

POSITIVE OUTLOOK

Health and Wellness Information for Members

Spring 2019



i In this Issue

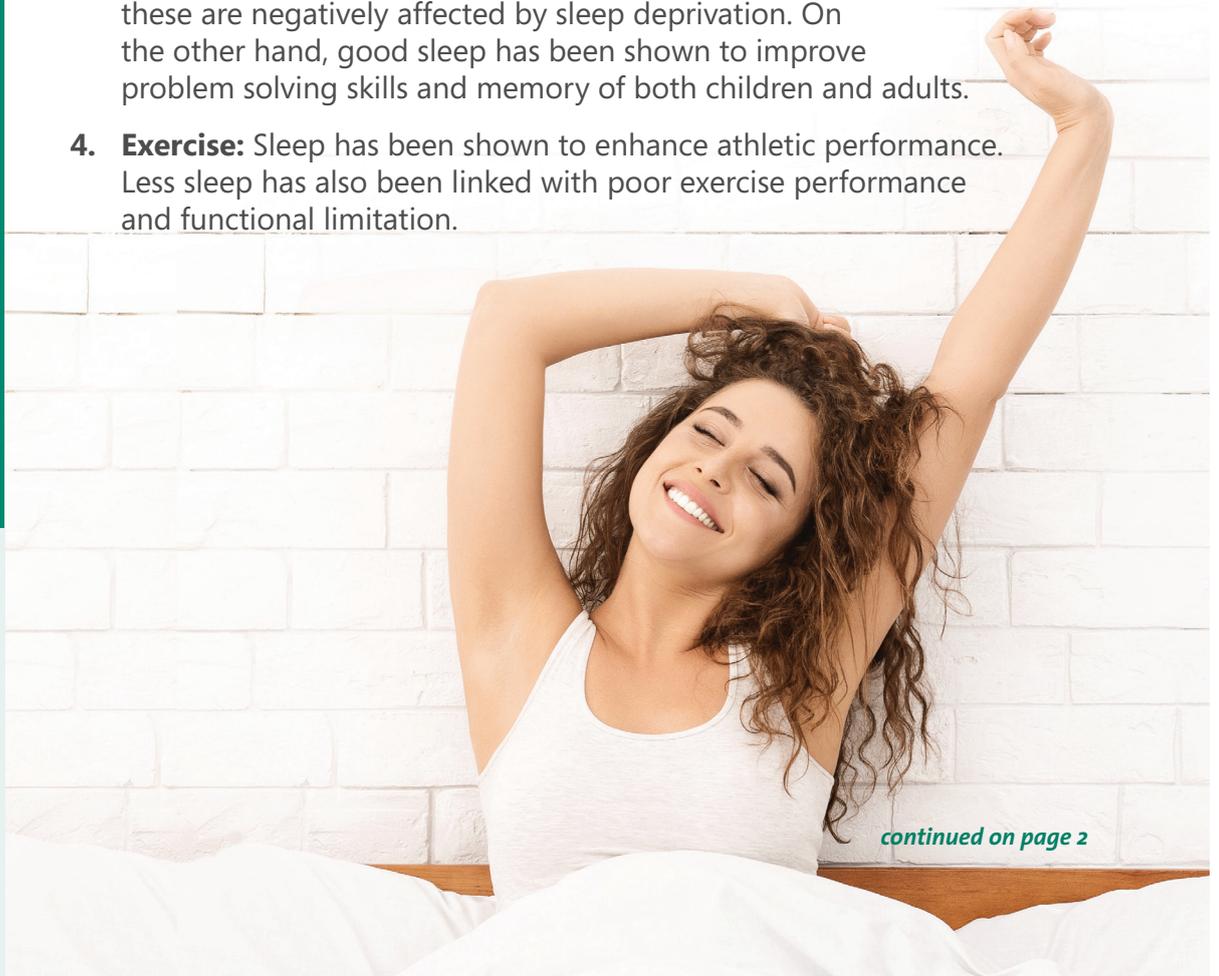
- Sleep Well, Feel Well!
- Know your numbers – viral load
- Birth Control Overview
- March is National Nutrition Month
- March is Women's Health Month
- Think About Joining a Trial
- Your Voice Counts
- Changes in Medicare Card
- Annual Member Survey
- Prevention Points
- Message from Your Health Plan

Sleep Well, Feel Well!

A good night's sleep is good for your health. In fact, it's just as important as eating healthy and exercising. People are now sleeping less than they did in the past. Sleep quality has decreased as well.

