

# POSITIVE OUTLOOK

Health and Wellness Information for Members

Fall 2018



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## Flu season is here!

The best way to be safe from the flu is to get a flu shot. Protect yourself and your family! Call your Primary Care Physician (doctor) to get a flu shot today!

### Tips to stay healthy during flu season:

- Wash your hands often.
- Cough into your arm, not your hands.
- Stay home if you're sick. Don't get others sick.

The flu shot is good for everyone over the age of six months. It is even more so if you are at high-risk or live with someone who is.

### High-risk groups include:

- Children and infants
- Pregnant women
- Seniors
- People with disabilities and health conditions



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

Visit us 24/7 on the web  
[www.php-fl.org](http://www.php-fl.org)

Member Services

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

(888) 456-4715

TTY: 711

## Play It Safe with Opioid Medications

Opioids are prescription drugs for strong pain. Opioids can be dangerous if not taken as prescribed by your doctor. Too much of an opioid, or if it is taken incorrectly, can cause a person to stop breathing and even die. This is called an overdose. Opioid medications include: hydrocodone, oxycodone, hydromorphone, morphine, codeine, meperidine, methadone, and fentanyl. Opioids are dangerous if taken with alcohol or some other prescription drugs. Naloxone is the antidote for opioid drugs. It can cause one to breathe again and reverse the effects of an overdose. It must be used at the first signs of an overdose in order to work. And 911 should be called when naloxone is going to be used.

### What You Should Know About Opioids:

- Treatment for strong pain
- Not for minor pain
- For short-term use; except for pain caused by cancer
- Never take more than prescribed by your doctor
- Never share your prescriptions with others
- If you do not finish your prescription, it must be disposed of properly. Ask your pharmacist about the best way to do so.
- Talk to your doctor about other ways to treat pain (such as diet changes, exercise, non-steroidal anti-inflammatory drugs (NSAIDS), acupuncture, meditation and other tools for management).
- If your doctor writes a prescription for an opioid drug, play it safe and ask for a prescription for naloxone also. You can even ask your pharmacist for naloxone if you don't have a prescription from your doctor.

### Changes to prescriptions:

PHP has to follow the new rules from the government for opioid prescriptions. These rules will limit the maximum day supply you can get. These new rules are to reduce the risks of opioid drug overdose. Contact your provider for more information.

For help with prescription drug refills, making an exception request, finding a network pharmacy, or questions about the plans' transition policies, etc., please call Pharmacy Customer Service at (866) 763-9096 (TTY 711). Agents are available 24 hours a day, seven days a week.

**You can also see the newsletter online @:**

PHP Florida: [www.php-fl.org/for-members/newsletter](http://www.php-fl.org/for-members/newsletter)

## Heart Disease: Million Hearts

### ABCS of Heart Health to reduce the risk of heart attack or stroke

**Every year, Americans suffer more than 1.5 million heart attacks and strokes.**

**The ABCS can help reduce your risk and improve your heart health.**

#### **A: Take Aspirin as directed by your health care professional.**

Ask your health care provider if aspirin can reduce your risk of having a heart attack or stroke. Be sure to tell them if you have a family history of heart disease or stroke. Mention your own medical history.

#### **B: Control your Blood pressure.**

Blood pressure measures the force of blood pushing against the walls of the arteries. If your blood pressure stays high for a long time, you may suffer from high blood pressure (also called hypertension). High blood pressure increases your risk for heart attack or stroke more than any other risk factor. Find out what your blood pressure numbers are. Ask your health care provider what those numbers mean for you. If you have high blood pressure, work to lower it.

#### **C: Manage your Cholesterol.**

Cholesterol is a waxy substance produced by the liver and found in certain foods. Your body needs cholesterol. But when you have too much, it can build up and cause heart disease. There are different types of cholesterol: One type is "good" and can protect you from heart disease, but another type is "bad" and can increase your risk. Talk to your health care provider about how to lower your bad cholesterol if it's too high.

#### **S: Don't Smoke.**

Smoking raises your blood pressure. This increases your risk for heart attack and stroke. If you smoke, quit. Talk with your health care provider about ways to help you. It's never too late to quit smoking. Call (855) 252-4871 or Visit: [www.quitnow.net/ahf](http://www.quitnow.net/ahf)

Heart disease and stroke are the first and fourth leading causes of death in the United States. Together, these diseases cause 1 in 3 deaths. The good news is that you can reduce your risk by following the ABCS!.

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Million Hearts® is a national initiative to prevent 1 million heart attacks and strokes by 2017. It is led by the Centers for Disease Control and Prevention and the Centers for Medicare & Medicaid Services, two agencies of the Department of Health and Human Services. The Million Hearts® word and logo marks and associated trade dress are owned by the U.S. Department of Health and Human Services (HHS). Use of these marks does not imply endorsement by HHS.

## Get a Mammogram Today! Your Loved Ones Will Thank You!



October is Breast Cancer Awareness Month. Nearly 250,000 people will be diagnosed with breast cancer this year. That could be your mother, sister, daughter, your wife, or even you.

If you are a woman between the ages of 50 and 74, you should get a mammogram every two years.

- A mammogram is an X-ray that screens for breast cancer
- It is the best way to find cancer and help save your life.
- You do not need an authorization or referral
- Your doctor's office can refer you to a mammography center in your area.
- PHP/PHC may be able to assist with transportation if you need help getting to and from your appointment.



