

COMFORT CARE CHATTER

MARCH BIRTHDAYS

Happy Birthday to YOU!

Geri M.	HCA	CR	3.4
Jessica T.	HCA	DV	3.7
Shayla M.	HCA	CO	3.12
Jessica H.	Sched.	DV	3.13
Lindsay A.	Billing/Payroll	CR	3.16
Alisha P.	HCA	CR	3.18
Dawn W.	HCA	DV	3.19
Mary Carol B.	HCA	CO	3.19
Christine K.	RN Case Mngr.	CF	3.22
Sarah B.	Comp. Offcr.	CR	3.22
Lori C.	LPN	CF	3.23
Stephanie D.	Priv. Care Coord.	CF	3.24
Kathryn F.	HCA	CR	3.28
Parker T.	Sched.	CR	3.28

March 2018

Also available online at
www.comfortcareia.com

IN THIS ISSUE

Page 1: March Birthdays, Brain Teaser
Answers, New Employees
Page 2: Nutrition Month
Page 3: Managed Care Organization Help
Page
Page 4: Brain Teaser Question

WE WOULD LIKE TO
WELCOME KATHLEEN G.
& JESSICA T. TO OUR
DAVENPORT BRANCH!

**Brain Teasers: Last
Month's Answers**

1. Too funny for words
2. Tip of the iceberg
3. You win some, you lose some
4. Domino
5. West Indies
6. One if by land, two if by sea
7. Day in, day out
8. An afterthought
9. What's black and white and red all over?
10. Robin Hood
11. Life after death
12. Sitting on top of the world
13. A cut above the rest
14. Ten pounds over weight
15. Crossfire
16. Cryin' Shame
17. Who's in charge?
18. Tuna Fish
19. Hole in one
20. Long Underwear



Did you catch Comfort
Care's very own, Connor,
on the news this month?
Check our Facebook page
to find the link on what he
is doing to help the
community stay sharp!

EAT RIGHT

Food, Nutrition and Health Tips from the Academy of Nutrition and Dietetics



Eating Right for Older Adults

Eating right doesn't have to be complicated. Before you eat, think about what goes on your plate or in your bowl. Choose foods that provide the nutrients you need without too many calories. Build your healthy plate with foods like vegetables, fruits, whole grains, low-fat dairy and lean protein foods. Try these eating right tips.

Make half your plate fruits and vegetables.

Eat a variety of vegetables, especially dark-green, red and orange vegetables plus beans and peas. Fresh, frozen and canned vegetables all count. Choose "reduced sodium" or "no-salt-added" canned vegetables. Add fruit to meals and snacks. Buy fruits that are dried, frozen or canned in water or 100% juice, as well as fresh fruits.

Make at least half your grains whole.

Choose 100% whole-grain breads, cereals, crackers, pasta and brown rice. Also, look for fiber-rich cereals to help stay regular.

Switch to fat-free or low-fat milk, yogurt and cheese.

Older adults need more calcium and vitamin D to help keep bones healthy. Include three servings of fat-free or low-fat milk, yogurt or cheese each day. If you are lactose intolerant, try lactose-free milk or a calcium-fortified soy beverage.

Vary your protein choices.

Eat a variety of foods from the protein food group each week, such as seafood, nuts, and beans and peas, as well as lean meat, poultry and eggs.

Cut back on sodium and empty calories from solid fats and added sugars.

Look out for salt (sodium) in foods you buy. Compare sodium in foods and choose those with lower numbers. Add spices or herbs to season food without adding salt. Make major sources of saturated fats such as desserts, pizza, cheese, sausages and hot dogs occasional choices, not every day foods. Switch from solid fats to oils when preparing food. Drink water instead of sugary drinks. Select fruit for dessert. Eat sugary desserts less often.

Enjoy your food but eat less.

Most older adults need fewer calories than in younger years. Avoid oversized portions. Try using a smaller plate, bowl and glass. Cook more often at home, where you are in control of what's in your food. When eating out, choose lower calorie menu options. Choose dishes that include vegetables, fruits and whole grains. When portions are large, share a meal or take half home for later. Write down what you eat to keep track of how much you eat.

Be physically active your way.

Pick activities that you like and start by doing what you can. Every bit adds up and health benefits increase as you spend more time being active. If you are currently inactive, start with a few minutes of activity such as walking. Gradually increase the minutes as you become stronger.

Consult a registered dietitian nutritionist if you have special dietary needs.

A registered dietitian nutritionist can create a customized eating plan for you. Visit www.eatright.org to find a registered dietitian nutritionist near you.

This tip sheet is provided by: For a referral to a registered dietitian nutritionist and for additional food and nutrition information visit www.eatright.org.



FIND US ON FACEBOOK

Stop by our Facebook page to check out our latest events, sponsorships, job postings and more!

