorrect charge slips as well. Promptly compare receipts with account statements. Watch for unauthorized transactions.

Adapted from:  
<http://www.usa.gov/topics/money/identity-theft/prevention.shtml>

## Meals on Wheels

Do you know that you can receive supplemental meals? We can provide you with additional meals based on your dietary preference. You could qualify for extra meals if you meet the requirements below:

- You cannot prepare or obtain nutritionally adequate meals for yourself or do not have a caregiver that supports you to do so, or the terms of such meals will decrease the need for more costly supports to provide in-home meals
- You are receiving less than 3 hours of personal care services in a day and do not attend Adult Day Health Care.

Contact your Care Manager for details.

## 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](mailto: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.

## How do I know if I have depression?

**Knowledge of depression starts with knowing what to look for.**

- Being sad during most of the day.
- Being tired or loss of energy almost every day.
- No interest in things you liked in the past.
- Weight loss or loss of appetite.
- Feelings of uselessness or guilt almost every day.
- Having a hard time falling asleep, staying asleep, or sleeping too much.
- Having thoughts of death or suicide.
- Having difficulty thinking or making decisions.



A key sign of depression is either feeling sad or loss of interest in things you once enjoyed. If you have any of these thoughts, feelings or actions for more than two weeks, please talk to your Care Manager or your Doctor.

**\*Remember to fill out your checklist to receive a \$15 CVS gift card call VillageCareMAX for more details.**

e-source:  
WebMD, 2015. How do I know if I have depression? Retrieved from:<http://www.webmd.com/depression/guide/what-is-depression#1>

## Fight the Flu- it starts with you

VillageCareMAX recommends that you get your flu shot as the first line of protection. There are lots of people who get the flu shot each year. The Flu shot can keep you from getting sick from the flu. Go get your flu shot at your Doctor's office or your local pharmacy. Rite Aid, CVS, Walgreens, Duane Reade or Urgent Care Centers have the Flu Shot. The Flu starts in January or February, but can occur as early as October and as late as May.

Tips on how to prevent getting the flu:

- Dress warm and avoid going out during cold/severe weather.
- Do not forget to talk to your doctor about the Pneumonia Vaccination.
- Perform proper hand washing. Wash your hands with soap and water.
- Keep healthy by eating three meals a day and take your medications as prescribed.
- Sleep eight hours, this will assist your immune system in fighting the cold weather.
- Avoid seeing family members and friends who are sick.



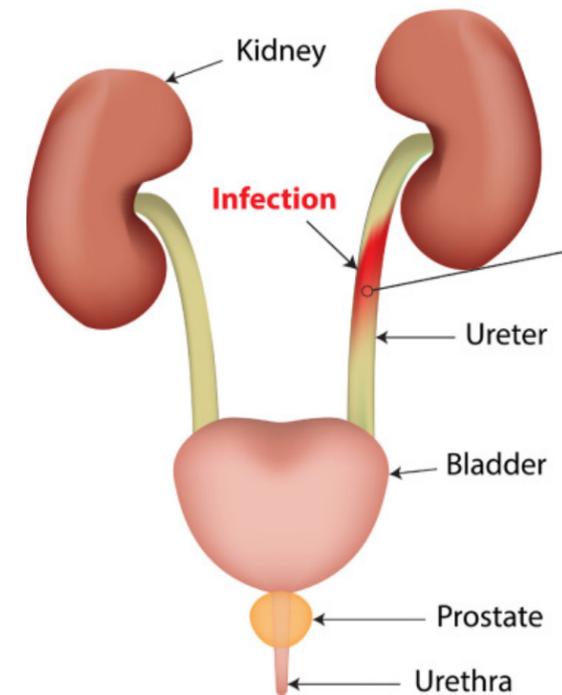
## Respiratory and Urinary Tract Infections Staying Healthy

**Respiratory Infections:** are any infections that can occur to the respiratory system. These infections can either be viral or bacterial that affects the lungs. The most common infections are the Common Cold, Flu, Pneumonia and Bronchitis.

- Get the Flu and Pneumonia shots.
- Avoid being around sick people.
- Wash your hands with soap and water.
- Cover your mouth when you cough or sneeze.
- Do not share personal items.
- Dress warm and avoid the cold weather.
- Finish all antibiotics as directed by your doctor.
- Get medical attention right away if you have fever, chills, weakness, muscle aches, cough and/or shortness of breath.



**Urinary Tract Infection** is an infection of the urinary tract that your urine passes through before it is removed from the body. An infection starts when bacteria gets in the tract and begins to grow. The infection can spread to the kidneys and cause infection. A kidney infection can become a very serious condition if not treated right away.



- Drink plenty of fluids to flush out of the body's systems.
- Go to the bathroom right away when you feel the urge. Do not hold it!
- For women, wipe from front to back after using the toilet to avoid spreading germs.
- Take showers instead of baths.
- Wash your private areas with soap and water.
- Call your Doctor right away if you have pain, burning when you go to the bathroom, an urge to go more often, and/or passing only small amounts of urine.
- Call your Doctor if you have any pain in the lower stomach, if you have urine that looks cloudy, pink or red and/or smells bad.

Sources:  
[http://infectiousdiseases.about.com/od/prevention/a/prevention\\_tips.htm](http://infectiousdiseases.about.com/od/prevention/a/prevention_tips.htm)  
[http://www.medicinenet.com/urinary\\_tract\\_infection/page2.htm#what\\_causes\\_a\\_urinary\\_tract\\_infection](http://www.medicinenet.com/urinary_tract_infection/page2.htm#what_causes_a_urinary_tract_infection)  
<http://www.webmd.com/a-to-z-guides/urinary-tract-infections-in-teens-and-adults-symptoms>