



POSITIVE OUTLOOK

Health and Wellness Information for Members

Spring 2018



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www.phc-ca.org

Member Services
Mon - Fri, 8:00am to 8:00pm
Tel (800) 263-0067
TTY/TDD: 711

Diabetes and Prediabetes

Diabetes is a disease where there is too much sugar in your blood. There is no cure, but you can control it. There are two kinds of diabetes. Type 1 happens mainly in children. Type 2 can happen at any time in your life. Most people have Type 2.

Prediabetes means your blood sugar levels are higher than normal. However, not high enough to be called diabetes. Prediabetes is a warning sign that you may need to change your diet, increase your exercise and lose weight.

This disease affects many areas of your body. It can cause problems with your heart, kidneys, liver, nerves, and eyes. HIV medications (meds) can make it harder to control diabetes.

Some common problems are:

- Heart attack • Stroke • Vision loss • Loss of arms or legs • Kidney failure

Causes

When you eat, your body turns food into glucose. Glucose is a type of sugar. Insulin uses the glucose from your blood to feed your muscles, liver and fat. People with diabetes have high blood sugar because the insulin is no longer able to help the glucose leave the blood.

Some people are at a higher risk for this disease:

- Blacks • Latino/as • Native Americans • Pacific Islanders
- People who are overweight or obese

Treatment

Lifestyle changes you can make that will help delay or prevent prediabetes or diabetes. This includes losing weight, diet, and exercise. You may also need to take pills to manage your blood sugar. If the pills do not work, you may need insulin treatment. You inject insulin into the fat under your skin.

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Most people do not have symptoms of prediabetes or diabetes. An A1C blood test is the only way to know for sure. Your doctor will order an A1C test two or more times a year. The test checks how your blood sugar levels have been over the last few months. It shows how well your diabetes is controlled. Your doctor will know what A1C number is good for you.

Your doctor may ask you to keep track of your blood sugar. You will test your blood with a blood glucose meter 2 or 3 times a day or more. You should write your numbers down and share with your doctor at every visit.

The Plate Method for a Healthy Diet

One way to get to or keep a healthy weight is to eat fresh veggies and foods with fiber. The Plate Method helps keep your meals healthy.

- Fill half (50%) of your plate with fresh veggies. Carrots, tomatoes, green beans, cucumbers, squash, broccoli, spinach and greens are good choices.
- Fill one quarter (25%) of your plate with lean protein. Meats with the fat cut off, chicken with no skin, fish, nuts, low-fat cheese, eggs or tofu are all healthy proteins.
- Fill one quarter (25%) of your plate with a starch. Whole grains, rice, potatoes, corn, pasta or tortillas are starchy foods.

Try to eat foods that are steamed, broiled or baked. Fried foods have a lot of fat and can be bad for your heart. Limit how many sweets you eat and sodas you drink. Sweets can be harmful to



Diabetes Plate Method

people with diabetes.
<http://www.diabetes.org/food-and-fitness/food/planning-meals/create-your-plate>

Stay Fit!

You should get at least 30 minutes of exercise most days of the week. People with diabetes have special needs when it comes to fitness. Things to keep in mind are:

- Check your blood sugar before and after you are active.
- Check your feet for sores or blisters each day. Always wear shoes with good support and clean socks.
- Drink water before, while and after you are active.

Contact the National Diabetes Information Clearinghouse at 1.800.860.8747 (TTY 1.866.569.1162) or visit www.diabetes.niddk.nih.gov

There are websites to help you learn more:

American Diabetes Association:

<http://www.diabetes.org/living-with-diabetes>

Think About Joining a Trial!

New drug trials and treatment studies start all the time. These help create better treatment for all people living with HIV/AIDS. There are many types of clinical trials. One may be perfect for you. Your doctor may ask you to join a trial. Think about it!

For more info call: California: (323) 913-1033



Positive Healthcare wants to help you manage your health!

PHP/PHC is offering gift cards to select members for taking care of themselves!

