

The Able Times

From the Desk of Michael Shapiro, President

Stay Safe this Winter

Manténgase seguro este invierno

In the face of high levels of Covid-19, Flu and RSV, New York City's health officials have issued an advisory, strongly urging people to wear masks in public indoor spaces and crowded outdoor ones. In addition to basic health and hygiene practices, like hand-washing, the CDC recommends some prevention actions to guard against infection, which includes:



- Getting a flu vaccine and making sure you are up to date with your Covid-19 vaccines, which includes having completed a Covid-19 vaccine primary series and receiving the most recent booster dose.
- Improving ventilation and filtration in your home, which can help prevent virus particles from accumulating in indoor air. Some suggestions include opening windows, changing filters frequently in your heating and air conditioning systems, turning on exhaust fans to improve air flow.
- Staying home when you are sick.
- Getting Tested if you have Covid-19 symptoms.
- Avoiding contact with people who have suspected or confirmed Covid-19.
- Wearing Masks or Respirators.
- Increasing space and distance – avoid crowded areas or keep distance between yourself and others.

Wishing all a happy and healthy new year!

Ante los altos niveles de Covid-19, gripe y RSV, los funcionarios de salud de la ciudad de Nueva York han emitido un aviso, instando encarecidamente a las personas a usar máscaras en espacios públicos interiores y al aire libre con mucha gente. Además de las prácticas básicas de salud e higiene, como lavarse las manos, los CDC recomiendan algunas acciones de prevención para protegerse contra infecciones, que incluyen:

- Vacunarse contra la influenza y asegurarse de estar al día con sus vacunas contra el Covid-19, lo que incluye haber completado una serie primaria de vacunas contra el Covid-19 y recibir la dosis de refuerzo más reciente.
- Mejorar la ventilación y la filtración en su hogar, lo que puede ayudar a evitar que se acumulen partículas de virus en el aire interior. Algunas sugerencias incluyen abrir las ventanas, cambiar los filtros con frecuencia en sus sistemas de calefacción y aire acondicionado, encender los extractores para mejorar el flujo de aire, etc.
- Quedarse en casa cuando está enfermo.
- Hacerse la prueba si tiene síntomas de Covid-19.
- Evitar el contacto con personas con sospecha o confirmación de Covid-19.
- Uso de máscaras o respiradores.
- Aumentar el espacio y la distancia: evite las áreas concurridas o mantenga la distancia entre usted y los demás.

¡Deseando a todos un feliz y saludable año nuevo!



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"What the new year
brings to you
will depend
a great deal on
what you bring
to the new year."

From the Desk of Marcos Maltez, CEO

Electronic Visit Verification



Happy Holidays to our Patients and Caregivers! Thank you for being a part of our family for the past 46 years. We are very proud of serving our community and look forward to taking care of you for many more years to come. As we welcome the New Year, I want to take this opportunity to bring awareness to Electronic Visit Verification (EVV) and what is required by NYS Department of Health.

The 21st Century Cures Act (the Cures Act) was signed into law on December 13, 2016, mandating that all states implement Electronic Visit Verification (EVV) for all Medicaid funded personal care services (PCS) and home health care services (HHCS) that require an in-home visit by a provider. States were originally required to implement EVV use for all Medicaid funded PCS by January 1, 2019 and HHCS by January 1, 2023.

The goals of EVV are to ensure timely service delivery for patients, including real-time service gap reporting and monitoring, reduce the administrative burden associated with paper timesheet processing, and generate cost savings from the prevention of fraud, waste, and abuse. EVV aims to strengthen quality assurance by improving the health and welfare of individuals through validation of delivery of services.

The Cures Act requires that EVV systems capture the following six data points: Service type; Individual receiving the service; Date of service; Location of service delivery; Individual providing the services; Begin and end times of service.

(Continued on page 4)

Able's Hall of Fame

Aides of the Month



Rejoice Bani
(Pictured with Cynthia Crooks and Kesia Vasquez)



Sandra Turner
(Pictured with Cynthia Crooks)



Sonia Treasure
(Pictured with Cynthia Crooks and Kesia Vasquez)



Beverley Myers
(Pictured with Margaret Peralta)

Admin Employee of the Quarter



Ana Portalatin



Able Celebrations



Congratulations Graduates!

We wish you success & happiness in your new career as a Home Health Aide.



