



## 2023 Winter Member Newsletter

### In This Issue:

- Suicide & Crisis Hotline 1
- Winter Safety Tips 2
- Fraud, Waste & Abuse 2
- DentaQuest Vendor 3
- Deductibles & Cost Share 3
- Social Determinants of Health 4
- Affordable Connectivity Program 5
- Healthy Recipe 5
- Word Search 6

### Contact Us:

MAPD: 1-877-940-9330  
 D-SNP: 1-877-940-9330  
 I-SNP: 1-877-940-9330  
 MAP: 1-833-274-5627  
 MLTC: 1-855-270-1600  
 TTY: 711  
 7 days a week, 8am-8pm  
[www.centersplan.com](http://www.centersplan.com)



## Welcome Winter

Our highly-trained Member Services Representatives can provide the assistance and resources you need to stay safe and warm through these winter months. They can help with health plan information, Meals of Wheels\*, transportation\* needs, and other essential services that will allow you to enjoy the bustling season!

\*Depending on the plan selected



## New Suicide & Crisis Lifeline: 988



As of July 2022, 988 is the new three-digit dialing code that will route callers to the National Suicide Prevention Lifeline.

988 provides free, confidential support, 24/7, for anyone having mental health-related distress, like thoughts of suicide, a mental health or substance use crisis, or any other kind of emotional distress. 988 is available throughout the USA to call (multiple languages), text, or chat (English only).

Please note, the previous 1-800-273-TALK (8255) number will continue to function indefinitely.

# Summer Safety Tips!

Below are some tips and health reminders to follow that will help you stay safe during this time of the year:

## **COVID-19:**

Talk to your healthcare provider about receiving a vaccine for COVID-19. Free vaccines and booster shots are available state-wide. If you believe you have been exposed to the COVID-19 virus and/or experiencing symptoms consistent with the COVID-19 virus, stay home and contact your health care provider.

## **DENTAL:**

It is important to visit your dentist at least once a year, even if you have dentures or no natural teeth. Practicing good oral hygiene is critical. Brush your teeth thoroughly twice a day, and floss between teeth to remove dental plaque. Avoid tobacco products, alcohol, and sugar (candy, soda, etc.) to help decrease the risk for dental issues and related complications.

## **FLU & PNEUMONIA:**

People 65 years and older are at higher risk of developing serious flu & pneumonia complications. This increased risk is due in part to changes in immune defenses. The flu and pneumococcal vaccinations have many benefits. They have been shown to reduce illnesses and also to reduce the risk of more serious outcomes that can result in hospitalization or even death in older people. Please reach out to your health care provider for more information.



## **REFERENCES:**

<https://www.cdc.gov/flu/index.htm>

<https://coronavirus.health.ny.gov/home>

<https://www1.nyc.gov/site/doh/health/health-topics/oral-health.page>

## **FRAUD, WASTE & ABUSE**

Everyone is responsible to help in the fight against fraud, waste and abuse. If you suspect a provider, member or CPHL staff is engaged in fraud, waste, abuse or any other questionable activity, report it by calling 1-855-699-5046 or by visiting [www.centersplan.ethicspoint.com](http://www.centersplan.ethicspoint.com). Both modes support anonymous reporting and are available 24 hours a day, 7 days a week.



# NEW YEAR, NEW CHANGES...

Effective January 1, 2023, CPHL switched to a new dental vendor, **DENTAQUEST!** Dentaquest will serve all of our lines of business, including Managed Long-Term Care (MLTC), to give our members a better dental experience!



**CENTERS PLAN FOR HEALTHY LIVING**  
A CENTERS HEALTH CARE COMPANY

Name [Member Name]  
Effective Date [00/00/00]  
ID # [000000000]  
PCP Name [Provider Name]  
PCP Phone [Phone #]  
Copay PCP 0% or 20%  
Specialist 0% or 20%

Centers Plan for Dual Coverage Care (HMO D-SNP)

Medicare Issuer [XXXXX]  
Plan Type D-SNP

**MedicareRx**  
Prescription Drug Coverage  
CMS H6988-002

RxBIN 015574 RxCN ASPROD1  
RxGRP CPL01

**For Members:**

**Member Services**  
Phone: 1-877-940-9330  
TTY/TDD: 711  
7 Days a week, 8am-8pm  
www.centersplan.com

**Medical Claims**  
Change Healthcare Payer ID:  
CPHL or CPHL1  
Centers Plan for Healthy Living  
P.O. Box 21033  
Eagan, MN 55121

**Pharmacy Claims**  
MedImpact Healthcare Systems, Inc.  
P.O. Box 509108  
San Diego, CA 92150-9108  
Fax: 1-858-549-1569  
E-Mail: Claims@MedImpact.com

