



Neighborhood News

Issue 5 Spring 2022

Tioga Opportunities, Inc. is excited to welcome new staff to support its Housing residents:



Welcome Patrick Slawta!

Many of our Long Meadow and Springview residents have likely met Patrick, our new Housing Services Specialist, who joined our team in January. Patrick will help new residents move-in, show units to prospective renters, and conduct certifications and inspections.

Please welcome Patrick with a warm hello!

Spring Cleaning Safety Tips



Spring has almost sprung! Now is the time when many people like to start spring cleaning their home. Here are tips to do so safely:

1. **Be careful moving large pieces of furniture and appliances.** Always use proper lifting technique (lift with your legs, not with your back) and wear shoes when moving heavy items so you don't hurt your toes. Remember: if you feel it's too heavy and you can't find someone else to do it for you, don't move it. You can always clean around it!
2. **Be careful when walking on wet surfaces.** It's easy to slip on a wet floor. Make sure to clean up spills at home as quickly as possible and be careful after mopping. When out in common areas, be mindful if floors look wet and watch for a wet floor sign.
3. **Always follow cleaning product label safety instructions and recommendations.** Cleaning supplies can create strong fumes. Open windows to get fresh air, turn on the exhaust fan, and/or place a fan in the room.
4. **Keep walkways clear of boxes, bags, and other clutter.** Make sure all the boxes and bags you may be discarding don't cause a safety concern, such as a tripping hazard.
5. **Don't carry too much at once, especially on stairs.** Make sure you keep a hand free to hold onto grab bars or stair railings and always make sure you can see over the load you are carrying so you don't trip.

(Source: <https://blog.xoomenergy.com/thewire/2019/02/22/spring-cleaning-safety-tips>)



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SAFETY FIRST

Be Aware of Ambulance Fraud

A bill from an ambulance ride can add stress to anyone's emergency situation, especially if the charges are incorrect. In an emergency, the last thing anyone wants to think about is the bill. It's important to know what your insurance coverage does for you and how it works. Original Medicare covers ground and air ambulance services when these criteria are met:

- The transportation is medically necessary and a wheelchair van or car could endanger the patient.
- The ambulance and crew must meet certain standards and provide transportation to the nearest appropriate facility such as a skilled nursing facility or hospital.

"Sometimes a provider will bill beneficiaries directly instead of billing Medicare, even though the provider participates in Medicare and the trip met coverage criteria," said Tiffany Erhard, NYS Senior Medicare Patrol (SMP) Outreach Counselor.

Some other types of fraud schemes include providers billing for more miles than the beneficiary was transported or billing nonemergency trips as emergency transport.

To stop ambulance fraud, the NYS SMP recommends that beneficiaries:

- Review their Medicare Summary Notices (MSNs) and/or Explanations of Benefits (EOBs) and ensure the following:
 - The services listed match what they actually received.
 - The mileage billed isn't more than the distance traveled.
 - They weren't billed for emergency transport if there wasn't an emergency.

If you think you may have been a victim of fraud, call Tioga Opportunities, Inc.'s NY Connects Specialist at 607-687-4120, ext. 331.

Tioga Opportunities, Inc. Presents Decision Making Day



Since 2008, "National Healthcare Decisions Day" (NHDD) has been recognized each April to "inspire, educate, and empower the public and providers about the importance of advance care planning." Modern medicine can do amazing things, but can also require very difficult decisions. Advanced care planning allows you to make your wishes for your medical care and end of life procedures known.

Have you thought about a Will, Power of Attorney, or Health Care Proxy? Tioga Opportunities, Inc. will welcome Greg Catarella from the Law Office of Greg S. Catarella on Friday, April 29th from 9:30AM to 11:30AM at the Countryside Community Center, 9 Sheldon Guile Blvd., Owego. Greg will be presenting important information on essential documents including Wills, Living Wills, Powers of Attorney, Health Care Proxies, and Do-Not-Resuscitate Orders.

The program is open to the public, but registration is required. To attend this event, please call 607-687-4120 ext. 315 to reserve your seat!



After Hours Help Line for Tenants 1-800-233-3605
If you have an emergency, our after hours help line is here to assist you!

You can call the help line if you have concerns such as:

- No heat.
- Electrical problem-ex. the elevator doesn't work.
- Water problem – ex. a clogged toilet
- Locked out of your apartment and the tenant association president isn't available to let you in.