Able's Hall of Fame

Letters of Appreciation

Dear Jocelyne,

I just want to take this opportunity to thank you, Jocelyne, for helping my family and my dad David S. You are beyond an angel. You are always ready to help and you are so kind and understanding. I cannot thank you enough.

I also want to say we absolutely love our aides Beverly (Myers), Elaine (Wilson Gordon), Mona (Exalus) and Stephanie (Pierre). They all take such great care of my dad and go out of their way to make sure he is safe and happy. We especially love, love Beverly Myers who my dad adores.

Thank you all so much. You save us everyday!

To Whom it May Concern:

My wife was in her final days and we brought her home to be with family. We used Able Health Care to assist us during this trying time. Maria Cuellar was our health aide. She was a priceless friend to my wife, helping out in every imaginable way. Maria was knowledgeable about all procedures, working effectively with the other health care providers. Able, overall, were sensitive to our situation and we felt comfortable and "cared for".

I would be happy to provide a reference—recommending Able Health Care and Maria Cuellar as thoughtful, professional health care providers.

Sincerely, George B.



ABLE'S 401(k) Program

We encourage our employees to participate in Able's 401K plan, administered through Empower Retirement. You must complete 1 year of service to enroll. The plan offers multiple investment options, loan provisions and much more.

To help promote financial wellness in the workplace, we have financial advisers available through Merrill Lynch. They are committed to helping our employees with objective, personalized advice and guidance with your 401K accounts and overall financial plan. Please reach out to them for any questions or concerns — they are here to help:

Brett Berkman: (203) 3863-7641

Joseph Ilg: (631) 351-5129

Please remember, Able has consistently provided a discretionary contribution to those that choose to participate. While this discretionary contribution is based on company profit and is not guaranteed, we will continue to provide every available benefit and resource to our personnel. We urge you all to take advantage of this benefit and reach out to our contacts at Merrill Lynch for assistance.



Take Advantage of the Many Benefits Offered to You Through Employment with Able Health Care

Health Insurance – Your health is important to us! We offer health insurance for you and your family with HIP. Prescription Benefits, vision and some dental coverage. HIP has an extensive network of doctors available near to your home or work. We offer four levels of coverage!

401K Retirement Plan – It's never too late to start saving for retirement. Retirement & Savings program is always an advantage. Participation is strictly voluntary. You can contribute 1% - 15% to the plan each pay period. The Able Health Care Service 401K Plan is a great way to save for your retirement.

Comprehensive Dental Care – Affordable dental coverage for you and your family. The Guardian Dental plan offers two types of coverage. Dental cleanings and other services are at a discounted rate. Depending on your selection, Orthodontics may be included. Enroll today!

Commuter Benefit – A debit card that can be used to purchase transit passes for use on New York City subways, buses, train, ferry or UberPool.

Direct Deposit – Receive your pay directly in your checking or savings account. Don't stand on long lines or pay check cashing fees. Receive your pay automatically. It's easy to enroll and see your pay statements on your mobile phone.

Referral Bonus – Refer a friend. You and your friend can each receive a bonus of \$150 each. Call your branch for details.

Aproveche los muchos beneficios que se le ofrecen Able Health Care a través de un empleo

Seguro Medico ¡Su salud es importante para nosotros! Ofrecemos seguro de salud para usted y su familia con HIP. Beneficios de prescripción, visión y alguna cobertura dental. HIP tiene una amplia red de médicos disponibles cerca de su hogar o trabajo. ¡Ofrecemos cuatro niveles de cobertura!

401k Plan de Jubilación Nunca es tarde para comenzar a ahorrar para la jubilación. Elegible después de un año de empleo. El programa de jubilación y ahorro es siempre una ventaja. Participación es voluntaria. Puede aportar del 1% al 15% al plan en cada período de pago. El 401k plan de Able Health Care es una excelente manera de ahorrar para su jubilación.

Plan Dental Integral Cobertura dental asequible para usted y su familia. El plan de Guardian Dental ofrece dos tipos de cobertura. Las limpiezas dentales y otros servicios tienen una tarifa con descuento. Dependiendo de su selección, la ortodoncia puede ser incluida. ¡Inscríbete hoy!

Beneficios de Viaje Una tarjeta de débito que se puede usar para comprar pases de tránsito para el uso en los trenes, autobuses, trenes, ferry o UberPool de la Ciudad de Nueva York.

