

# ELDERONE CONNECTION

ElderONE  
An Affiliate of  
Rochester Regional Health

OUR NEWSLETTER TO KEEP PARTICIPANTS AND FAMILIES IN THE KNOW.

FALL 2025 EDITION



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## Letter from the Vice President

Dear Team,

Now that I've had the privilege of being part of ElderONE for the past few months, I wanted to take a moment to share how grateful I am to be here. It has been an exciting and meaningful start, meeting so many of you, visiting our sites, and getting to know our participants has only reinforced how special this organization truly is.

A little about me—I come to ElderONE from my previous position as the Vice President of Long-Term Care Operations at Rochester Regional Health, where I had the privilege of leading our 5 Skilled Nursing Facilities, during this time our team improved care, streamlined operations, and strengthened our facilities. Under my leadership, all locations achieved 5-star quality rating with some receiving state and national recognition. We secured over \$1 million in additional funding for senior care programs. In my time there, I learned the value of collaboration, innovation, and a relentless focus on the quality of care we provide to our participants.

As we look ahead, I'm excited to continue building on this foundation—fostering collaboration, driving innovation, and ensuring that ElderONE remains a model of high-quality, person-centered care.

*Continued on next page*

# 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

*Continued from page 1, Letter from the Vice President*

I look forward to hearing your ideas, learning from your experiences, and celebrating our successes together.

Thank you for the warm welcome and for all you do each day. I'm proud to be part of this incredible team and look forward to what we'll achieve together in the months ahead.

Warm regards,

Denis Vinnik  
Vice President  
ElderONE



## Medicare Open Enrollment

This time of year marks open enrollment into Medicare plans. You will likely receive information asking you to pick a plan to cover your medical expenses and medications.

**ElderONE is a Medicare plan and all of your medical and medication needs are already covered by ElderONE.**

You do not need to take any action if you would like to remain enrolled with ElderONE. If you have any questions or concerns about your coverage in our program, please reach out to an ElderONE team member and we will be happy to assist you.



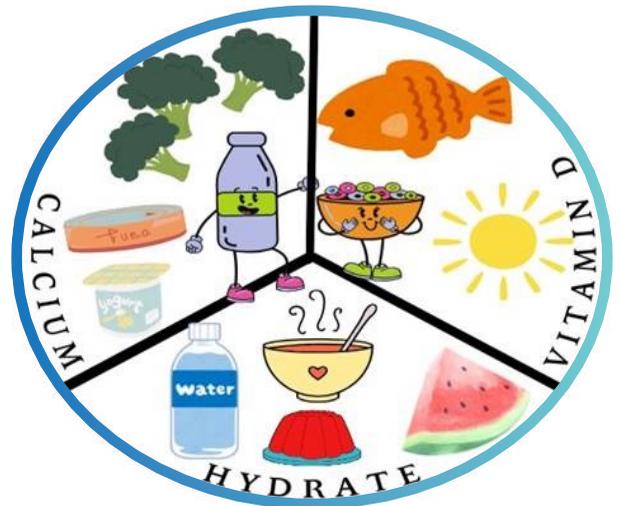
# Important Tips

## DON'T LET A FALL CHANGE IT ALL

Falls are a serious risk as we age. They can lead to broken bones, hospital stays, and loss of independence. But here's the good news: most falls can be prevented. A few simple steps can help you stay safe, steady, and strong.

## CALCIUM: KEEP BONES STRONG & PREVENT FRACTURES

With age, bones naturally lose density. Calcium helps slow this process and reduce the risk of fractures, especially in the hips and spine. Calcium can be found in simple delicious foods such as yogurt, milk, calcium-fortified plant-based products (such as almond milk), leafy greens (like kale, spinach, and bok choy), and even canned fish! It is possible to support your calcium intake with a dietary supplement (make sure to talk to your doctor), but the body prefers absorbing it from food first.



## VITAMIN D: THE UNSUNG HERO FOR BONE HEALTH

Vitamin D is the best friend of Calcium. You can get enough Calcium, but without vitamin D your body won't be able to absorb it as well. The same is true for vitamin D. They need each other! One easy way to get vitamin D is to spend 15-20 minutes outside per week. But, while our skin can absorb some vitamin D from the sun, as we age, our skin becomes less efficient at producing vitamin D from sunlight. It's important to pair this time outside with vitamin D rich foods, like fatty fish (salmon, mackerel), vitamin D fortified foods (milk, cereal, plant-based drinks). Getting enough vitamin D decreases the risk for muscle weakness, fall, and brittle bones, keeping you strong and stable!