**Pharmacy Help Desk:**  
MedImpact - 1-888-807-5717

Claim Inquiry:  
1-844-292-4211, Option 2

Supplemental Provider Network  
Provided By

**DentaQuest** vs<sub>o</sub>  
**MAGNACARE**

## 2023 Medicare Part A & B Premiums, Deductibles, and Cost-Share Information

Part A Deductible and Coinsurance Amounts for Calendar Years 2022 and 2023 by Type of Cost Sharing		
	2022	2023
Inpatient hospital deductible	\$1,556	<b>\$1,600</b>
Daily coinsurance for 61st-90th Day	\$389	<b>\$400</b>
Daily coinsurance for lifetime reserve days	\$778	<b>\$800</b>
Skilled Nursing Facility coinsurance for days 21-100	\$194.50	<b>\$200</b>
Part B Premium and Deductible Amounts for Calendar Year 2022 and 2023		
Premium ( <i>paid to Medicare</i> )	\$170.10	<b>\$164.90</b>
Deductible	\$233	<b>\$226</b>

# Social Determinants of Health (SDOH): How They Affect Your Health

## What are Social Determinants of Health (SDOH)?

Social Determinants of Health are the non-medical factors that influence your health outcomes. They are the conditions in which you live, learn, grow, work, and age. They are also the broader rules and systems that shape the conditions of daily life.

## Why are Social Determinants of Health important?

Social Determinants of Health contribute to a wide range of health and quality-of-life risks and outcomes. They have a great impact on your physical and mental health.

Example of SDOH	How SDOH Affects Your Wellbeing	Resources Available to Help
<b>Safety:</b> being free from possible harmful situations or persons in your surroundings	Feeling unsafe can cause anxiety, depression, and stress. The chronic stress associated with living in unpredictable environments can accelerate aging and harm health.	<ul style="list-style-type: none"><li>• Order of Protection</li><li>• Domestic Violence Program</li></ul>
<b>Housing Security:</b> having a fixed, regular, and adequate place to sleep	Having inadequate housing conditions can lead to depression, physical harm, food insecurity, and infections.	<ul style="list-style-type: none"><li>• Rental Assistance</li><li>• Public Housing/Section 8</li><li>• Shelter</li></ul>
<b>Food Insecurity:</b> a lack of consistent access to enough food to live an active and healthy life	Access to food, and specifically nutritious food, has a direct impact on wellbeing. If you cannot afford or get vitamin-rich foods, your body and mind are at higher risk for illness.	<ul style="list-style-type: none"><li>• Supplemental Nutrition Assistance Program (SNAP)</li><li>• Food Pantry</li><li>• Senior Center</li></ul>
<b>Financial Insecurity:</b> a lack of consistent access to enough money to pay for basic needs such as electricity, food, and medication	Having enough money is essential for managing chronic conditions, supporting a healthy living environment, and managing emergencies.	<ul style="list-style-type: none"><li>• Financial Assistance</li><li>• Financial Counseling</li></ul>
<b>Social Isolation:</b> a lack of social contacts and only interacting regularly with a few or no people	Social isolation can increase the risk of high blood pressure, heart disease, obesity, a weakened immune system, anxiety, and depression.	<ul style="list-style-type: none"><li>• Support Hotline</li><li>• Friendly Visitors</li><li>• Senior Center</li></ul>

## How can we assist you with your Social Determinants of Health needs?

We are happy to provide detailed information about resources available in your area and any covered benefits you may be eligible to receive. Please feel free to contact us, or discuss your needs with your Care Manager during your monthly call.

## Sources:

<https://www.cdc.gov/publichealthgateway/sdoh/index.html>

<https://www.cdc.gov/socialdeterminants/>



# Affordable Connectivity Program

## What is the Affordable Connectivity Program?

The Affordable Connectivity Program is a governmental program that provides assistance to low-income households to pay for internet services and connected devices (i.e., laptops or tablets). Each eligible household is allowed one monthly service discount and one device discount.