Depósito Directo Reciba su pago directamente en su cuenta corriente o de ahorro. No se pare en colas ni pague tarifas de cambio de cheques. Reciba su pago automáticamente. Es fácil inscribirse y ver sus estados de pago en su teléfono móvil.

Programa de bonificación por medio de referencia Recomiende a un amigo o amiga para trabajar en Able Health Care. Usted y su amigo o amiga pueden cada uno recibir un bono de \$150. Para más información llame a su Sucursal de Able Health Care.

Electronic Visit Verification (EVV) *(continued from front page)*

The visit location will be reported as either the word "home" or the word "community." The Medicaid program will not collect the address where you receive the services. Your private information will always be protected, as federal and state laws require.

How will caregivers use EVV? Able Health Care currently uses two reporting tools to collect EVV data:

- A mobile application on a smart phone or tablet
- A telephone (usually a landline), but only if you allow your telephone to be used by your caregiver

Only your caregiver can complete EVV. You should not complete EVV for your caregiver. If your caregiver has questions about how to use one of the approved EVV tools, they can call their service coordinator.

Which service programs will use EVV? EVV applies to the following services you receive in your home:

- Personal Care Services from a Licensed Home Health Care Agency starting on January 1, 2021;
- Consumer Directed Personal Assistance Services starting on January 1, 2021; and
- Home Health Services from a Certified Home Health Care Agency starting on January 1, 2023.

If you have any specific questions about EVV please call the agency and ask to speak to your service coordinator or branch manager. You can also visit https://www.health.ny.gov/health_care/medicaid/redesign/evv/index.htm to learn more about EVV.

Vaccines: Powerful protection

Screening tests can help flag certain diseases while they're in the early stages, but vaccinations can help prevent some altogether (or, as we've seen with Covid-19 vaccines, ensure a milder case if you do get sick). Everyone should get the vaccines that follow, though their timing depends on age and risk factors — talk to your doctor about your individual needs. Other vaccines, like for hepatitis A, are recommended only for people with specific risk factors.

Vaccine	19-26 years	27-49 years	50-64 years	≥65 years
Flu	ANNUALLY			
Tetanus, diphtheria, pertussis	INITIAL DOSE, PLUS A BOOSTER EVERY 10 YEARS			
Measles, mumps, rubella	1 OR 2 DOSES (IF BORN IN 1957 OR LATER)			
Chicken pox	2 DOSES (IF BORN IN 1980 OR LATER)			
Shingles			2 DOSES	
HPV	2 OR 3 DOSES			
Pneumococcal				1 OR 2 DOSES
Hepatitis B	2, 3 OR 4 DOSES (THROUGH AGE 59)			

The primary care bonus

Having a regular check-in with your doctor ensures you'll get several other routine screenings to monitor your health — or even save your life:

Blood pressure: High blood pressure boosts your odds of developing several serious conditions, including stroke and heart attack. Between ages 18 and 39, get your BP checked every three to five years. Over 40? Get checked annually.

Cholesterol: Too much cholesterol in your blood can lead to heart disease. If you don't have a family history or other risk factors, you only need to be tested every five years or so. More risk factors means more frequent testing.

Blood sugar: Whether or not you have symptoms of diabetes, if you're between 35 and 70 years old and are overweight or obese, your doctor should order a fasting blood glucose test. You'll fast overnight and have blood drawn first thing in the morning to see if your blood sugar level is elevated.

Depression: Depression is one of the leading causes of disability in people over 15 years old, and you may not realize you have it. Screening is simple, usually a series of questions asked by your doctor.

Screening Tests

CDC supports screening for breast, cervical, colorectal (colon), and lung cancers as recommended by the <https://www.uspreventiveservicestaskforce.org/> (USPSTF).

Screening means checking your body for cancer before you have symptoms. Getting screening tests regularly may find breast, cervical, and colorectal (colon) cancers early, when treatment is likely to work best. Lung cancer screening is recommended for some people who are at high risk.

Breast Cancer - Mammograms are the best way to find breast cancer early, when it is easier to treat and before it is big enough to feel or cause symptoms.

Cervical Cancer - The Pap test can find abnormal cells in the cervix which may turn into cancer. The HPV test looks for the virus (human papillomavirus) that can cause these cell changes. Pap tests also can find cervical cancer early, when the chance of being cured is very high.

Colorectal (Colon) Cancer - Colorectal cancer almost always develops from precancerous polyps (abnormal growths) in the colon or rectum. Screening tests can find precancerous polyps, so they can be removed before they turn into cancer. Screening tests also can find colorectal cancer early, when treatment works best.

