



POSITIVE OUTLOOK

Health and Wellness Information for Members

Summer 2014



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Eat Right, Feel Great!

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 ½ 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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P.O. Box 46160, Los Angeles, CA 90046

Visit us 24/7 on the web

CA • positivehealthcare.net/california/php/

FL • positivehealthcare.net/florida/php/

Member Services

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

California (800) 263-0067

Florida (888) 456-4715

TTY/TDD: 711





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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 to Know Your Nurse!

Good health and healthcare come from teamwork. You are at the center of this team. Your strongest partner is your RN Care Manager. He or she is there to help:

- If you feel sick
- Manage complex care
- As a health coach for healthy habits
- To advocate on your behalf

Get to know your RN Care Manager. Let them get to know you. An open and honest relationship with your Care Manager can open the door to a strong and healthy life for years to come.

Keep in touch with your RN Care Manager. They are here for you!

[Call Toll-Free](#)

Mon-Fri, 8:30 AM – 5:30 PM

CA: (800) 474-1434 FL: (800) 832-0778



The Facts on Kidney Disease

Kidney disease, also known as renal disease or chronic kidney disease (CKD), affects 1 out of every 3 of people living with HIV/AIDS. Your kidneys act as a filter to help remove toxins from your blood. The waste leaves your body as urine. When your kidneys are damaged, the toxins can build up in your body and cause problems. Kidneys cannot repair themselves like some other organs can. Any damage to your kidneys will last a lifetime.

Protect Yourself

You can help protect your kidneys when you follow these guidelines:

- Drink lots of water to flush out toxins. Water will help balance all your body's systems
- Keep your HIV viral load low. The virus itself can attack your kidneys.
- Avoid long-term use of over-the-counter pain killers like Advil[®], Motrin[®], Aleve[®] and Tylenol[®]
- Keep your blood pressure in the target range. You can use diet, exercise or meds to keep your blood pressure in check.
- Keep your blood sugar under control if you have diabetes
- Do not inject any drugs you do not get from your doctor

What if Your Kidneys are Damaged?

CKD can go on for many years with few symptoms. Your doctor can do blood or urine tests to check how well your kidneys work. There are treatments that can slow the progress of CKD. A few telltale signs of kidney disease are:

- Swollen feet
- Changes in how often you have to pee
- Skin rash or itchy skin
- Anemia

When CKD is not treated, it can shut your kidneys down. This is known as renal failure, or end stage renal disease (ESRD). People with renal failure will either need a kidney transplant or have their blood filtered by a machine (dialysis) on a routine basis.

Keep your kidneys healthy!! Take your HIV meds in the right way every day to keep your viral load low. Take in lots of fluids as you go through your days.



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



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.

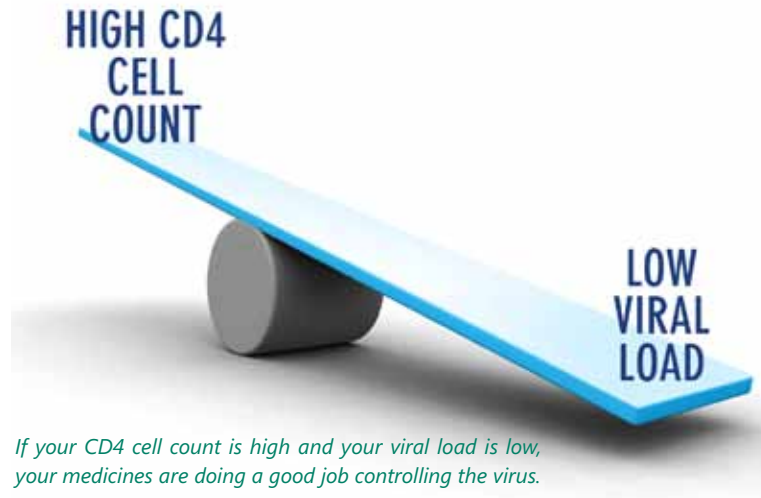
What Do the Tests Mean?

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
 - 2 tests per year if your CD4 and viral load numbers are steady
 - 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! These websites let you print graphs and see your results over time:

- The Body:
<https://secure.thebody.com/tracker/intro.html>
- POZ/ Graph My Labs:
<http://www.aidsmeds.com/graphs>

Stay on Good Terms with Your Health Coverage

Your health plan works hard to make sure you have all the health coverage you need. We want you to have all the care you require with no breaks in service. We need your help to make this happen. There are a few things you can do to make sure you won't get caught without coverage:

- 1. Read your mail with care.** Both your health plan and the government will send you key pieces of information in the mail. Be sure to fill out and mail back any forms sent to you.
- 2. Pay your Medicare Part B premium.** This needs to be paid each year. If you have Medi-Cal, Medicaid or a Low-Income Subsidy, you do not need to pay this fee.
- 3. Check your contact info.** Make sure that the Social Security Administration (SSA) has all your correct contact information like address and phone number. You may lose your coverage if they cannot get a hold of you.
- 4. Ask for help if you need it.** Medi-Cal and Medicaid enrollment happens each year. If you need help to fill out the forms, just meet with the person who enrolled you the first time around.