Taking care of yourself is a great way to show your family how much you care about them. Call your doctor to schedule your mammogram today.

## Cervical Cancer Screening

### Make Time for Pap Tests

Pap and Human Papilloma Virus (HPV) tests can help prevent cervical cancer. This can detect problems early, when they are easier to treat. PHP/PHC and your provider want to help you stay healthy. We encourage you to get screened regularly.

### When to get screened

You should start getting screened at age 21. Keep track of your tests and when your next test is due. Women

ages 21- 65 years old should be screened. Based on your Pap test results, your doctor will tell you which testing option is right for you.

You need to get a Pap test every **3** years

OR

Every **5** years if you get both a Pap test and HPV tests

Ask your doctor if you need to continue with screening if you are over age 65.



## 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:

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

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

## Preparing for a Hurricane and Natural Disaster

Hurricanes are big storm systems that form over ocean waters and move toward land. Threats from hurricanes include powerful winds, heavy rainfall, storm surges, and flooding. Hurricane season usually runs from May – November. Florida does have hurricanes. So it is smart to be prepared. Here are some ways to get ready in case one does happen.

### Prepare NOW

- Know your area's risk of hurricanes.
- Sign up for your community's warning system. The Emergency Alert System (EAS) also provide emergency alerts.
- If you are at risk for flash flooding, watch for warning signs such as heavy rain.
- Practice going to a safe shelter for high winds, such as a FEMA safe room shelter. The next best protection is a small, interior, windowless room in a sturdy building on the lowest level that is not subject to flooding.
- Based on your location and community plans, make your own plans for evacuation or sheltering in place.
- Become familiar with your evacuation zone, the evacuation route, and shelter locations.
- Gather needed supplies for at least three days. Keep in mind each person's specific needs, including medication. Don't forget the needs of pets.
- Keep important documents in a safe place or create password-protected digital copies.
- Protect your property. Declutter drains and gutters. Install check valves in plumbing to prevent backups. Consider hurricane shutters. Review insurance policies.

### IF YOU ARE UNDER A HURRICANE WARNING, FIND SAFE SHELTER RIGHT AWAY

- Determine how best to protect yourself from high winds and flooding.
  - Evacuate if told to do so.
  - Take refuge in a storm shelter, or an interior room for high winds.
- Listen for emergency information and alerts.
- Only use generators outdoors and away from windows.
- Turn Around, Don't Drown! Do not walk, swim, or drive through flood waters.

**Ready.gov** – Call a family meeting and make a plan

**Florida Division of Emergency Management** – [www.floridadisaster.org](http://www.floridadisaster.org)

## Dental Health: Protect your teeth and your Health!



A regular dental checkup is important! They help keep your teeth and gums healthy. You should have a regular dental visit at least every 6 months or as recommended by your dental professional.

### What happens at your dental visit?

There are 2 parts to a regular dental visit – check-up or exam, and the cleaning.

At the dental check-up your dental professional will check for cavities. X-rays might be taken to detect cavities between your teeth. The exam will also include a check for plaque and tartar on your teeth.

Next, your gums will be checked. With healthy gums, the spaces are shallow. When people have gum disease, the spaces may become deeper. The check-up should also include a careful examination of your tongue, throat, face, head, and neck. This is to look for any signs of trouble - swelling, redness, or possible signs of cancer.

At the dental visit your teeth will also be cleaned. Brushing and flossing help clean the plaque from your teeth, but you can't remove tartar at home. During the cleaning, your dental professional will use special tools to remove tartar.

### What you should do between each dental visit

Be sure to take care of your teeth and gums between regular dental visits. Plaque is always forming on your teeth. But you can manage it by brushing and flossing regularly. Here are some tips for good oral care at home.

- Brush your teeth at least twice a day.
- Be sure to use a toothpaste that contains fluoride.
- Floss daily.
- Eat healthy. Limit sweets and starch.
- Drink lots of water.
- Don't smoke or use tobacco.
- Use a mouthwash to help control plaque bacteria. This will also help to keep your breath fresh.

## Dental Coverage

PHP offers the following Dental Service benefits:

- \$0 copay for preventive dental
- Unlimited oral exams
- Two cleanings per year
- Two fluoride treatments per year
- Dental x-rays once a year

In addition to the preventive services above, PHP provides an allowance that covers non-routine

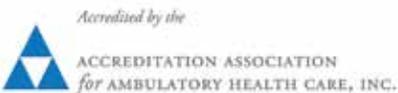
comprehensive dental services, such as diagnostic, and restorative services; endodontics, periodontics, and extractions; and prosthodontics, oral and maxillofacial surgery, etc. See your Evidence of Coverage for more details and your plan's comprehensive services allowance.

For more details about your dental benefits, call Member Services at (888) 456-4715, Monday through Friday, 8:00 am to 8:00 pm. TTY users call 711.



## 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 (888) 456-4715, 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 (888) 456-4715, 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 8:00 am-8:00 pm • (888) 456-4715 TTY: 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.

### **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, 8:30 am-5:30 pm • (866) 990-9322

### **Urgent After-Hours Nurse Advice Line**

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

### **In Florida, contact Psychcare for Behavioral Health Needs**

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