

POSITIVE OUTLOOK

Health and Wellness Information for Members

Winter 2017



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P.O. Box 46160, Los Angeles, CA 90046

Visit us 24/7 on the web
FL • www.php-hmo.org

Member Services

Mon - Fri, 8:00am to 8:00pm

Florida (888) 456-4715

TTY/TDD: 711

Healthy Eating: Eat Well, Be Well!

Your food choices impact your health. When you eat right, you lower your chance of heart attack, stroke and cancer. A good diet will keep your heart healthy and can give you more energy. It will also help you manage your weight.

What Makes a Good Diet?

What does it mean to eat right? It can be hard to make sense of all the tips you hear in the news. The expert advice seems to change all the time. A few simple tools can help you make better choices about what you eat.

- Eat whole foods. Most meals you cook from scratch will be better for you than fast food or food that comes in a package.
- Try to have five or more servings of fruit and veggies each day. A serving is about $\frac{1}{2}$ cup. Fresh fruits and veggies are a low calorie choice. They have lots of fiber, vitamins and minerals. Choose a wide range of colors to make sure you get the most out of your fresh food.
- Use less salt. Taste your food to see if it really needs more salt. Use spices to add flavor without adding sodium. Rinse and drain canned veggies and beans before you use them.
- Cut down on saturated fats. Eat less fatty meats, whole milk, butter and ice cream. You can find healthy fats in nuts, avocados and olive oil.
- Drink lots of water. HIV medications can affect your kidneys. Water helps reduce side effects.



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Budget for Good Health

Fresh food like fruits and veggies lose some of their vitamins each day they sit on your counter or in your fridge. It is always better to eat foods fresh, but it can sometimes seem like it is too costly to do so. Junk food and fast food are cheap and easy to come by. They are also full of fat, salt and other things that are harmful to your health.

There are many ways you can stretch your budget for fresh and healthy foods:

- **Plan ahead.** Make a list before you go to the store and only buy the food on that list. Check your cupboards before you shop so you will not buy food items twice
- **Buy in bulk.** Fresh foods are often cheaper if you buy a lot of them. Portion and freeze what you will not use right away
- **Go frozen.** Frozen fruits and veggies will have just as many vitamins as fresh and won't have the extra salt found in canned products.
- **Use coupons.** You can make the most out of your shopping budget when you use coupons and look for special sales.
- **Look low and high.** Lower priced foods are often placed on the upper and lower shelves in the store. Higher-priced foods are found at eye-level
- **Avoid the corner store.** Fresh foods can be hard to find and packaged foods will cost more at the corner market compared with a big store. Look for your local farmer's market – fresh veggies, fresh fruit and a walk.



Get the most out of your meals when you plan ahead and make healthy food choices. You can have a better outlook on life when you eat right and stay active.

Get Active!

Exercise is good for you! It lowers your risk of diabetes, heart attack and stroke. It can also help with stress.

When you exercise you:

- Keep a healthy weight or lose weight
- Have more energy
- Strengthen your immune system
- Lower high blood pressure
- Cope with depression and anxiety
- Sleep better

Aim for at least 30 minutes a day most days of the week. You may want to do it all at once or walk for 10 minutes three times per day. Your health plan includes a gym membership. Call Member Services if you would like to join. FL- (888) 456-4715

Check out these tools for healthy living:
Choose My Plate: www.choosemyplate.gov

Getting Care in Your Language: Language Line Services

Tell your doctor or nurse care manager if English is not the language you speak. We can also assist you if you are deaf or hard of hearing. We can call an interpreter who speaks your language including American Sign Language. For your health, it is vital to make sure you and your doctor understand each other. This service is free to you.

For more information about language service, call Member Service at FL- (888) 456-4715



Drug Abuse

Drug use and abuse is common for many reasons. People use drugs to have a good time, deal with stress and relieve pain. But drug use is risky and can stop you from feeling good about life. Research shows that drug use has strong effects on the brain. It harms the brain and leads to addiction. Drug abuse does more harm to PLWHA because it can damage vital organs.