If you qualify we will send you a letter in the mail! This program is to help you complete the following preventive screenings if you have not:

- Colonoscopies for members age 50-75
- Retinal Eye Exams for diabetic members
- Cervical Cancer Screenings for women members age 21-69

Please read more on why these screenings are important for your health:

Colonoscopies screen for colon cancer. This is the second leading cause of cancer death for men and women combined. It is also one of the most preventable.

Screening tests can help prevent colon cancer and look for problems early. This is when they are easier to treat.

Make sure that you get screened for colon cancer:

- If you are 50 or older, you need to get screened.

Ask your doctor about choosing one of these 4 tests:

- Colonoscopy-Every 10 years
- Flexible Sigmoidoscopy-Every 5 years
- CT Colonography- Every 5 years
- Fecal Occult Blood Test (FOBT) - Each year

Retinal Eye Exams are for members with diabetes. Diabetes can harm your eyes. It can damage the small blood vessels in your retina, or the back of your eye. This condition is called diabetic retinopathy. Diabetes also increases your risk of glaucoma and other eye problems. Only an eye exam can detect the problem. Take the steps to prevent the problem from getting worse.

Make sure that you get your eyes screened regularly:

- If you are diabetic, you need to get screened
- You need a retinal eye exam every 1 year by an eye doctor who takes care of people with diabetes.



Ask your doctor about choosing one of these types of eye doctors:

- An optometrist is a health care provider trained to diagnose and treat problems with your vision. Once you have eye disease caused by diabetes, you need to see an ophthalmologist.
- An ophthalmologist is a medical doctor who is an eye specialist trained to diagnose and treat eye problems.

Cervical Cancer Screenings (Pap smears) are for women age 21-69. This screening is to be done every 3 years, but recommended every 1 year for women with HIV/AIDS. This screening checks for cancer and the HPV virus. When you have a Pap test, the doctor may also perform a pelvic exam. This checks your uterus, ovaries, and other organs to make sure there are no problems.

Make sure that you get screened regularly:

- If you are a woman over 21, you need to get screened

Ask your doctor about this screening:

- Your PCP may be able to do the screening
- You may be referred to the specialist for the screening, a gynecologist

Call your doctor and get screened today! Schedule your appointments to complete the exam. Screenings are at no cost to you, and could save your life. Don't wait, take action today for a healthy life!

PHP/PHC may also be following up with letters and calls about the importance of getting screened. If you have any questions about what screening is right for you please contact your PCP or RNCM.

<https://www.cdc.gov/cancer/dcpc/prevention/screening.htm>

What is asthma and allergies?

Asthma is a disease of the lungs that narrows airways and makes it hard to breathe. Symptoms are coughing, wheezing and tightness in the chest. Asthma is a disease of the lungs that can be treated, but not cured. It can affect anyone. Nearly 1 out of 12 people have asthma. An asthma attack can range between mild and severe and be a scary time for someone who suffers from asthma. Severe attacks can be deadly.

Allergies occur when the body reacts to something harmless around you. This can be certain foods, trees, dust or a pet. It can cause symptoms such as sneezing and itchy eyes. Asthma is much more common in people who have allergies. However, not everyone with allergies gets asthma. And not everyone with asthma has allergies. Things that cause your allergy or asthma symptoms to flare up are called triggers.

What are the Triggers?

Common asthma triggers include, but are not limited to:

- Tobacco smoke • Air pollution or smog
- Increased heart rate • Pollen • Mold
- Animal fur • Dust mites • Perfume

How can I Protect Myself?

- Do not smoke and avoid secondhand smoke
- Avoid toxins in the air and harsh chemicals
- Visit your doctor often
- Take your meds as your doctor prescribes
- Avoid the flu
- Stay healthy

Asthma and allergies can affect people in different ways. Some people have asthma attacks only during allergy season (Spring), when they breathe in cold air, or when they exercise. Others have many bad attacks that send them to the doctor often. Even if you have few asthma attacks, you still need to treat your asthma. The swelling in your airways can lead to permanent changes in your airways and harm your lungs. Many people with asthma live active, full lives. Even though asthma is a lifelong disease, treatment can control it and keep you healthy. To avoid allergy and asthma attacks, know the things that trigger your symptoms and avoid them when you can. See your doctor often to review your triggers, medicines and treatment plan.