Here are 10 reasons why good sleep is important:

- 1. Weight:** Poor sleep is linked to weight gain. People with short sleep tend to weigh more than those who get good sleep. In fact, short sleep is one of the strongest risks for obesity. The effect of sleep on weight gain includes hormones and motivation to exercise. If you're trying to lose weight, getting quality sleep is key.
- 2. Calories:** Studies show that sleep-deprived people have a bigger appetite and tend to eat more calories. Sleep deprivation messes up appetite hormones. It is also believed to cause poor hunger regulation.
- 3. Productivity:** Sleep is important for brain function. This includes cognition, concentration, productivity and performance. All of these are negatively affected by sleep deprivation. On the other hand, good sleep has been shown to improve problem solving skills and memory of both children and adults.
- 4. Exercise:** Sleep has been shown to enhance athletic performance. Less sleep has also been linked with poor exercise performance and functional limitation.



continued on page 2



P.O. Box 46160
Los Angeles, CA 90046
www.phc-ca.org

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

continued from page 1

- 5. Heart:** It's known that sleep quality and duration can have a major effect on many health risk factors. These are the factors linked to diseases, including heart disease. People who don't get enough sleep are at higher risk of heart disease or stroke than those who sleep 7–8 hours per night.
- 6. Diabetes:** Sleep affects blood sugar and reduces insulin sensitivity. Those sleeping less than six hours per night have been shown to be at an increased risk of type 2 diabetes.
- 7. Depression:** Mental health issues, such as depression, are strongly linked to poor sleep quality and sleeping disorders. It has been estimated that 90% of people with depression complain about sleep quality. Poor sleep is even related with a risk of death by suicide. Those with sleeping disorders like insomnia or obstructive sleep apnea also report higher rates of depression than those without.
- 8. Wellness:** Even a small loss of sleep has been shown to weaken immune function. If your immune system is compromised due to HIV, ensuring that you get at least eight hours of sleep per night could be very helpful.
- 9. Inflammation:** Sleep can have a major effect on inflammation in your body. In fact, sleep loss is known to activate undesirable markers of inflammation and cell damage. Poor sleep has been strongly linked to long-term inflammation of the digestive tract, in disorders known as inflammatory bowel diseases.
- 10. Social:** Sleep loss reduces your ability to interact socially. Researchers believe that poor sleep affects your ability to recognize important social cues and process emotional information.

The Bottom Line: Along with nutrition and exercise, good sleep is one of the pillars of health. You cannot achieve good health without taking care of your sleep.

Know Your Numbers – Viral Load



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 as prescribed by your provider

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

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

Birth Control Overview

What is birth control?

Birth control is a term used to describe ways to prevent pregnancy. Another word for birth control is "contraception."

Different types of birth control include medicines, devices, and procedures. Some types of birth control are used by women, and others are used by men. Some types need to be used every time a person has sex. Other types can prevent pregnancy for long periods of time. Some types need a doctor's prescription, and others do not.

Which type of birth control should I choose?

Choosing birth control can be tough. No birth control is perfect. Your doctor or nurse can help you choose the type that is right for you. No birth control works 100% perfectly all the time, but some prevent pregnancy better than others. Some have to be taken more than others. Some may have side effects or downsides. They may be at no cost to you with your PHC CA benefits.

If you want to get pregnant in the future discuss this with your doctor. Some types of birth control are permanent, meaning they prevent you from ever getting pregnant. Other types of birth control prevent pregnancy only for a limited amount of time.

Birth control does not protect you from the transmission of HIV or STIs. Only male and female condoms can reduce your chance of this.

What are the different types of birth control and how do they work?

Different types of birth control prevent pregnancy in different ways and have different levels of effectiveness. Each of the main types is discussed in more detail elsewhere. They include:

- Barrier methods, such as condoms
- Hormonal birth control, such as the pill
- Long-acting methods, such as the IUD or implant
- Permanent sterilization



Contact your doctor or nurse for more information and before you start any new birth control method. If you have any side effects or problems with your birth control let your doctor know. Sometimes, side effects will go away after a few months. If they don't, you might need to work with your doctor or nurse to find a different type of birth control.



March is National Nutrition Month!

Sweeten Your Life the Healthy Way

Spring time brings out birds, bees, and plants. It also has the sweetness of fruits, flowers and honey. Sweeten your life the healthy way, with the right amount and right choice of sweets.

Sugar makes food taste good, but calories and blood sugar levels can add up fast. With sweeteners such as sugar, honey, sucralose, agave nectar and Stevia, less is better.

Sugar substitutes can help you lower the sugar in your blood, but be careful of the health risks they may have.