## HYDRATION: THE OFTEN-FORGOTTEN LIFELINE

As we get older, we might not feel as thirsty anymore – however our bodies still need 8-10C (or 64-100oz) of fluid daily to prevent dehydration! Staying well-hydrated supports your joints, digestion, energy, and medication absorption. How can you get in that much fluid? Drinking 1C fluid with three meals and with medications, keeping fluids near your favorite spot to spend time (think next to the couch or bed), and adding fluid rich foods to meals and snacks such as smoothies, soups, melon, Jello, and applesauce.

## FINAL THOUGHT

Healthy aging doesn't require drastic changes—just a few mindful habits each day. Talk to your doctor and dietitian about the potential for supplementation and food choices that support this goal! By focusing on calcium, vitamin D, and hydration, you're building a strong foundation for better mobility, energy, and independence in your golden years.

# Transportation Changes

Beginning January 1, 2026, ElderONE will transition from our current transportation provider, RideHealth, to a new partner, Medical Motors Services. This change comes after a very thorough and thoughtful review of many contractor bids, and reflects our ongoing commitment to providing safe, reliable, and high-quality transportation for our participants.

We understand how important transportation is to your daily experience with ElderONE, and we want to assure you that we are working closely with the bid awardee, Medical Motors to finalize our contracting and to ensure a smooth and seamless transition. Many of the drivers you know and trust may continue to serve you under Medical Motors and we are hopeful that these familiar faces will remain part of your transportation experience.

More information will be shared in the coming weeks, and we will keep you updated as we move closer to the transition date. If you have any questions or concerns, please don't hesitate to reach out to your ElderONE team.

# Annual Satisfaction Survey

ElderONE is committed to providing our Participants with the best possible care and services. As part of our ongoing commitment to excellence, feedback from Participants and Family/Caregivers is very important. ElderONE is conducting a survey to determine current satisfaction with services as well as opportunities for improvement surrounding the care and communication we provide.

All information is confidential and solely for the purpose of understanding opportunities to better serve Participants and Caregivers. Participation in the survey is voluntary as well as anonymous and will not have any impact on the care received.

Please use the QR code below to complete the Participant Satisfaction Survey today!



Please use the QR code below to complete the Family/Caregiver Satisfaction Survey today!



# Who to Call

At ElderONE, we strive to deliver the best care in the right place at the right time! Did you know that the ElderONE Clinics are open Monday through Friday from 8:30am to 5pm and ElderONE and provides access to care 24 hours per day, 7 days per week, and 365 days per year?

### Participants should call (585) 922-2800 at any time to:

- Report any changes in health status, including symptoms that require urgent evaluation
- Request an appointment with a provider (routine or urgent)
- Ask questions about medications or plan of care

In many cases, ElderONE physicians and nurses can provide the care you need. By calling ElderONE as soon as symptoms or questions arise, the care team can quickly respond. Together, we can avoid emergency department visits and ensure your needs are addressed promptly by the team who knows you best.

### Participants should call 911 if they consider their condition to be an emergency requiring immediate attention.

Please remember to notify ElderONE as soon as possible after calling 911 so that we can continue to coordinate your care.

# Emergency Preparedness

As we look ahead and prepare for wintery conditions in Western New York, please know that ElderONE follows the weather forecast very closely. Per practice standards, in the case of dangerous weather and/or driving conditions, Day Center services may be suspended or interrupted. ElderONE announces closures on 13WHAM News and [www.13wham.com](http://www.13wham.com). In addition, an ElderONE staff member will notify participants or their representative in the case of a closure, if the participant is scheduled to attend Day Center on that day.

Please reach out to ElderONE at 585-922-2800 with any questions.

# Provider Network

The ElderONE Provider Network is continuously changing. For the most current list of specialists and facilities within ElderONE's Provider Network, please visit our website at [www.ElderONE.org/resources](http://www.ElderONE.org/resources) or you can request a hard copy of the Provider Network from your Interdisciplinary Team.



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## Understanding the Grievance, Service Request and Appeal Process

As always, your quality of care and your satisfaction are very important to us at ElderONE. In order to provide you with the most up-to-date information, we would like to share with you the process of filing a grievance, service request, and appeal:

- If you have a grievance, please notify any ElderONE staff member. You can do this verbally or in writing.
- Once we receive your grievance, our staff will have 15 days to work with you to come to a resolution.
- If you have a service request, please tell any ElderONE staff member. Once the request is discussed and reviewed by your Interdisciplinary Team, you will be given an answer within three calendar days.
- In the event that you do not like the outcome of your grievance or service request you can always appeal the decision. Please note that an appeal must be made within 45 days of ElderONE's notification of a decision to deny coverage or payment for a service/or equipment.
- Standard appeals will be addressed as quickly as possible, but no later than 30 days after you have requested the appeal. If you

believe that life, health, or ability to regain or maintain maximum function could be seriously jeopardized, absent the provision of the service in dispute, let us know right away. ElderONE will consider this an expedited appeal and will answer your appeal within 72 hours of receipt of the appeal. You will be notified in writing of the outcome of the appeal review.