People with HIV may be at a greater risk of asthma if their immune system is weak. Your risk is even greater if you have a low CD4 count and smoke.

The good news is that with the support of your doctor and RNCM, you can manage symptoms of asthma. There are meds that help relieve symptoms of and control how often you have asthma attacks.

Learn more about lung health:

COPD: www.cdc.gov/copd/index.htm

Asthma: www.cdc.gov/asthma/default.htm



Member Rights and Responsibilities

As a reminder, you are a valued part of this health plan. We want to ensure that you are also aware of rights and responsibilities you have with the plan.

As a member of PHC California, you have the right to:

- Be treated with respect, with PHC California giving due consideration to your right to privacy and the need to maintain confidentiality of your medical information
- Be provided with information about PHC California and its services
- Be able to choose a primary care provider (PCP) within PHC California's provider network
- Participate in decision making regarding your own health care, including the right to refuse treatment
- Voice grievances, either verbally or in writing, about the organization or the care received
- Receive oral interpretation services for your language of choice
- To formulate advance directives
- Have access to family planning services, Federally Qualified Health Centers, Indian Health Service Facilities, sexually transmitted disease services and emergency services outside PHC California's provider network pursuant to the Federal law
- Request a state Medi-Cal fair hearing, including information on the circumstances under which an expedited fair hearing is possible
- Have access to, and where legally appropriate, receive copies of, amend or correct your Medical Record
- Disenroll upon request
- Access minor consent services
- Receive written member informing materials in alternative formats, including Braille and large size print upon request
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience, or retaliation
- Receive information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand
- Freedom to exercise these rights without adversely affecting how you are treated by PHC California, your provider, or the State



As a member of PHC California, you are responsible to:

- Participate in your health care and the health care of your family. This means taking care of medical problems before they become more serious.
- Keep in touch with and regularly visit your PHC California primary care provider (PCP)
- Cooperate with your PCP, follow his or her instructions regarding your care and take all of your prescribed medications as directed
- Arrive on time for your doctor visits. Call if you will be late or need to cancel or reschedule your appointment.
- Be courteous and cooperative with people who provide you or your family with health care services
- Not let anyone else use your PHC California member identification/pharmacy card or Medi-Cal beneficiary identification card or pretend to be you
- Not participate in Medi-Cal fraud or any inappropriate use of your Medi-Cal coverage through PHC California or the Medi-Cal fee-for-service system
- Be proactive in your health care. Let us know how you like PHC California and how we can improve our services.

Office Visits: Why they are Important?

Seeing your doctor on a normal basis is the best way to care for your health and well-being. As a PHP/PHC member you should visit your Primary Care Provider's (PCP) office every 3 months.

For members with a high viral load, you might be asked to visit more often. Maybe even weekly until your health is improved. If your viral load is low, you should still attend office visits every 3 months unless your PCP tells you differently.

Regularly scheduled provider office visits will help your PCP catch other illnesses early. Then they can be easily treated or at least managed. Members with diabetes or other chronic conditions need the office visits quarterly, or more often until the chronic illness is under control.

Visits will also help you with getting your medications (meds) and refills on time. Providers cannot refill meds without knowing you and the status of your health. This requires an office visit. Certain meds can only be refilled once every 30 days. You can help your health by taking your meds as directed. If you do not understand how to take your meds or what they are used for, please call your RN Care Manager or Pharmacist. They will be happy to explain them to you.

Your health is our number one priority. Help us help you by attending your appointments and taking your medications as directed by your provider.

If you need assistance with finding a PCP or scheduling an office visit to the Healthcare Center please contact your RNCM or Member Services at: PHC CA – (800) 263-0067



Our Promise to Provide Quality Care

Accreditation Association of Ambulatory Health Care

Your health plan is accredited by Accreditation Association of Ambulatory Health Care (AAAHC). This means the Plan meets a set of national standards for quality care and service. AAAHC's goal is to help us improve the quality of health care we provide. In 2017 we renewed our accreditation with a survey. You can share facts about your health plan with AAAHC either at the time of the survey or before it takes place in June. You can write or call AAAHC if you have questions or something to share.