Even if you have diabetes, you can still have sweet-tasting food and drinks without risking your health. It is just a matter of knowing which sweeteners are safe and do not spike your blood sugar levels.

Make the healthy choice. Try to eat more healthy foods such as fruits, veggies and whole grains. And make water your go-to drink. That way, you won't have to worry about having sweet treats once in a while.

You can also see the newsletter online @:

PHC California: www.phc-ca.org/members/materials/newsletters

March is Women's

Women, Learn How to Stay Healthy at Any Age



Get the Screenings You Need:

Screenings are tests that look for diseases before you have symptoms. Blood pressure checks and mammograms are examples of screenings. You can get some screenings in your doctor's office. Others, such as mammograms, need special equipment, so you may need to go to a different office.

After a screening test, ask when you will see the results and who to talk to about them.

Breast Cancer. Talk with your health care team about whether you need a mammogram.

BRCA 1 and 2 Genes. If you have a family member with breast, ovarian, or peritoneal cancer, talk with your doctor or nurse about your family history. Women with a strong family history of certain cancers may benefit from genetic counseling and BRCA genetic testing.

Cervical Cancer. Starting at age 21, get a Pap smear every 3 years until you are 65 years old. Current guidelines recommend that HIV-positive women receive a combination Pap smear and human papillomavirus (HPV) at the time of diagnosis, 6 months thereafter, or yearly for those with normal results. If you are older than 65 or have had a hysterectomy, talk with your doctor or nurse about whether you still need to be screened. There is also a vaccine available to help prevent strains of HPV, genital warts and cervical cancer.

Colon Cancer. Between the ages of 50 and 75, get a screening test for colorectal cancer. Several tests—for example, a stool test or a colonoscopy—can detect this cancer. Your health care team can help you decide which is best for you. If you are between the ages of 76 and 85, talk with your doctor or nurse about whether you should continue to be screened.

Depression. Your emotional health is as important as your physical health. Talk to your health care team about being screened for depression, especially if during the last 2 weeks:

- You have felt down, sad, or hopeless.
- You have felt little interest or pleasure in doing things.

Diabetes. Get screened for diabetes (high blood sugar) if you have high blood pressure or if you take medication for high blood pressure.

Diabetes can cause problems with your heart, brain, eyes, feet, kidneys, nerves, and other body parts. If you have diabetes you need to get a retinal eye exam done every year to test your eyes.

Hepatitis C Virus (HCV). Get screened one time for HCV infection if:

- You were born between 1945 and 1965.
- You have ever injected drugs.
- You received a blood transfusion before 1992.

If you currently are an injection drug user, you should be screened regularly.

Health Month:

High Blood Cholesterol. Have your blood cholesterol checked regularly with a blood test if:

- You use tobacco.
- You are overweight or obese.
- You have a personal history of heart disease or blocked arteries.
- A male relative in your family had a heart attack before age 50 or a female relative, before age 60.

High Blood Pressure. Have your blood pressure checked at least every 2 years. High blood pressure can cause strokes, heart attacks, kidney and eye problems, and heart failure.

HIV. 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.

Lung Cancer. Talk to your doctor or nurse about getting screened for lung cancer if you are between the ages of 55 and 80, have a 30 pack-year smoking history, and smoke now or have quit within the past 15 years. (Your pack-year history is the number of packs of cigarettes smoked per day times the number of years you have smoked.) Know that quitting smoking is the best thing you can do for your health.

Overweight and Obesity. The best way to learn if you are overweight or obese is to find your body mass index (BMI). You can find your BMI by entering your height and weight into a BMI chart below:

A BMI between 18.5 and 25 indicates a normal weight. Persons with a BMI of 30 or higher may be obese. If you are obese, talk to your doctor or nurse about getting intensive counseling and help with changing your behaviors to lose weight. Overweight and obesity can lead to diabetes and cardiovascular disease.

Osteoporosis (Bone Thinning). Have a screening test at age 65 to make sure your bones are strong. The most common test is a DEXA scan—a low-dose x-ray of the spine and hip. If you are younger than 65 and at high risk for bone fractures, you should also be screened. Talk with your health care team about your risk for bone fractures.

Sexually Transmitted Infections. Sexually transmitted infections can make it hard to get pregnant, may affect your baby, and can cause other health problems.

- Get screened for chlamydia and gonorrhea infections if you are 24 years or younger and sexually active. If you are older than 24 years, talk to your doctor or nurse about whether you should be screened.
- Ask your doctor or nurse whether you should be screened for other sexually transmitted infection.