Lung Cancer - The USPSTF recommends yearly lung cancer screening with low-dose computed tomography (LDCT) for people who have a history of heavy smoking, and smoke now or have quit within the past 15 years, and are between 50 and 80 years old.

Screening for Other Kinds of Cancer - Screening for ovarian, pancreatic, prostate, testicular, and thyroid cancers has not been shown to reduce deaths from those cancers. The USPSTF found insufficient evidence to assess the balance of benefits and harms of screening for bladder cancer and oral cancer in adults without symptoms, and of visual skin examination by a doctor to screen for skin cancer in adults.



Urgent Call In Call Out Reminders

To receive your pay accurately and on time it is important to:

1. Call in and out for every case which will assure you are paid the correct amount of hours you work.
2. Make sure to use the correct phone #, this will identify your patient correctly.
3. Make sure to correctly enter your ID #, this will assure you receive credit for your visit.
4. Make sure to accurately enter the tasks you do for your patient that are prescribed on the Plan of Care.
5. Do not hang up until you hear the final prompt say Thank You and Goodbye. (this will only be heard on the call out after all tasks have been entered properly.)
6. Make sure to only work the hours that are prescribed and scheduled. You cannot work additional time without approval. If there is an emergency that requires you to stay longer than your scheduled shift you must get approval from your branch. Additional time cannot be paid or billed without approval from the patient's insurance program.



Para recibir su paga correctamente y en el día de pago adecuado es importante que usted haga lo siguiente:

1. Debe de llamar al empezar su turno laboral y debe de llamar al concluir su turno laboral por cada caso. Este proceso asegurará que se le pague la cantidad correcta por las horas trabajadas.
2. Asegúrese de usar el número de teléfono correcto, esto identificará a su paciente correctamente.
3. Asegúrese de ingresar correctamente su número de identificación, esto le asegurará recibir crédito por su visita.
4. Asegúrese de ingresar con precisión las tareas que usted hace para su paciente las cuales están delineadas en su Plan de Cuidado.
5. No cuelgue hasta que escuche el último mensaje decir Gracias y Adiós. (Esto solo se escuchará en la llamada después de haber entrado adecuadamente todas las tareas.)
6. Asegúrese de trabajar solo horas prescritas y programadas. No puede trabajar tiempo adicional sin aprobación. Si hay una emergencia que requiere que permanezca más tiempo que su turno programado, debe obtener la aprobación de su sucursal. El tiempo adicional no se puede pagar ni facturar sin la aprobación del programa de seguro del paciente.

Please feel free to ask for help or to come to your branch if you need more guidance or help calling in and out and entering tasks.

Por favor, siéntete libre de pedir ayuda o de visitar a su sucursal si necesita más orientación o ayuda para seguir el proceso de entrada y salida, y para entrar las tareas adecuadamente.



Beware of Infected QR Codes

From the Desk of Wayne Lasner, CIO

Wishing all a happy and safe New Year. I wanted to ask you to keep in mind that there are many ways that Hackers can disguise dangerous links—including by infecting the commonly used QR Codes. These Cybercriminals can post QR Codes in emails but even sneakier, in billboard advertisements, advertising flyers and other public spaces. Clicking the QR Code is the same as clicking on a malicious link, except you are using your device's camera to do it.

Be on the lookout for QR Codes from unknown sources, or codes on a sticker label placed on an existing legitimate flyer or ad. If after scanning the QR Code, your browser opens to an unfamiliar or unexpected website, close the browser immediately and restart your device.


Melody Benefits Card

The MELODY Benefits Card holds your wage parity benefits \$ provided by Able Health Care. All funds on this card are tax-free, so you can use 100% of it to pay for eligible expenses. Call MELODY for information and instructions toll-free at (833) 372-2273 or visit www.melodybenefits.com/card.