YOUR MANAGED CARE ORGANIZATION OPTIONS & WHO YOU CAN CONTACT WITH CONCERNS

A Managed Care Organization, or MCO, is a health plan that coordinates your care. There are two MCOs who provide coverage to IA Health Link members:

- [Amerigroup Iowa, Inc.](#)
- [UnitedHealthcare Plan of the River Valley, Inc.](#)

Amerigroup Iowa is one of the IA Health Link Managed Care Organizations (MCOs). However, they are not currently accepting new IA Health Link members.

HOW DO I KNOW IF A SERVICE IS COVERED WITH IA HEALTH LINK OR NOT?

MCOs are required to cover, at a minimum, all of the services that Iowa Medicaid currently covers. All of your benefits that you were eligible before IA Health Link will stay the same after enrolling with an MCO, unless your eligibility changes. Your provider will work with the MCOs to determine if the service is covered.

WHAT IS THE LONG TERM SERVICES AND SUPPORTS (LTSS) OMBUDSMAN PROGRAM?

This is a program to assist members receiving **long term care** services. The goal of the LTSS ombudsman program is to provide information about Medicaid managed care options and member's rights. The office of ombudsman serves as a resource for answers regarding managed care rules and to investigate complaints made by, or on behalf of, members.

WHY WOULD I CONTACT THE LTSS OMBUDSMAN?

- Ask for assistance resolving a concern that impacts the quality of care provided by your MCO;
- Learn more about the rights of Medicaid members enrolled in a LTSS managed care plan;
- Clarify state or federal regulations on managed care policies;
- Obtain information about or assistance with a specific topic, such as the process for choosing or changing an MCO and care plan choices;
- Learn about other available resources, such as legal assistance, in-home services and nutrition consultation, or request a speaker.

HOW DO I CONTACT THE LTSS OMBUDSMAN?

You may call the LTSS Ombudsman at: **866-236-1430**

The follow website provided by Iowa Legal Aid provides information on how to appeal an MCO's decision:

<https://www.iowalegalaid.org/resource/appealing-a-managed-care-organization-mco-decision?ref=Blhbg>

Iowa Legal Aid Offices
Cedar Rapids 319-364-6108
Waterloo 319-235-7008
Iowa City 319-351-6570
Dubuque 563-588-4653

IOWA MEDICAID & MCO CONTACT INFORMATION

Iowa Medicaid Member Services (Monday to Friday from 8 a.m. to 5 p.m.)

1-800-338-8366 (Toll Free)

Amerigroup Iowa Phone: 1-800-600-4441

Website: www.myamerigroup.com/IA

UnitedHealthcare Plan of the River Valley Phone: 1-800-464-9484

Website: www.UHCCommunityPlan.com/ia

**You can also contact
your Legislative
Representatives
regarding concerns.
Find your
representatives here:
<https://www.legis.iowa.gov/legislators/find>**

REMINDER

CLIENTS & COMFORT CARE STAFF, PLEASE REMEMBER TO CALL THE OFFICE WHENEVER YOU HAVE A SCHEDULE CHANGE!

Brain Teasers

It's reunion time for the class of 1998, and it's your job to gather information on all of your former classmates for the reunion directory. You have finally organized all the information, but as you are handing it to the publisher's messenger, he clumsily drops a few pages into the shredder! You manage to rewrite most of those pages, but you realize you are missing some information on five of your classmates (3 men and 2 women). You need to match each person with his/her spouse, last name, occupation, and the city in which he/she lives. All you have to work with is what you recall from your notes, and your memories of your classmates from school days.

CLASSMATES: Casey, Dana, Jordan, Drew, Kelsey

SPOUSES: (women) Anna, Karen, Jane, (men) Matthew, David

LAST NAMES: Campos, Jones, Kaufmann, Smith, Thompson

OCCUPATIONS: lawyer, social worker, disk jockey, pediatrician, news anchor

CITIES: Lawton, Helena, Dayton, Madison, Springfield

- 1) The male classmates are the one from Madison, the one from Helena, and the lawyer.
- 2) The five classmates are Casey, the man that married Jane (who is not from Helena), the woman surnamed Thompson, the disk jockey, and the woman who lived in Lawton.
- 3) You recall that only two classmates (1 man and 1 woman) married people with the same first initial as their own. They both have jobs in the media industry.
- 4) You can also recall that nobody (including spouses) has a last name with the same initial as their first name.
- 5) The monogram on Karen's towels is the same forward as backward. Her last name is not Campos.
- 6) David's wife became the anchor for Lawton's 6 o'clock news. Her best friend became a pediatrician in Dayton.
- 7) Mr. and Mrs. Kaufmann's first initials are the same as the abbreviation of Mr. Jones' occupation.
- 8) In high school, Dana was always very compassionate and eager to help anyone in need. It is no surprise that he became a social worker (not in Dayton).

Do you have a big announcement? A thank you? A great photo? Send your input for the Chatter to Taylor and she will add it to next month's newsletter!

tfeltes@comfortcareia.com

