

ELDERONE CONNECTION

Our newsletter to keep participants and families in the know.

ElderONE
An Affiliate of
Rochester Regional Health

SPRING 2023 EDITION



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WELCOME OUR NEW VICE PRESIDENT!

Happy Spring! We hope you are enjoying the warmer weather and the flowers that are starting to bloom. We are excited to announce that ElderONE is welcoming a new Vice President!

Rob Aroesty, MHSA, LNHA joined Rochester Regional Health (RRH) as the new Vice President of ElderONE on May 15, 2023. Rob comes to RRH from Atria Senior Living/Holiday Retirement where he served as Regional Vice President and had multi-state, multi-facility responsibilities since 2018. Prior to Atria, Rob was a Regional Director of Davita, Inc. Rob is a licensed Nursing Home Administrator and has a Master of Health Services Administration degree from George Washington University and a Bachelor of Science in Business Management from Ithaca College.

Rob lives in Pittsford with his wife, Cheryl and daughters Allyson and Hannah.

Please join us in welcoming Rob to ElderONE!



ROB AROESTY

*Vice President of ElderONE
and Adult Day*

DAY CENTER
DIRECTORY

Emerson Center
800 Emerson Street
Rochester, NY 14613
P: (585) 922-9970

Hudson Day Center
2066 Hudson Avenue
Rochester, NY 14617
P: (585) 922-2800

North Park Center
355 North Park Drive
Rochester, NY 14609
P: (585) 922-9920

Silver Hill Center
1000 Technology Pkwy
Newark, NY 14513
P: (315) 359-2220

CONTACTS

General Number
(585) 922-2800

**Home Health Aide
Service**
(585) 214-1500

Toll-Free
1-855-457-4636

FOUR THINGS
YOU CAN DO
TO PREVENT FALLS

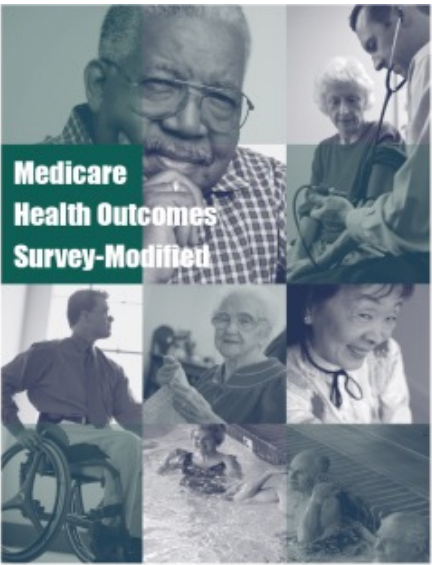
- 1. **Speak up.** Talk openly with your healthcare provider about fall risks and prevention. Ask your doctor or pharmacist to review your medicines.
- 2. **Keep moving.** Begin an exercise program to improve your leg strength and balance.
- 3. **Check your eyes.** Get an annual eye exam - replace eyeglasses as needed.
- 4. **Make your home safer.** Remove clutter and tripping hazards.

HEALTH
OUTCOMES
SURVEY

This summer, PACE participants nationwide will be asked to complete a **Health Outcomes Survey**. The survey will arrive via US mail and will include a self-addressed stamped envelope for you to use to return the survey at no expense.

It is very important that you complete and return this survey by mail, as it provides important information to Medicare about your individual health and the services that you need.

If you would like assistance completing the survey, a family member, caregiver or ElderONE team member may help. Please contact your Social Worker with any questions that you may have or to request assistance.



Falls are Preventable.



www.cdc.gov

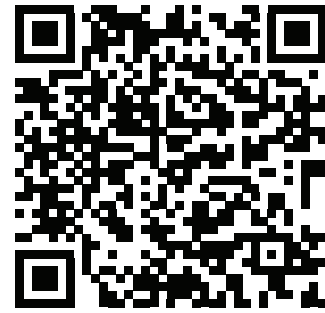
STEADY Stopping Elderly
Accidents, Deaths & Injuries

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SAFE FALLING
STRATEGIES

Relax everything	Try to exhale and release tension as you fall. Being stiff will increase the impact and your chance of injury.	
Tuck your Chin	Turn your head away from the direction you are falling. This will help keep your face and head safe.	
Protect your head	Turn your head away from the direction you are falling. This will help keep your face and head safe.	
Bend	If you begin to fall, bend your arms and legs. This will help you roll onto your back or behind, reducing injury.	
Try to fall on the soft, cushioned parts of your body	Attempt to land on the more cushioned parts of your body like your buttocks, back or thighs. Avoid landing on your knees, hips, tailbone or elbows.	
Roll	It is safest to keep rolling. This will help to spread the impact across a larger area of your body.	