Shop for... →

 <p>Dependent Care Up to \$5000/yr</p> <ul style="list-style-type: none"> • Nanny & newborn care • Babysitting • Summer camp • Elder care • Daycare • After School programs 	 <p>Vision Unlimited</p> <ul style="list-style-type: none"> • Exam & equipment • Eyeglasses • Eye surgery • Contact lenses
 <p>Medical & Pharmacy Up to \$1800/yr</p> <ul style="list-style-type: none"> • Medical Exams • Clinic fees • Lab tests • Co-payments • Medical Products • FSA/OTC 	 <p>Phone Up to \$100/mth</p> <ul style="list-style-type: none"> • Phone Bills • New Phone
 <p>Dental Unlimited</p> <ul style="list-style-type: none"> • Exam & cleaning • Braces & Crowns • Teeth Extraction & Fillings • Retainers & Invisalign 	 <p>Transit Up to \$150/mth</p> <ul style="list-style-type: none"> • Metro card • Parking • *Uber pool
	 <p>Education Up to \$5000/yr</p> <ul style="list-style-type: none"> • Language courses • Professional courses


Pay with your melody benefits card



Swipe your card



Choose credit



No PIN needed

Sign Up for an Individual Financial Consultation with your 401(k) Advisors at Merrill Lynch

Meet with a financial specialist over the phone when it is convenient for you and outline your financial goals. The more you can share about your life today and your wishes for the future, the more effective the guidance can be in your financial review.

Dates and Times: 1/24/23 and 1/25/23 from 9:00 a.m. - 8:00 p.m.

Go to <https://rsvp.bankofamerica.com/client/1189> to register for your free consultation.

Discounts for Healthcare Workers

Healthcare Workers in many categories are eligible for lots of discounts! You will be asked for verifying information and/or documents. Many just require you to upload your company picture ID. For more information just google First Responder Discount or Healthcare Worker Discount for any company you're interested in.

DISCOUNTS!



- | | | |
|-----------------------------|--|----------------------------------|
| 50% off Reebok | 25% off most Whirlpool products | 20% off Keds |
| 15% off Sunglass Hut | Free 4 month membership at BJ's | 30% off Bassett furniture |
| 15% off GNC | 50% off Hertz | 25% off AT&T Plans |

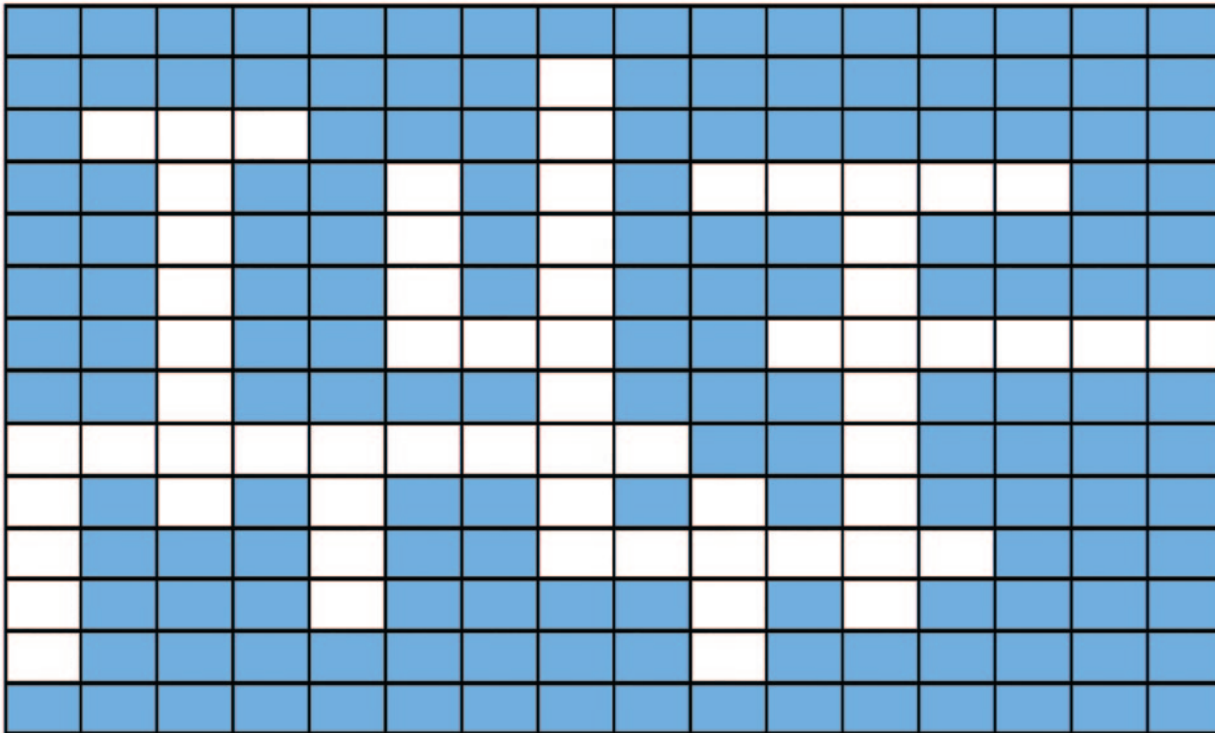
WINTER WONDERLAND PUZZLE

Created by Laura O'Donnell, Director of QA

HINT: START WITH THE KEY WORD.