Abuse will:

- Make your body and immune system weak
- Make your HIV meds not work well

Signs of Drug Abuse

Drug use becomes abuse when it leads to problems in your life. Drug abuse may cause you to:

- Be late or miss work, school, or dates
- Make bad choices— drive a car high or have unsafe sex
- Have stress in your life with family and loved ones
- Have legal problems— arrests for poor conduct or drunk driving

Do you have a problem with abuse?

If you say yes to any of these questions, you may have a problem with abuse.

- Are you able to stop using drugs when you want?
- Do you feel bad about your drug use?
- Do your loved ones think you use drugs too much?
- Do you hide how much or often you use drugs?

Get Help

It is not easy to stop drug abuse. The good news is treatment helps people stop drug abuse and feel better. Here are treatments that help:

- Rehab or detox programs
- Therapy or counseling
- Self-help groups (Narcotics Anonymous)

The most important thing is not to quit on your own. You will need support. Support can come from:

- Family members
- Close friends
- A counselor or therapist
- Other people in treatment
- Health care provider

How to Ask for Help

Your doctor can tell you about treatment options. It's O.K. to be scared to ask them for help. But they care about you and your health needs. Here are tips for asking them for help:

- Be as honest as you can be about your drug use
- You know what will work best for you. Tell your doctor if you think they are making a plan that will not work for you.
- Take notes or ask the doctor to write down important things for you
- Ask questions until you know the treatment plan inside-out

Find Help:

Narcotics Anonymous: www.na.org

Substance Abuse Treatment Services Locator:

Call 1-800-662-HELP (4357)

Learn More:

National Institute on Drug Abuse:

easyread.drugabuse.gov/index.php



2017 Survey Results (CAHPS)

Thank you for filling out the CAHPS Member Survey! Here is how you rated PHC for 2017. The PHP/C CAHPS survey results are the percent of people who answered 'Usually' or 'Always' to the survey questions:

We hope that we continue to provide you with excellent care and customer service for even better scores next year! AHF Health Plans needs your help. AHF is a special needs plan or SNP. Getting high scores on this survey will help AHF 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.

CAHPS Results	PHP FL
Getting Needed Care	86.38%
Getting Care and Appointments Quickly	82.24%
Customer Service	90.98%
How Well Doctors Communicate	97.19%
Care Coordination	92.35%
Getting Needed Prescription Drugs	94.28%



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

Referrals Basics

Sometimes you need to see a doctor other than your primary care provider (PCP) for special health problems or tests. Your PCP will refer you to other doctors for special care. The doctors will need to be in your health plan's provider network.

Some referrals for tests and treatments must be approved by your health plan. These are prior-authorization referrals. There are set amounts of time the plan has to approve your doctor's referrals.

Step-by-Step Referral Process

- **Step 1:** Your doctor refers you to another doctor for a test or treatment
- **Step 2:** A Referral Coordinator at your clinic finds out if the service needs to be approved by your health plan first
- **Step 3:** The clinic sends the referral to your health plan for approval (if needed)
- **Step 4:** Your health plan has a set amount of time to approve or deny the service. This depends on the type of plan you have
 - Medicare: 14 days
 - Medi-Cal: 5 days
 - Medicaid: Varies by state
- **Step 5:** If it is the first time you will visit the new doctor (specialist), the plan will send you a letter and call to let you know if your referral was approved
- **Step 6:** Call the specialist's office and schedule a visit. Arrange all follow-up visits with the specialist's office.
 - Remind the specialist to forward your records to your PCP
 - Always check with your doctor to see how many follow-up visits are approved for that referral.

Only contact your health plan or your doctor's office if you think that the referral has passed the set amount of time allowed for your health plan.



Know Your Numbers

You should keep track of your CD4 count and viral load lab test results. These numbers tell you and your doctor how well your body responds to HIV treatment. A blood test every few months helps keep your health on the right track.

What Do the Tests Mean?

CD4 Count measures how many T-Cells are in your blood. T-cells are a type of white blood cell. They help keep your immune system strong. The higher your T-Cell count is, the better your body can fight HIV.

Viral Load measures how much HIV is in your blood. A lower viral load is better for your health.

Take charge of your health!