Control Your Cholesterol for Heart Health

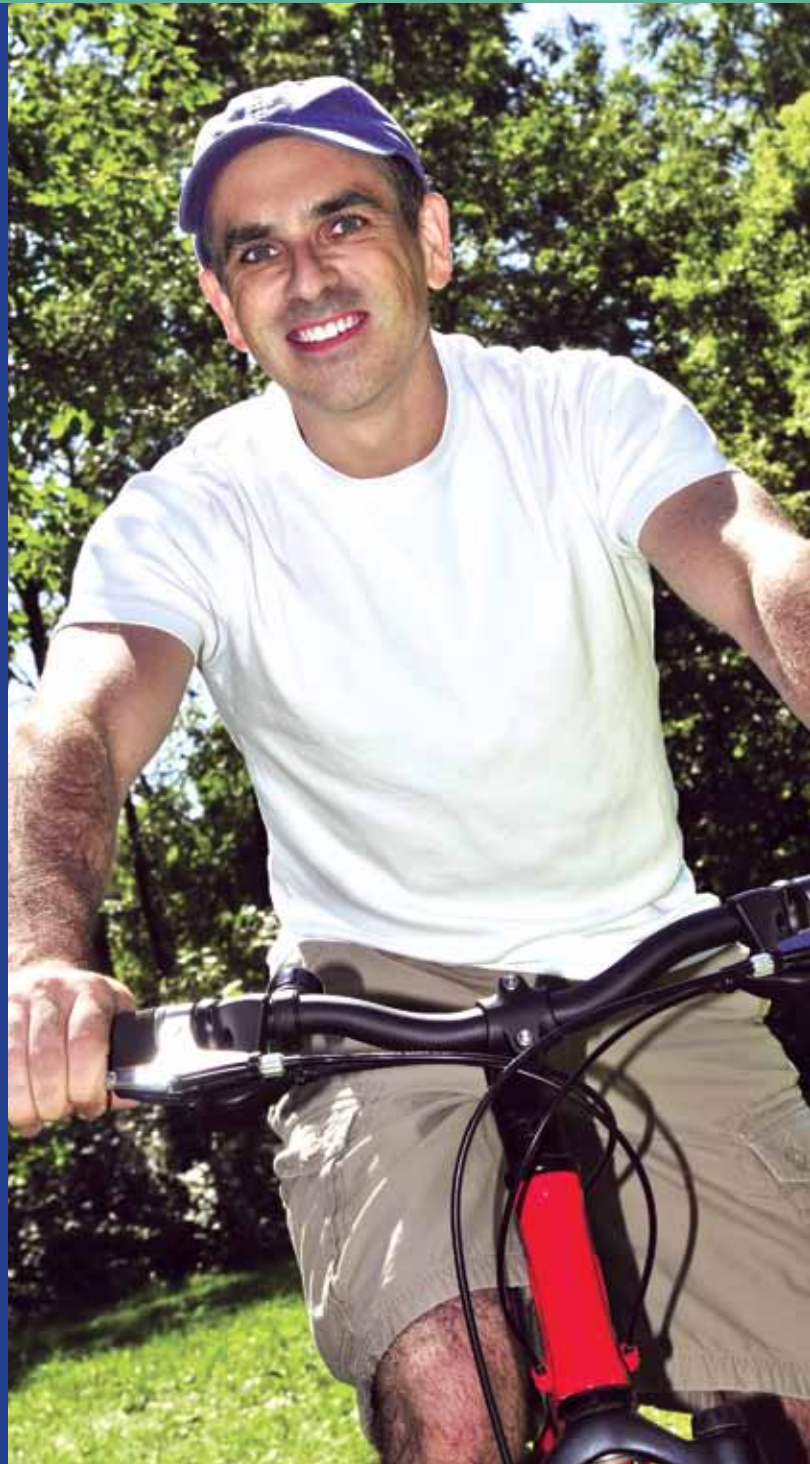
Your cholesterol is a waxy fat in your blood. When you eat foods with lots of fat, it can make too much cholesterol in your blood. This causes fat to build up in your heart and can lead to a heart attack or stroke.

You cannot always prevent high cholesterol. It may run in your family. Also, some HIV meds can raise your levels. Do not stop taking your HIV meds unless your doctor tells you to.

What You Can Do

You may need to take meds to control the fat levels in your blood. Here are things everyone can do to keep their cholesterol in check.

