

# Member news



## Why You Want to Be Undetectable

If you are living with HIV (human immunodeficiency virus), your “viral load” is the amount of HIV found in a sample of your blood. When the amount is so low that it can’t be seen in a blood test, your viral load is considered **“undetectable.”**

If you’ve had an undetectable viral load for 6 months or more, you cannot pass HIV to others by having sex. This is known as **“undetectable=untransmittable”** or **“U=U.”**

Having an undetectable viral load also means you can stay healthier and live longer. Plus you may be able to **earn rewards** through our Steps to a Healthier Life program.

### Here’s how you can be undetectable:

- 1. Take your HIV medication exactly the way your provider tells you to.** If you find that hard to do, tell your provider or pharmacist. There may be other options.
- 2. Have your viral load tested regularly.**
- 3. Be honest with your health care provider.** The doctor’s office is a safe space to talk about HIV and sexually transmitted infections (STIs).

Remember:

- Having an undetectable viral load does not mean you no longer have HIV. You must continue to take medication.
- Medications for HIV don’t protect you from other STIs, like chlamydia and syphilis. Practice safer sex, like using condoms.

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## Don’t Miss Out on Important Plan Information

To give you the best service possible, we need to have your current mailing and email address and cell phone number. If your contact information has changed, please **call us at 1-888-469-7774 (TTY: 711).**

Or you can update your information on your personalized online account at **[selecthealthny.org/account](https://selecthealthny.org/account).**

## Get Help Unlocking Your Veterans Benefits

If you are a veteran or the spouse of a veteran, a dedicated Veterans Liaison from the VNS Health Veterans Program can help you access benefits you're entitled to.

Veterans often experience specific health care issues, including:

- Lung, bone, brain or other cancers
- Lou Gehrig's, Alzheimer's or other diseases that affect the brain
- Traumatic brain injuries

The Department of Veterans Affairs (VA) offers many benefits that can help support you with your unique needs. But researching and applying for them can sometimes feel overwhelming.

Please email [Veteran\\_Program@vnshealth.org](mailto:Veteran_Program@vnshealth.org) or call **1-866-986-7691** Monday – Friday, 8 am – 8 pm, for help.



## Don't Risk Losing Your Medicaid Coverage

Your SelectHealth benefits depend on keeping your Medicaid coverage active.

Sixty days before it is time for you to recertify, you will get a letter with instructions. You may already have received this letter.

**You must respond within 90 days or you will lose your Medicaid benefits** and we will be required to disenroll you. If you need help recertifying, **call your Care Team at 1-888-469-7774 (TTY: 711)**, Monday – Friday, 8 am – 6 pm.

## Unable to Work Due to HIV?

If living with HIV is making it impossible for you to work, you might be eligible for the Social Security Disability Income (SSDI) or Supplemental Security Income (SSI) program. Get help for basics like food and shelter.

Check if you qualify and **apply by visiting your local Social Security office** or calling 1-800-772-1213 (TTY: 1-800-325-0778) Monday – Friday, 8 am – 7 pm. You can also apply online at [ssa.gov](https://ssa.gov).



## Join the Member Advisory Council

The SelectHealth Member Advisory Council is your chance to let us know how well we're meeting your needs. If you are interested in joining, please contact us through your online account at [selecthealthny.org/account](https://selecthealthny.org/account) or at **1-866-469-7774 (TTY: 711)**.

## Take Care of Your Eyes—Especially If You Have Diabetes

Your eyesight naturally gets worse as you get older. But there are things you can do to help protect your vision. This is especially important if you are living with diabetes.

Over time, high blood sugar levels weaken the blood vessels in the back of your eye. This can lead to blurry vision and even to blindness. In fact, diabetes is the leading cause of vision loss in people 18 to 64 years old.

To help prevent this:

- **See an ophthalmologist (an eye doctor) at least once a year.** Getting your eyes checked regularly can catch issues before too much damage is done.
- **Control your blood sugar levels.** The lower your levels, the less damage there will be.
- **Wear sunglasses.** This will prevent exposure to ultraviolet (UV) radiation from the sun that can make diabetic eye diseases worse.

Source: *diabetes.org*



## Smile! It's Now Easier to Get the Dental Care You Need

SelectHealth from VNS Health now covers crowns and root canals in some circumstances so that you can keep more natural teeth.

In addition, replacement dentures and implants will only need a recommendation from your dentist to determine if they are necessary. This will make it easier for you to get these services.

Call your dentist to schedule these procedures. Use our online Provider Search tool at **SelectHealthNY.org/provider-search** to find a dentist near you who is in-network.

If you have questions about your dental benefits, contact our partner **Healthplex** at **1-866-795-6493 (TTY: 711)**, Monday – Friday, 8 am – 6 pm.



SelectHealth from VNS Health complies with Federal civil rights laws. SelectHealth does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-469-7774 (TTY/TDD: 711). 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-866-469-7774 (TTY/TDD: 711)。



## Szechuan Chicken Stir-Fry



Put that Chinese takeout menu back in the drawer. This classic dish is easy to make at home and tastes great.

### Ingredients

- Non-stick cooking spray
- 1 lb boneless, skinless chicken breasts or tenderloins, cut into 1-inch cubes
- 2 tsp cornstarch
- 1 Tbsp low-sodium soy sauce
- 1 tsp jarred, minced garlic
- ¼ tsp red pepper flakes
- ¼ tsp ground ginger
- 16 oz frozen, packaged stir-fry vegetables
- ¼ cup low-sodium chicken broth
- 2 Tbsp chopped, unsalted, unoiled peanuts
- 1½ cups brown rice (cooked to package instructions)

### Directions

1. In a medium skillet coated with cooking spray, toss chicken, corn starch, soy sauce, ginger, garlic, and red pepper flakes.
2. Cook chicken over medium-high heat for 5 minutes, until no longer pink.
3. Add vegetables and broth to skillet, reduce heat to medium, cover and cook 20 minutes, stirring occasionally.
4. Top with peanuts and serve over brown rice.

Source: American Heart Association



SelectHealth has moved our posts to VNS Health's social media pages. **Follow VNS Health for all the latest SelectHealth news, events, and updates.**



### If Something Seems Wrong, Tell Us

SelectHealth is committed to finding and stopping fraud, waste, or abuse in our health care plans.

### Anonymous Reporting

SelectHealth Compliance Hotline: **1-888-634-1558**.  
File an online report: [vnshealth.ethicsspoint.com](https://vnshealth.ethicsspoint.com).  
Learn more: [vnshealthplans.org/compliance-program](https://vnshealthplans.org/compliance-program).  
24 hours, 7 days a week.

**Questions?** Check your online account anytime at [SelectHealthNY.org/account](https://SelectHealthNY.org/account) or call your Care Team at **1-866-469-7774 (TTY: 711)**  
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