- See your doctor to check your CD4 count and viral load
 - o 2 tests per year if your CD4 and viral load numbers are steady
 - o 3 or more tests if your numbers are not steady or if you have special health needs
- Keep track of your numbers over time
- Ask for copies of your labs. Your nurse can print older test results
- Take your HIV meds every day as prescribed

Your numbers count!

- The goal is to have a CD4 count as high as it can be. This means your immune system is strong and can fight HIV
- You want a viral load so low that the test does not pick it up. Less than 20 copies are called an undetectable viral load

Track your CD4 count and viral load online! This website lets you print graphs and see your results over time:

The Body:

<https://secure.thebody.com/tracker/intro.html>

If your CD4 cell count is high and your viral load is low, your medicines are doing a good job controlling the virus.

Holiday healthy habits

Diabetes-Friendly Christmas Cookie Recipes

Celebrate the season with a batch of classic Christmas cookies. These gingerbread men have reduced the carbs, calories, and sugar--but kept the flavor. Share something sweet with folks on your "nice" list, and include the carb counts, too. Bake these delicious diabetic cookies today!

Gingerbread Cookies

These festive gingerbread people have just 2 grams of fat per serving -- great for your diabetic meal plan! With a flavorful blend of molasses, ginger, cinnamon, and cloves, these tasty cookies will be a hit at any holiday party.

Ingredients

1/4 cup butter, softened
1/4 cup 50% to 70% vegetable oil spread
1/2 cup packed brown sugar*
2 teaspoons ground ginger
1 teaspoon baking soda
1 teaspoon ground cinnamon
1/4 teaspoon salt
1/4 teaspoon ground cloves
1/4 cup full-flavor molasses
1/4 cup refrigerated or frozen egg product, thawed, or 1 egg
2 cups all-purpose flour
3/4 cup white whole wheat flour or whole wheat flour

Directions

1. In a large bowl, combine butter and vegetable oil spread; beat with an electric mixer on medium to high speed for 30 seconds. Add brown sugar, ginger, baking soda, cinnamon, salt, and cloves. Beat until well mixed, scraping side of bowl occasionally. Beat in molasses and egg. (Mixture will look curdled.) Add all-purpose flour and whole wheat flour, beating just until combined. Divide dough in half. Cover and chill the dough for 2 to 3 hours or until easy to handle.
2. Preheat oven to 375 degrees F. Lightly grease cookie sheets or line with parchment paper; set aside. On a lightly floured surface, roll dough, half at a time, to 1/8-inch thickness. Using a 2- to 3-inch gingerbread person cookie cutter, cut out shapes; reroll scraps as necessary. Place cutouts 1 inch apart on prepared cookie sheets.
3. Bake for 4 to 6 minutes or until edges are firm and centers are set. Cool on cookie sheets on wire racks for 1 minute. Transfer to wire racks; cool. Makes 36 (3-inch) cookies.

Tip

*Test Kitchen Tip: We do not recommend using brown sugar substitutes for this recipe.

Nutrition Facts Per Serving:

Servings Per Recipe: 36

PER SERVING: 73 cal., 2 g total fat (1 g sat. fat), 3 mg chol., 73 mg sodium, 12 g carb. 1 g pro.

Diabetic Exchanges

Other Carb (d.e): 1



You can also see the newsletter online @:

PHP Florida: <http://positivehealthcare.net/florida/php/for-members/newsletter>

New Medicare Card

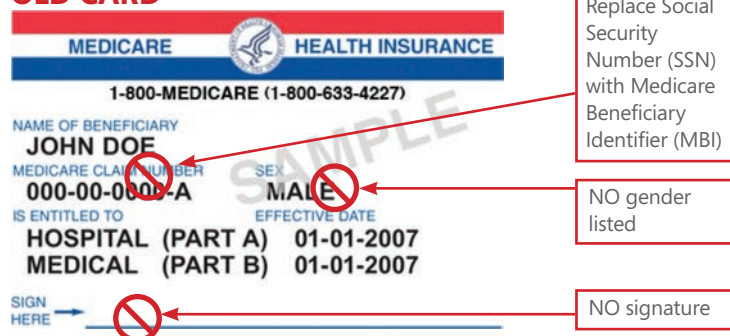
New Medicare cards are coming for members! All PHP members will receive a new Medicare ID card very soon. Please read these tips to learn more.