- Drink little or no alcohol
- Do not smoke
- Stay active. Exercise at least 30 minutes five times a week.
- Keep blood pressure under control
- Maintain a healthy weight
- Eat fewer fats and less sugar
- Eat lots of fruit and vegetables. These have fiber that can help remove cholesterol from the body.
- Eat healthy fats, like nuts and avocados.
- Eat less beef, butter, cheese and milk. These are not healthy fats.
- Manage stress.



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

NorthPoint Healthcare Center,
Ft. Lauderdale, FL: (954) 772-2411

Kinder Healthcare Center,
Miami, FL: (786) 497-4000 ext. 232

There When You Need Us

Sometimes your healthcare needs will take you outside your doctor's office. You may need special treatment or surgery that requires a hospital stay. You may need special care to heal after a fall or other injury. Stays in a hospital or skilled nursing facility (SNF) can be very stressful and leave you unsure about what to do next.

We want to make sure you have all the tools you need to succeed after a hospital or SNF stay. We are there to support you and help your life return to normal as you make your way home. In order to do that, your health plan needs to know when and why you go to the ER, hospital or SNF.

Check-in With Your Care Team

If you plan to go to the hospital or SNF for a surgery or other treatment, make sure to let your RN Care Manager know about your stay. They can make sure that you have all the meds you need during your time there. If you need to go the ER for any reason, make sure the hospital has your health plan Member ID card so they can contact us about your visit.

Once we know you are in a hospital or SNF, we will focus on getting you the right kinds of care. Sometimes you will need to move from the hospital to a SNF or some other care setting. Sometimes a nurse will need to visit you in your home for a while after you are discharged. Your Care Team will help you each step of the way.

Know Your Meds

Most stays in the hospital or SNF will include new medications (meds) and special treatment plans to follow at home. Be sure to ask questions about your discharge plan from the nurse when you leave. Have the nurse at the hospital explain any parts of the discharge plan in detail if anything is confusing to you. Your RN Care Manager is there to answer any questions you have.

It is a good idea to schedule a visit with your regular doctor right after you return home. They can make sure that all of your new meds mix well with the meds you take each day. They will help you make a plan to for how to take your new meds in the right way, at the right time and for the right amount of time.

Prevention Points

Prevention is key to a healthy life. Be sure to:

- ✓ Stay in touch with your doctor, nurse care manager and social worker
- ✓ Get labs to check your viral load and CD4 count often
- ✓ Take your HIV medications as prescribed
- ✓ Talk to your doctor about an Advance Directive (Five Wishes Guide)
- ✓ Get a glaucoma test for your eyes
- ✓ Talk to your doctor about tests to check for colon, prostate and rectal cancer
- ✓ Get an anal pap test each year
- ✓ Get a pap test of the cervix (women only)
- ✓ Ask for routine STD screening
- ✓ Work out 30 to 60 minutes, 5 days a week
- ✓ Eat 5 to 9 servings of fruits and veggies daily
- ✓ Practice safer sex
- ✓ Stop smoking
- ✓ Limit alcohol use
- ✓ Stop illegal drug use
- ✓ See friends and be social for mental health and well-being



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.



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 • California: (800) 263-0067
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 CA: positivehealthcare.net/california/php/for-providers/consumer-safety/

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!

California - Los Angeles • Tue, June 19, 2014 • Tue, September 30 2014
6255 W. Sunset Blvd, 21st Floor • To RSVP, call **Santiago at (800) 243-2101**

Florida - Broward and Dade Counties • Tue, June 19, 2014 • Tue, September 30 2014
110 SW 6th St., Suite 1960, Fort Lauderdale, FL 33301 • To RSVP, call: **(888) 456-4715**

Food and drinks will be served.

Questions?

Contact Your RN Care Manager

Mon-Fri, 8:30am-5:30pm • California: (800) 474-1434 • 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.
California: (800) 797-1717 • Florida: (866) 228-8714

In Florida, contact Psychcare for Behavioral Health Needs

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



Did You Know?

You are one of the first lines of defense against Medicare fraud. Do your part and report services or items that you have been billed for, but did not receive.

Review your plan statement and be on the lookout for this scheme:

- ❖ Make sure you received the services or items billed
- ❖ Check the number of services billed
- ❖ Ensure the same service has not been billed more than once

To discuss benefit, coverage or claims payment concerns, contact Customer Service at:

**To report suspected fraud, call:
1-877-7SAFERX (1-877-772-3379)**

Do Your Part

You can protect your identity and your benefits

- ❖ Never give out your Social Security, Medicare, health plan numbers, or banking information to someone you don't know.
- ❖ Carefully review your Plan Statement to ensure all the information is correct.
- ❖ Know that free services **DO NOT** require you give your plan or Medicare number to anyone.
- ❖ Share this information with your friends.

**To discuss benefit, coverage or claims
payment concerns, contact
Customer Service at:**

**To report suspected fraud, call:
1-877-7SAFERX (1-877-772-3379)**