Once you have the key word in place you can figure out the rest! Good Luck!

(Key Word) February Sweetheart Holiday: _____ Day



- Frozen water
 - Red winter bird
 - Opposite of hot
 - Bubbly beverage
 - Road snow remover
 - Hot powdered chocolatey drink
 - Fluffy white stuff
 - Sidewalk snow remover
 - Trees that don't lose leaves
 - Name of a snowman
 - Frozen rain
 - Opposite of dry
- (answer key on page 8)*



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The Able Times is a publication of Able Health Care Service, Inc. It is produced for its employees, patients, families, and referral sources.

Able has provided Home Health Care since 1976. Able has offices at the following sites:

**Able Health Care Special Needs
 OPWDD Certified Division**

Queens718-779-7000
 Brooklyn.....718-222-1200
 Nassau516-933-7000
 Suffolk631-952-0500

**Able Health Care
 Licensed Home Care Agency**

Queens718-458-0800
 Nassau516-292-0100
 Suffolk631-952-0500
 White Plains914-683-9400

Recruitment Offices

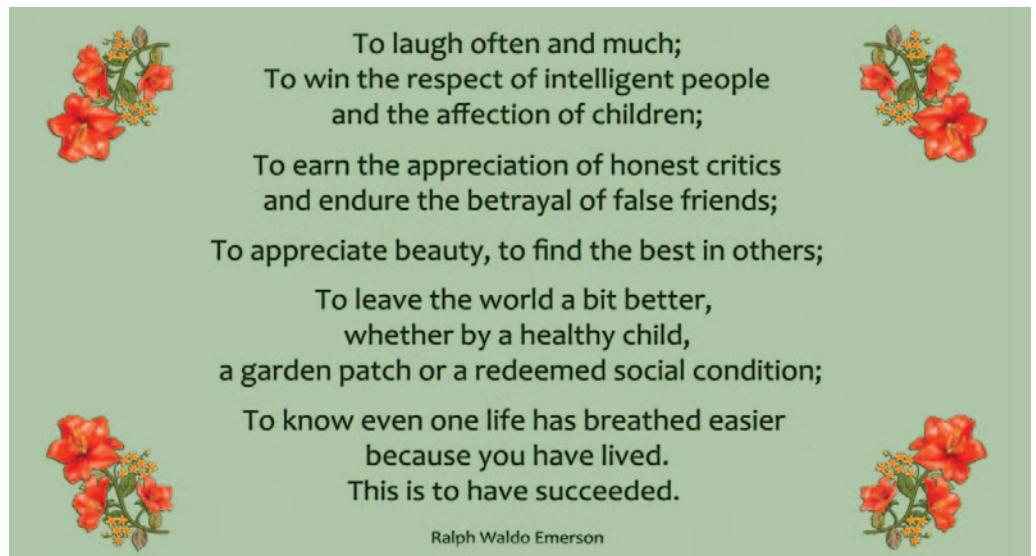
Queens929-487-1428
 Brooklyn.....929-480-6643
 Nassau516-464-6213
 Suffolk631-904-0825
 Westchester.....914-688-1838
 Bronx929-526-2253

Editorial Policy

The Able Times is a publication of Able Health Care Service, Inc. The Editor invites contributions of articles, special reports, statistics, news items, short personal experiences, poetry, etc. We reserve the right to refuse and/or edit all submissions for publication. Please send articles to The Editor at 1240 Broadcast Plaza, Merrick, NY, 11566.

Neither Able Health Care Service, Inc., nor it's staff are responsible for factual statements or opinions published in The Able Times. All citations are noted where necessary.

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Winter Wonderland Puzzle (page 7 answer key)

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Educational Inservices

To remain in compliance as an HHA you are required to attend 12 hours or 4 inservices each year. You can find a list of educational inservices presented at your local branch office and on the ADP Homepage. Call to make a reservation; dates may change. OSHA in-service is required once a year.