What do they look like?

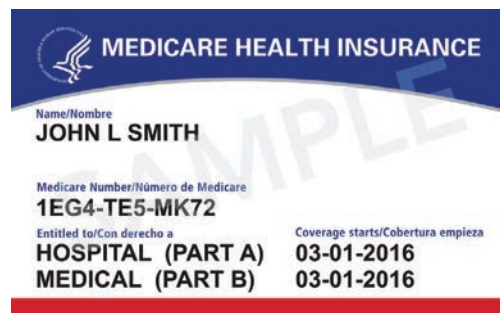
Medicare Beneficiary Identifier (MBI)

- New unique number assigned to you
- Key positions 2, 5, 8, and 9 will always be alphabetic

OLD CARD



NEW CARD



When do they come?

Medicare will mail new Medicare cards between April 2018 and April 2019.

Why are they doing it?

Your new card will have a new Medicare Number that's unique to you. Instead of your Social Security Number. This will help to protect your identity.

Do I have to do something special to get it?

No - You don't need to take any action to get your new Medicare card.

Are my benefits changing?

No - The new card won't change your Medicare coverage or benefits.

How can I replace my Medicare card?

If your Medicare card is lost, stolen or damaged, you can ask Social Security for a new one.

- Your Medicare card will arrive in the mail in about 30 days.
- Social Security will mail your card to the address they have on file for you.
- If you need proof that you have Medicare sooner than 30 days, you can request a letter from Social Security. The letter will arrive in the mail in about 10 days.
- If you need proof immediately for your doctor or for a prescription, visit your local Social Security office.

How do I change my name or address?

Medicare uses the name and address you have on file with Social Security. To change your name and/or address, visit your online my Social Security account.

Note: Medicare is managed by the Centers for Medicare & Medicaid Services (CMS). Social Security works with CMS by enrolling people in Medicare.

Watch out for scams

Scam artists may try to get your current Medicare number and other personal information by contacting you about your new Medicare card. They often claim to be from Medicare and use various scams to get your Medicare Number including:

- Asking you to confirm your Medicare or Social Security Number so they can send you a new card.
- Telling you there's a charge for your new card and they need to verify your personal information.
- Threatening to cancel your health benefits if you don't share your Medicare Number or other personal information.

If someone calls you and asks for your Medicare number or other personal information, hang up and call us at 1-800-MEDICARE (1-800-633-4227).

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

PHP 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 • Florida: (888) 456-4715 TTY/TTD: 711

Medication Therapy Management Program (MTMP)

As part of PHP, you are enrolled in the MTMP. This Program helps people who take many prescribed meds. The Program lowers the chance of mistakes and reactions with your meds.

Your health care team will be in touch with you and your doctor. They will explain the drugs that you take. Your doctor will know of safety issues with your meds. Any other health issues will also be handled. Your RN Care Manager will contact you to make an action plan for your meds. An action plan with your nurse care manager will help with any problems you may have. The action plan will let you know just how and when to take your meds.

Drug Safety

Certain meds can be risky for older people. Find a list of high-risk meds and safe treatment options on our website.

PHP FL: positivehealthcare.net/florida/php/for-providers/consumer-safety/

Compliance Hotline

Help us look out for Medicare 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 possible 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!

Florida - Broward, Monroe and Dade Counties

6405 N Federal Hwy, Suite 205, Fort Lauderdale 33316

To RSVP, call: **(954) 772-2411 option 3**

Food and drinks will be served.

Questions?

Contact Your RN Care Manager

Mon-Fri, 8:30am-5:30pm • Florida: (800) 832-0778

Urgent After-Hours Nurse Advice Line

Mon-Fri, 5:30pm-8:30am and 24 hours on Weekends. Available 365 days a year.
Florida: (866) 228-8714

In Florida, contact Psychcare for Behavioral Health Needs

24 hours a day/7 days a week • (855) 765-9698