Accreditation Association for Ambulatory Health Care, Inc.
5250 Old Orchard Road, Suite 200
Skokie, IL 60077
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www.aaahc.org



Accredited by:
ACCREDITATION ASSOCIATION
for AMBULATORY HEALTH CARE, INC.

You can also see the newsletter online @:

PHC California: <http://positivehealthcare.net/california/phc/members/materials/newsletters>



Share your views: CAHPS

Your voice counts! This spring you might get a survey about Positive Healthcare in the mail. The survey may ask about your health or what you think about your Health Plan. All of the answers are put together in a summary. Positive Healthcare is not told the details of who said what. Your answers will be private. Your feedback helps us improve the care and services we provide.

One survey that goes out every year is:

Consumer Assessment of Healthcare Providers and Systems (CAHPS). This survey asks you how you feel about your doctors, nurses, health plan and drug program.

We plan to continue to provide you with excellent care and customer service! PHP/PHC is a special needs plan or SNP. Getting high scores on this survey will help PHP/PHC continue and improve its work for you, our member. Please help us help you by completing the survey. Remember – the higher numbers in the survey means we are doing a good job. So when you are asked to rate the health plan – 10 means best possible plan and 1 means poor. If you rate your doctor high, please consider rating the plan high since we arrange for your doctor to take care of you. Please take the time to fill out the survey and send it back as soon as you can. Thank you!



Prevention Points

At AIDS Healthcare Foundation, preventive care has always been an essential part of your health plan. Preventive services include immunizations and screenings to detect possible diseases and help you stay well. Prevention is about staying healthy and preventing or delaying disease.

Some key preventative screenings include:

- ✓ Blood pressure screening for all adults
- ✓ Cholesterol screening
- ✓ Colorectal cancer screening for adults over 50
- ✓ Type 2 diabetes screening for adults with high blood pressure
- ✓ Mammograms every one to two years for women over 40
- ✓ Cervical cancer screening for sexually active women
- ✓ Osteoporosis screening for women over 60, depending on risk factors
- ✓ Immunizations for children from birth to 18 years
- ✓ Obesity screening and counseling for children



Special Needs

We know many of our members have special needs that make it hard to communicate with their healthcare team or Health Plan. Tell the doctor, nurse care manager or other member of your health home team if English is the not language you speak. We can call an interpreter who speaks your language. If you are deaf, hard-of-hearing or have other special needs, we can arrange a service to help us communicate with you. For your health, it is vital that you and your doctor or healthcare team understand each other. This service is free to you.



ATTENTION: This information is available for free in other languages. Please contact our customer service number at (800) 263-0067, 8:00 am -8:00 pm, seven days a week. (TTY: 711)

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-263-0067, 8:00 am -8:00 pm, los siete días de la semana. (TTY: 711)

A Message from Your Health Plan

Your Contact Information

PHC California cares about you and your health. We need to know if you moved or got a new phone number. Please call Member Services to update your record any time you make a change.

Member Services

Monday-Friday 8:00am-8:00pm • (800) 263-0067 TTY/TTD: 711

Compliance Hotline

Help us look out for Medi-Cal fraud and abuse. For example, if your Explanation of Benefits lists charges that are wrong, call Member Services. Call our Compliance Hotline if you suspect fraud or abuse.

Compliance Hotline: (800) AIDS-HIV • (800) 243-7448

We want to hear from you!

The Client Advisory Committee is a great way to tell us what you think about your Health Plan! We welcome all health plan members and AHF Healthcare Center clients. You can share your questions, concerns and comments with our Health Plan leaders. We use your concerns to make your Plan better. Come to the next meeting to find out what your Health Plan can do for you!

California - Los Angeles

6255 W. Sunset Blvd, 21st Floor

To RSVP, call Prudence at 323.860.5257

Food and drinks will be served.



Questions?

Contact Your RN Care Manager

Mon-Fri, 8:30am-5:30pm

Tel: (800) 474-1434

Urgent After-Hours Nurse Advice Line

Mon-Fri, 5:30pm-8:30am and 24 hours on Weekends. Available 365 days a year.

Tel: (800) 797-1717