BMI	HEALTHY BMI					OVERWEIGHT BMI					OBESITY BMI					EXTREME OBESITY BMI																
	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50
	WEIGHT (IN POUNDS)																															
4'10"	91	96	100	105	110	115	119	124	129	134	138	143	148	153	158	162	167	172	177	181	186	191	196	201	205	210	215	220	224	229	234	239
4'11"	94	99	104	109	114	119	124	128	133	138	143	148	153	158	163	168	173	178	183	188	193	198	203	208	212	217	222	227	232	237	242	247
5'	97	102	107	112	118	123	128	133	138	143	148	153	158	163	169	173	179	184	189	194	199	204	209	215	220	225	230	235	240	245	250	255
5'1"	100	106	111	116	122	127	132	137	143	148	153	158	164	169	174	180	185	190	195	201	206	211	217	222	227	232	238	243	248	254	259	264
5'2"	104	109	115	120	126	131	136	142	147	153	158	164	169	174	180	185	191	196	202	207	213	218	224	229	235	240	246	251	256	262	267	273
5'3"	107	113	118	124	130	135	141	146	152	158	163	169	175	180	186	192	197	203	208	214	220	225	231	237	242	248	254	259	265	270	278	282
5'4"	110	116	122	128	134	140	145	151	157	163	169	174	180	186	192	197	204	209	215	221	227	232	238	244	250	256	262	267	273	279	285	291
5'5"	114	120	126	132	138	144	150	156	162	168	174	180	186	192	198	204	210	216	222	228	234	240	246	252	258	264	270	276	282	288	294	300
5'6"	118	124	130	136	142	148	155	161	167	173	179	186	192	198	204	210	216	223	229	235	241	247	253	260	266	272	278	284	291	297	303	309
5'7"	121	127	134	140	146	153	159	166	172	178	185	191	198	204	211	217	223	230	236	242	249	255	261	268	274	280	287	293	299	306	312	319
5'8"	125	131	138	144	151	158	164	171	177	184	190	197	203	210	216	223	230	236	243	249	256	262	269	276	282	289	295	302	308	315	322	328
5'9"	128	135	142	149	155	162	169	176	182	189	196	203	209	216	223	230	236	243	250	257	263	270	277	284	291	297	304	311	318	324	331	338
5'10"	132	139	146	153	160	167	174	181	188	195	202	209	216	222	229	236	243	250	257	264	271	278	285	292	299	306	313	320	327	334	341	348
5'11"	136	143	150	157	165	172	179	186	193	200	208	215	222	229	236	243	250	257	265	272	279	286	293	301	308	315	322	329	338	343	351	358
6'0"	140	147	154	162	169	177	184	191	199	206	213	221	228	235	243	250	258	265	272	279	287	294	302	309	316	324	331	338	346	353	361	368
6'1"	144	151	159	166	174	182	189	197	204	212	219	227	235	242	250	257	265	272	280	288	295	302	310	318	325	333	340	348	355	363	371	378
6'2"	148	155	163	171	179	186	194	202	210	218	225	233	241	249	256	264	272	280	287	295	303	311	319	326	334	342	350	358	365	373	381	389
6'3"	152	160	168	176	184	192	200	208	216	224	232	240	248	256	264	272	279	287	295	303	311	319	327	335	343	351	359	367	375	383	391	399
6'4"	156	164	172	180	189	197	205	213	221	230	238	246	254	263	271	279	287	295	304	312	320	328	336	344	353	361	369	377	385	394	402	410



Get Preventive Medicines If You Need Them

Aspirin. If you are 55 or older, ask your health care team if you should take aspirin to prevent strokes. Your health care team can help you decide whether taking aspirin to prevent stroke is right for you.

Folic Acid. If you are of an age at which you can get pregnant, you should take a daily supplement containing 0.4 to 0.8 mg of folic acid.

Vitamin D to Avoid Falls. If you are 65 or older and have a history of falls, mobility problems, or other risks for falling, ask your doctor about taking a vitamin D supplement to help reduce your chances of falling. Exercise and physical therapy may also help.

Immunizations:

- Get a flu shot every year.
- Get shots for tetanus, diphtheria, and whooping cough. Get tetanus booster if it has been more than 10 years since your last shot.
- If you are 60 or older, get a shot to prevent shingles.
- If you are 65 or older, get a pneumonia shot.
- Talk with your health care team about whether you need other vaccinations. You can also find which ones you need by going to: <http://www.cdc.gov/vaccines/>.