Scan this for elderone.org/falls



COVID 19 FRAUD

Scams related to the coronavirus, also known as COVID-19, continue. Scammers are targeting older adults and those with serious long-term health conditions who appear to have a higher risk for serious illness from COVID-19. Fraudsters are attempting to bill Medicare for sham tests or treatments related to the coronavirus and are targeting individuals to illegally obtain money or Medicare numbers.

What Can You Do to Stop COVID-19 Fraud?

- Do not give out your Medicare number to anyone other than your doctor, health care provider, or other trusted representative.
- Protect your Medicare number and treat your Medicare card like a credit card. Never provide your Medicare number to anyone who contacts you through unsolicited calls, texts, or emails.
- Be cautious of anyone who comes to your door offering free coronavirus testing, treatment, or supplies.
- Don't click on links from sources you don't know, which could put your computer or device at risk. Make sure the anti-malware and anti-virus software on your computer are up to date.
- Don't post on social media that you are getting tested for or receiving a vaccination for COVID-19. Posting content that includes your date of birth, health care details, or other personally identifiable information can put you at risk as these details can be used to steal your identity.

- Be cautious when purchasing medical supplies from unverified sources, including online advertisements and email/phone solicitations.
- Be cautious of COVID-19 survey scams that offer money or gifts in exchange for personal, medical, or financial information.
- Do your homework before making a donation to a charity or crowdfunding site due to a public health emergency. Be particularly wary of any charities requesting donations by cash, by gift card, or wire transfer

As a reminder...

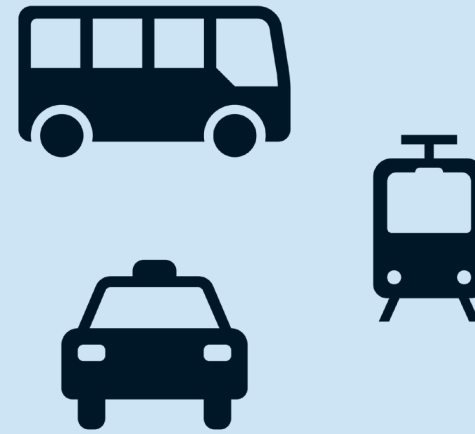
ElderONE will provide you with COVID vaccination and testing at no out of pocket cost to you.

How Your Senior Medicare Patrol (SMP) Can Help

The New York State Senior Medicare Patrol Program is ready to provide you with the information you need to PROTECT yourself from Medicare fraud, errors, and abuse; DETECT potential fraud, errors, and abuse; and REPORT your concerns. SMPs and their trained volunteers help educate and empower Medicare beneficiaries in the fight against health care fraud. The SMP can help you with your questions, concerns, or complaints about potential fraud and abuse issues. It also can provide information and educational presentations.

Contact the New York State Senior Medicare Patrol Program at 1-800-333-4374

TRANSPORTATION SERVICES



At ElderONE, we are committed to providing you with the best possible care and transportation services. To improve our ride services, we transitioned to a new transportation management vendor, Ride Health, in mid-March. Ride Health employs drivers that utilize ElderONE vehicles as well as contract with a network of transportation vendors to assist in

meeting all transportation needs. Since March, there has been a 20% increase in trip volumes. Ride Health uses an advanced technology platform and is able to communicate transportation alerts about upcoming rides scheduled with Ride Health drivers. In mid-April, Ride Health began communicating ride status through alert phone calls occurring one day before the scheduled ride and another call when the driver is on their way. These calls go to the participant phone number listed in medical record. Participants and families can change the number or frequency of calls and as always, may call 585.922.2822 regarding transportation needs as well as ElderONE's main line 585.922.2800 at any time.