We would also like to share that we are tracking the quality of the care we provide in our annual Quality Improvement (QI) Plan. This year, we are working on quality of care outcomes relating to Pain Control, Care Planning, and Falls. Additionally, we are monitoring nursing facility placements, Emergency Department visits, and Hospital stays.

Look out for more information throughout the year on how ElderONE is doing in these areas. If you have any questions or would like to learn more about these projects, please do not hesitate to call ElderONE and speak to any member of the IDT team or a member of the quality team.

If you have any questions, please feel free to reach out to ElderONE by either calling (585) 922-2800 or writing to ElderONE at:

**ElderONE Attention: Quality Department**  
**490 East Ridge Road**  
**Rochester, NY 14621**

# ElderONE Participants Rights And Responsibilities

## **You have the right to treatment.**

You have the right to treatment that is both appropriate for your health conditions and provided in a timely manner. You have the right:

- To receive all the care and services you need to improve or maintain your overall health condition, and to achieve the best possible physical, emotional, and social well-being.
- To get emergency services when and where you need them without the PACE program's approval. A medical emergency is when you think your health is in serious danger— when every second counts. You may have a bad injury, sudden illness or an illness quickly getting much worse. You can get emergency care anywhere in the United States and you do not need to get permission from [Insert name of PACE organization] prior to seeking emergency services.

## **You have the right to be treated with respect.**

You have the right to be treated with dignity and respect at all times, to have all of your care kept private and confidential, and to get compassionate, considerate care. You have the right:

- To get all of your health care in a safe, clean environment and in an accessible manner.
- To be free from harm. This includes excessive medication, physical or mental abuse, neglect, physical punishment, being placed by yourself against your will, and any physical or chemical restraint that is used on you for discipline or convenience of staff and that you do not need to treat your medical symptoms.
- To be encouraged and helped to use your rights in the PACE program.
- To get help, if you need it, to use the Medicare and Medicaid complaint and appeal processes, and your civil and other legal rights.
- To be encouraged and helped in talking to PACE staff about changes in policy and services you think should be made.
- To use a telephone while at the PACE center.
- To not have to do work or services for the PACE program.
- To have all information about your choices for PACE services and treatment explained to you in a language you understand, and in a way that takes into account and respects your cultural beliefs, values, and customs.

## **You have a right to protection against discrimination.**

Discrimination is against the law. Every company or agency that works with Medicare and Medicaid must obey the law. They cannot discriminate against you because of your:

- Race
- Ethnicity
- National Origin
- Religion
- Age
- Sex
- Mental or physical disability
- Sexual Orientation

- Source of payment for your health care (For example, Medicare or Medicaid)

If you think you have been discriminated against for any of these reasons, contact a staff member at the PACE program to help you resolve your problem.

If you have any questions, you can call the Office for Civil Rights at 1-800-368-1019. TTY users should call 1-800-537-7697.

## **You have a right to information and assistance.**

You have the right to get accurate, easy-to-understand information and to have someone help you make informed healthcare decisions. You have the right:

- To have someone help you if you have a language or communication barrier so you can understand all information given to you.
- To have the PACE program interpret the information into your preferred language in a culturally competent manner, if your first language is not English and you can't speak English well enough to understand the information being given to you.
- To get marketing materials and PACE participant rights in English and in any other frequently used language in your community. You can also get these materials in Braille, if necessary.
- To have the enrollment agreement fully explained to you in a manner understood by you.
- To get a written copy of your rights from the PACE program. The PACE program must also post these rights in a public place in the PACE center where it is easy to see them.
- To be fully informed, in writing, of the services offered by the PACE program. This includes telling you which services are provided by contractors instead of the PACE staff. You must be given this information before you join, at the time you join, and when you need to make a choice about what services to receive.
- To be provided with a copy of individuals who provide care-related services not provided directly by ElderONE upon request.
- To look at, or get help to look at, the results of the most recent review of your PACE program. Federal and State agencies review all PACE programs. You also have a right to review how the PACE program plans to correct any problems that are found at inspection.

Before ElderONE starts providing palliative care, comfort care, and end-of-life care services, you have the right to have information about these services fully explained to you. This includes your right to be given, in writing, a complete description of these services and how they are different from the care you have been receiving, and whether these services are in addition to, or instead of, your current services. The information must also explain, in detail, how your current services will be affected if you choose to begin palliative care, comfort care, or end-of-life

services. Specifically, it must explain any impact to:

- Physician services, including specialist services.
- Hospital services
- Long-term care services
- Nursing services
- Social services
- Dietary services
- Transportation
- Home care
- Therapy, including physical, occupational, and speech therapy
- Behavioral health
- Diagnostic testing, including imaging and laboratory services
- Medications
- Preventative healthcare services
- PACE center attendance

You have the right to change your mind and take back your consent to receive palliative care, comfort care, or end-of-life care services at any time and for any reason by letting ElderONE know either verbally or in writing.