## Are you eligible?

You will likely be eligible if:

- Your household income is 200% or less than the federal poverty guideline; or
- You or someone you live with currently receives a governmental benefit such as:
  - SNAP
  - Medicaid
  - SSI
  - Veterans Pension and Survivors Benefit
  - Pell Grant
  - Federal Public Housing Assistance (FPHA)

## What are the benefits?

If you are eligible for the program, you may receive:

- Up to a \$30 monthly discount on your internet service;
- Up to a \$75 monthly discount if your household is on qualifying Tribal lands;
- A one-time discount of up to \$100 for a laptop, tablet, or desktop computer (with a copayment between \$10 and \$50); or
- A fully-covered low-cost service plan

## Where can you get more information?

General Information and Program Application: <https://www.affordableconnectivity.gov>

Eligibility Requirements: <https://www.affordableconnectivity.gov/do-i-qualify>

Participating Internet Service Providers: [https://www.whitehouse.gov/getinternet/?utm\\_source=getinternet.gov](https://www.whitehouse.gov/getinternet/?utm_source=getinternet.gov)

Participating Providers that Offer Connected Devices: <https://www.fcc.gov/affordable-connectivity-program-providers>



## Apple, Bacon & Sweet Potato Mini Casseroles

### Ingredients

- Nonstick cooking spray
- 10 slices lower sodium, less fat bacon, or turkey bacon
- 2 cups chopped cooking apples
- ½ cup chopped onion
- 1 10-ounce sweet potato, peeled and cut into ¼-inch pieces
- 2 teaspoons snipped fresh thyme or ½ teaspoon dried thyme, crushed
- ¼ teaspoon black pepper
- 1 ½ cups refrigerated or frozen egg product, thawed, or 6 eggs, lightly beaten
- ¾ cup fat-free milk
- ¾ cup shredded reduced-fat cheddar cheese (3 ounces)



### Directions

Step 1: Preheat oven to 350 degrees F. Coat twelve 2 ½-inch muffin cups with cooking spray. Cut 4 of the bacon slices crosswise into thirds; chop remaining bacon.

Step 2: In a 12-inch skillet, cook large bacon pieces over medium until crisp. Drain bacon on paper towels; discard drippings. Add chopped bacon, apples, and onion to skillet. Cook over medium 5 minutes, stirring occasionally. Add sweet potato; cook 10 minutes or just until potato is tender, stirring frequently. Stir in thyme and pepper.

Step 3: Divide potato mixture among prepared muffin cups. In a medium bowl combine egg and milk; pour over potato mixture (cups will be full). Top with cheese.

Step 4: Bake 25 minutes or until puffed and a knife comes out clean. Cool in cups 5 minutes. Remove from cups. Top with large bacon pieces. Serve warm.

75 Vanderbilt Avenue  
Staten Island, NY 10304



Health, Wellness, and Prevention Information

## Winter Is In The Air

1. BLANKET
2. BLIZZARD
3. CHILLY
4. FREEZING
5. FROSTY
6. JACKET
7. MELTING
8. SCARF
9. SNOWFLAKE
10. WHITE



E	K	R	S	Z	K	O	Y	Z	B	G	S	B	V	E	A	F	L	T	F
I	N	A	L	Y	I	B	M	O	J	X	D	H	E	F	T	B	S	X	X
Z	H	S	C	Q	U	V	K	T	C	S	T	P	K	I	J	S	V	M	F
L	O	N	Y	B	J	Y	E	H	B	O	I	L	O	Z	A	B	A	G	V
P	L	O	X	U	A	T	T	H	C	W	S	F	Z	W	T	R	Z	G	I
K	T	W	X	S	E	H	B	S	L	D	C	F	F	R	M	C	X	B	Q
H	L	F	S	K	C	E	N	K	O	J	A	P	M	X	U	W	O	E	B
U	R	L	N	U	E	E	L	P	N	R	R	P	E	E	K	M	B	L	X
C	W	A	X	W	I	C	B	S	Z	D	F	X	F	X	Q	A	I	D	D
D	L	K	S	W	U	J	Q	T	E	D	W	N	W	Q	O	Z	Z	Y	C
B	F	E	V	H	H	U	E	K	H	P	X	H	T	D	Z	J	Y	Z	E
I	S	Z	C	R	Z	Z	S	O	E	X	W	T	I	A	V	G	H	O	J
U	V	Y	X	X	G	I	U	W	C	L	U	L	R	T	W	Y	M	Y	C
O	T	Q	Z	T	U	A	K	D	Z	G	U	D	M	W	E	B	C	H	E
V	I	V	V	L	Z	E	C	M	M	P	E	M	T	Q	I	S	I	H	C
G	N	I	T	L	E	M	Z	Y	X	S	B	W	F	Z	R	L	M	W	A
T	Y	F	A	A	X	D	H	R	Q	H	U	X	G	C	L	C	X	P	K
O	A	F	R	E	E	Z	I	N	G	Z	R	L	A	Y	L	Z	Q	E	R
P	S	V	P	H	A	C	C	I	G	E	J	A	C	K	E	T	G	E	V
Q	K	I	D	D	G	Y	G	K	A	C	R	U	N	Y	K	Q	P	I	E