A LETTER FROM THE DIRECTOR

Thank you for your patience as Ride Health orients and adjusts to the needs of ElderONE. We had some bumps the first few weeks. However, Ride Health has been a very engaged partner and they have taken several actions targeted to improvement your transportation services. These actions include but are not limited to:

- Established daily routes allowing for more efficiency with established pick-up times
- Expanded hours for Ride Health drivers
- Immediate prioritization of life-sustaining trips (i.e. dialysis and oncology)
- Established service expectations with all Ride Health and Network providers to include 30 minute window/wait time for ride pick up and door through door services
- Implemented communication alerts from Ride Health to participants
- Development of a fleet replacement strategy, to add newer vehicles to the ElderONE fleet

Per Scott Lund, Ride Health Fleet Manager, "Ride Health appreciates the opportunity to partner with ElderOne and improve the overall transportation experience for all participants!"

Thank you for trusting ElderONE with your care needs and those of your loved ones. You are a valued member of our ElderONE community and we look forward to providing you with a consistently excellent ride experience.

Crystol Mihaly, LMSW
PACE Operations Director

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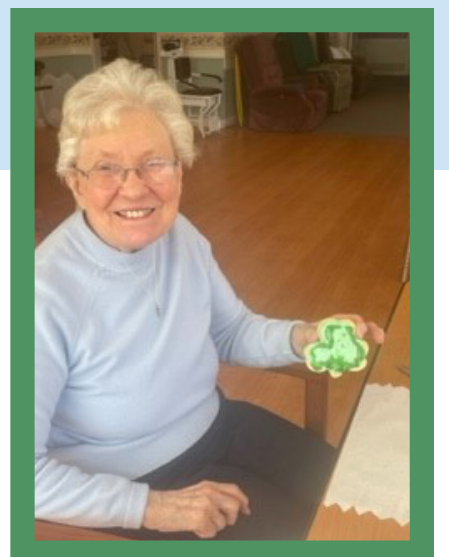
PRESCRIPTION DRUG COVERAGE

Some ElderONE participants have reported that they have received notification directly from the New York State Department of Health regarding changes to their pharmacy benefits. The notification letter indicated that prescriptions will be covered by the Medicaid Pharmacy Program, NYRx, as of April 1st 2023. This communication was sent in error and **does not** apply to ElderONE participants. There has been no change to ElderONE prescription drug coverage at this time.

In addition, you may be hearing about the Inflation Reduction Act and changes to Medicare Prescription Drug coverage, in particular related to Insulin coverage. Insulin and insulin-related supplies, such as syringes and needles, that are part of your ElderONE plan of care will continue to be provided to you at no out-of-pocket expense.

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490 East Ridge Rd.
Rochester, NY 14621

Notice of Non-Discrimination

ElderONE complies with applicable Federal civil rights laws and does not discriminate, exclude people or treat them differently on the basis of race, color, national origin, age, disability, or sex. ElderONE provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified Sign Language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact your ElderONE Social Worker.

If you believe that ElderONE has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

ElderONE Attn: Performance Improvement Coordinator

490 E. Ridge Road
Rochester, NY 14621

Phone: (585) 922-9985

Toll Free: 855-457-4636

Fax: (585) 922-2847

TTY: 800-662-1220

You can file a grievance in person, by mail, or fax. If you need help filing a grievance, ElderONE's Performance Improvement Coordinator is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.



MAKE A REFERRAL

Do you know someone who needs the comprehensive, compassionate care that ElderONE provides? Do you know someone who could benefit from our services? You can make a referral simply by calling ElderONE or encouraging people you know to call ElderONE at **585.922.2831** or **1.855.457.4636**.

Privacy Notice

As an ElderONE Participant, you have a right to have information about your health and medical care remain confidential and private. This right, along with an explanation of circumstances where your health information may be shared (e.g. for treatment or payment purposes), is described in our Notice of Privacy Practices. You can find the notice posted in every ElderONE clinic. You may also request a printed copy of the notice by asking one of your Interdisciplinary Team Members. Should you have any specific questions about the Notice of Privacy Practices and/or your right to have your health information protected, please contact Lisa Wild, Privacy Manager for Rochester Regional Health at (585) 922-9453.