### **You have a right to a choice of providers.**

You have the right to choose a health care provider, including your primary care provider and specialists, from within the PACE program's network and to get quality health care. Women have the right to get services from a qualified women's health care specialist for routine or preventive women's health care services. You have the right to have reasonable and timely access to specialists as indicated by your health condition. You also have the right to receive care across all care settings, up to and including placement in a long-term care facility when ElderONE can no longer maintain you safely in the community.

### **You have a right to participate in treatment decisions.**

You have the right to fully participate in all decisions related to your health care. If you cannot fully participate in your treatment decisions or you want to have someone you trust help you, you have the right to choose that person to act on your behalf as your designated representative. You have the right:

- To be fully informed of your health status and how well you are doing, to make healthcare decisions, and to have all treatment options fully explained to you. This includes the right not to get treatment or take medications. If you choose not to get treatment, you must be told how this may affect your physical and mental health.
- To fully understand ElderONE's palliative care, comfort care, and end-of-life care services. Before ElderONE can start providing you with palliative care, comfort care, and end-of-life care services, the PACE program must explain all of your treatment options, give you written information about these options, and get written consent from you or your designated representative.
- To have the PACE program help you create an advance directive, if you choose. An advance directive is a written document that says how you want medical decisions to be made in case you cannot speak for yourself. You should give it to the person who will carry out your instructions and make health care decisions for you.
- To participate in making and carrying out your plan of care. You can ask for your plan of care to be reviewed at any time.

- To be given advance notice, in writing, of any plan to move you to another treatment setting and the reason you are being moved.

### **You have a right to have your health information kept private.**

• You have the right to talk with health care providers in private and to have your personal health care information kept private and confidential, including health data that is collected and kept electronically, as protected under State and Federal laws.

• You have the right to look at and receive copies of your medical records and request amendments.

• You have the right to be assured that your written consent will be obtained for the release of information to persons not otherwise authorized under law to receive it.

• You have the right to provide written consent that limits the degree of information and the persons to whom information may be given.

There is a patient privacy rule that gives you more access to your own medical records and more control over how your personal health information is used. If you have any questions about this privacy rule, call the Office for Civil Rights at 1-800-368-1019. TTY users should call 1-800- 537- 7697.

### **You have a right to make a complaint.**

You have a right to complain about the services you receive or that you need and don't receive, the quality of your care, or any other concerns or problems you have with your PACE program. You have the right to a fair and timely process for resolving concerns with your PACE program. You have the right:

- To a full explanation of the complaint process.
- To be encouraged and helped to freely explain your complaints to PACE staff and outside representatives of your choice. You must not be harmed in any way for telling someone your concerns. This includes being punished, threatened, or discriminated against.
- To contact 1-800-Medicare for information and assistance, including to make a complaint related to the quality of care or the delivery of a service.

You have the right to request additional services or file an appeal. You have the right to request services from ElderONE, its employees, or contractors, that you believe are necessary. You have the right to a comprehensive and timely process for determining whether those services should be provided. You also have the right to appeal any denial of a service or treatment decision by the PACE program, staff, or contractors. You have a right to leave the program. If, for any reason, you do not feel that the PACE program is what you want, you have the right to leave the program at any time and have such disenrollment be effective the first day of the month following the date ElderONE receives your notice of voluntary disenrollment.

### **Additional Help:**

If you have complaints about your PACE program, think your rights have been violated, or want to talk with someone outside your PACE program about your concerns, call 1-800-MEDICARE (1-800-633-4227) to get the name and phone number of someone in your State Administering Agency.

# ElderONE

An Affiliate of  
Rochester Regional Health

490 East Ridge Rd.  
Rochester, NY 14621

## Notice of Non-Discrimination

ElderONE complies with Federal civil rights laws. ElderONE does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

### ElderONE provides the following:

- Free aid and services to people with disabilities to help you communicate with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose first language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, call ElderONE at 1.855.457.4636 (for TTY/TDD services, call 1.800.662.1220)

If you believe that ElderONE has not given you these services or treated you differently because of race, color, national origin, age, disability, or sex, you can file a grievance with the ElderONE Performance Improvement Coordinator:

- Mail: 490 East Ridge Road, Rochester NY, 14621
- Phone: 585.922.9985 (for TTY/TDD services, call 1.800.662.1220)
- Fax: 585.922.2847
- In person: 490 East Ridge Road, Rochester NY, 14621

### You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by:

- Web: Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
- Mail: U.S. Department of Health and Human Services 200 Independence Avenue SW., Room 509F, HHH Building Washington, DC 20201
- Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>
- Phone: 1-800-368-1019 (TTY/TDD 800-537-7697)



## 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.