Take Steps to Good Health

- Be physically active and make healthy food choices.
- Get to a healthy weight and stay there. Balance the calories you take in from food and drink with the calories you burn off by your activities.
- Be tobacco free. For tips on how to quit, go to <https://www.quitnow.net/ahf/>. To talk to someone about how to quit, call Quit for Life AT (855) 252-4871.



You know your body better than anyone else. Always tell your health care team about any changes in your health, including your vision and hearing. Ask them about being checked for any condition you are concerned about, not just the ones here. If you are wondering about diseases such as Alzheimer's disease or skin cancer, for example, ask about them.

If you drink alcohol, have no more than one drink per day. A standard drink is one 12-ounce bottle of beer or wine cooler, one 5-ounce glass of wine, or 1.5 ounces of 80-proof distilled spirits.

Always talk with your doctor before starting an exercise program, diet or new medications.



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

Your voice counts!

This spring you might get a survey about your Health Plan in the mail. The survey may ask about your health or what you think about us as your Health Plan. We are not told the details of who said what. Your answers will be private.

Your feedback helps us improve the care and services we provide. Two surveys that go out every year are:

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

Please take the time to fill out the surveys and send them back as soon as you can. If you are happy with your healthcare services, please check the high scores. A 10 means it is the BEST possible care. We are working hard to give you the best services. And we hope that you loved all of the care you received this year!

- **Health Outcomes Survey (HOS).** The survey includes questions that address how you feel about your mental health, physical health, and overall quality of life. HOS measures your feelings about your health status over time. You may or may not get this every year. This helps us understand how you feel about your health and helps us to give you the best services to improve your health.

Thank you!

Annual Member Survey

We are Listening! Positive Outlook Member Newsletter Survey



Your input helps PHC CA to continue improving services and providing access to health care that meets our members' needs. Please see the survey included with this newsletter. We would appreciate you filling it out and mailing it back to us. Your voice and input is

very valuable to us. It helps us plan and develop programs and services that will help members, like you, lead a healthier and, hopefully, happier life!



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



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 8:00 am-8:00 pm • (800) 263-0067 TTY: 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

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)

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, Los Angeles, CA 90028

To RSVP, call **(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, 5:30 pm-8:30 am and 24 hours on Weekends. Available 365 days a year.

Tel: (800) 797-1717

POSITIVE OUTLOOK



**WE WANT TO KNOW!
WE VALUE YOUR FEEDBACK.**

**Please complete and return
this short survey in the
included envelope.**



P.O. Box 46160
Los Angeles, CA 90046
www.phc-ca.org

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

THANK YOU FOR PROVIDING YOUR CONTACT INFORMATION HERE:

Your Name _____

Member ID (IN) _____

Gender _____ Ethnicity/Race _____

Language _____ Health plan _____

Address/City/ZIP Code _____

1. How do you feel about how often PHC California contacts you by mail and by phone?

By Mail:

- Too much
- Just right
- I want to hear from PHC California more!

By Phone:

- Too much
- Just right
- I want to hear from PHC California more!

2. In addition to regular U.S. Mail, how would you like PHC California to contact you as needed? (Please check all that apply.)

- Phone call at this phone number:

- Cell phone text message at this cell phone number:

- Email at this email address:

- Other: _____

**3. What topics would you like to learn more about?
(Please check all that apply.)**

Health & wellness issues

(like cancer, allergies, nutrition, heart health, HIV/AIDS, etc.)

PHC California programs

**Health benefits and services from
PHC California**

(like access to care and medicine, etc.)

**Community Advisory Committees (CACs)
& Health Promoters**

Other: _____

**4. Would you prefer to get your Positive Outlook
Member Newsletter electronically by email?**

YES! My email is:

No. I like it in print.

**5. Are you satisfied with the service
PHC California provides?**

I am satisfied. *If satisfied, what do you like most?*

I am not satisfied.

*If you are not satisfied, please call our
Member Services Department at (800) 263-0067
and let us know how we can better serve you.
We are here to help you 24 hours a day,
7 days a week.*

6. Does PHC California provide you with what you need to help you be as healthy as possible?

- Yes.**
- No.** *If no, what would you like PHC California to offer to help you be healthier?*

7. What devices do you use?
(Please check all that apply.)

- Smartphone** *(for example, iPhone or Galaxy)*
- Mobile phone**
- Laptop computer**
- Tablet computer** *(for example, iPad)*
- Printer**
- Desktop computer**

**Thank you for your interest
and feedback.**

WE TRULY APPRECIATE YOU!

**Please return this survey in
the included envelope.**