

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 FL 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 FL, 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 under Prescription Medications.

PHP FL: www.php-fl.org/for-members/education

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

POSITIVE OUTLOOK

Health and Wellness Information for Members

Fall 2019



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Ten Things You Can Do For Your Mental Health

Mental health is a big part of your life. It affects how you think, feel, and act. In fact, mental health and physical health are closely connected. Mental health plays a major role in your ability to maintain good physical health. So, how can you take care of your mental health?

Follow these tips:

1. Value yourself:

Treat yourself with kindness, respect, and avoid self-criticism. Make time for your hobbies and favorite projects, or broaden your horizons. Do a daily crossword puzzle, plant a garden, or take dance lessons. You can also learn to play an instrument or become fluent in another language.

2. Take care of your body:

Taking care of yourself physically can improve your mental health. Be sure to:

- Eat nutritious meals
- Avoid cigarettes
- Drink plenty of water
- Exercise (which helps decrease depression and anxiety and improve moods)
- Get enough sleep

3. Surround yourself with good people:

People with strong family or social connections are generally healthier than those who lack a support network. Make plans with supportive family members and friends. Seek out activities where you can meet new people, such as a club, class or support group.

4. Volunteer:

Volunteer your time and energy to help someone else. You'll feel good about doing something simple to help someone in need — and it's a great way to meet new people.

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

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

Member Services
Mon - Fri, 8:00 am to 8:00 pm
(888) 456-4715
TTY: 711

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5. Learn how to deal with stress:

Like it or not, stress is a part of life. Practice good coping skills: Try meditation (see below), exercise, take a nature walk, play with your pet or try journal writing as a stress reducer. Also, remember to smile and see the humor in life. Research shows that laughter can boost your immune system, ease pain, relax your body and reduce stress.

6. Quiet your mind:

Try meditating, mindfulness and/or prayer. Relaxation exercises and prayer can improve your state of mind and outlook on life. In fact, research shows that meditation may help you feel calm and enhance the effects of therapy.

7. Set realistic goals:

Decide what you want to achieve academically, professionally and/or personally. Then, write down the steps you need to realize your goals. Aim high, but be realistic and don't over-schedule. You'll enjoy a tremendous sense of accomplishment and self-worth as you progress toward your goal.

8. Switch things up:

Although our routines make us more efficient and help us to feel safe and secure. A little change of pace can perk up a dull schedule. Alter your jogging route, plan a road-trip, take a walk in a different park, hang some new pictures or try a new restaurant!



9. Avoid alcohol and other drugs:

Keep alcohol use to a minimum and avoid other drugs. Sometimes people use alcohol and other drugs to "self-medicate" but in reality, alcohol and other drugs only aggravate problems.

10. Get help when you need it:

Seeking help is a sign of strength — not a weakness. And it is important to remember that treatment is effective. People who get appropriate care can recover from mental illness and addiction and lead full, rewarding lives.

Your mental health benefits are now provided by Magellan Health.

To find a mental health provider near you, visit positivehealthcare.net/provider-find/



Healthy Habits to Help Prevent Flu

Flu Season is Coming!

Flu season is approaching! People living with HIV/AIDS (PLWHA) are at high risk of serious flu-related complications and should get a flu shot. A flu shot is the best way to prevent seasonal flu, but healthy habits can also help stop the spread of germs and prevent the flu.

1. Avoid close contact with people who are sick.
2. Stay home when you are sick.
3. Cover your mouth and nose with a tissue when coughing or sneezing.
4. Wash your hands often or use hand sanitizer when there is no soap and water available.
5. Avoid touching your eyes, nose or mouth.
6. Clean and disinfect frequently touched surfaces.

Good Nutrition

September is "Fruits & Vegetables – More Matters National Nutrition Month."

They are high in nutrition and low in fat and calories. With no cholesterol and a dose of heart-healthy fiber, fruits and veggies help you and your family stay healthy. They can even lower the risk of health issues like obesity, type 2 diabetes, heart disease, and some cancers.

In people with HIV, good nutrition supports overall health and helps maintain the immune system. It also helps people living with HIV/AIDS maintain a healthy weight and absorb HIV medicines.

Following a healthy diet also provides you with additional benefits such as:

- Provides the energy and nutrients your body needs to fight infections
- Manage HIV symptoms and complications
- Reduces the risk for stroke, other cardiovascular diseases and type-2 diabetes

What's included in a healthy diet?

- Eat fruits and vegetables. They can be fresh, frozen or canned. Eat more dark green vegetables such as leafy greens or broccoli, and orange vegetables such as carrots and sweet potatoes.
- Vary protein choices with more fish, beans and peas.
- Eat at least three ounces of whole-grain cereals, breads, crackers, rice or pasta every day.
- Have three servings of low-fat or fat-free dairy (milk, yogurt or cheese) that are fortified with vitamin D to help keep your bones healthy.
- Make the fats you eat healthy ones (polyunsaturated and monounsaturated fats). Switch from solid fats to oils when preparing food.

Yogurt Parfaits

Serves 2 • 15 minutes • Vegetarian

Ingredients:

- 1 cup fresh fruit or frozen fruit (at least two different kinds)
- 1 cup unsweetened yogurt
- 1 tablespoon 100% fruit spread or honey
- ½ cup low sugar granola or low sugar dry cereal

Nutrition Information:

Serving size: 1 cup
Total calories: 272
Total fat: 7 g
Saturated fat: 4 g
Carbohydrates: 44 g
Protein: 9 g
Fiber: 4 g
Sodium: 137 mg

Directions:

1. Wash and cut fruit into small pieces.
2. In a bowl, mix the yogurt and fruit spread/honey together.
3. Layer each of the 2 parfaits as follows:
2 tablespoons fruit,
2 tablespoons yogurt,
1 tablespoon granola (repeat)



You can also see the newsletter online @:

PHP Florida: www.php-fl.org/for-members/newsletters/

Protect Yourself from Tuberculosis

What is TB:

Tuberculosis (TB) is caused by a bacterium called *Mycobacterium tuberculosis*. The bacteria usually attack the lungs. But TB bacteria can attack any part of the body such as the kidney, spine, and brain. Not everyone infected with TB bacteria becomes sick. As a result, two TB-related conditions exist: latent TB infection (LTBI) and TB disease. If not treated properly, TB disease can be fatal.

How does it spread?

TB bacteria are spread through the air from one person to another. The TB bacteria are put into the air when a person with TB disease of the lungs or throat coughs, speaks, or sings. People nearby may breathe in these bacteria and become infected.

TB is NOT spread by

- shaking someone's hand
- sharing food or drink
- touching bed linens or toilet seats
- sharing toothbrushes
- kissing

When a person breathes in TB bacteria, the bacteria can settle in the lungs and begin to grow. From there, they can move through the blood to other parts of the body, such as the kidney, spine, and brain.

People with TB disease are most likely to spread it to people they spend time with every day. This includes family members, friends, and coworkers or schoolmates.

What are the signs?

Symptoms of TB disease depend on where in the body the TB bacteria are growing. TB bacteria usually grow in the lungs (pulmonary TB). TB disease in the lungs may cause symptoms such as

- a bad cough that lasts 3 weeks or longer
- pain in the chest
- coughing up blood or sputum (phlegm from deep inside the lungs)

Other symptoms of TB disease are

- weakness or fatigue
- weight loss
- no appetite
- chills
- fever
- sweating at night

Symptoms of TB disease in other parts of the body depend on the area affected.

People who have latent TB infection do not feel sick, do not have any symptoms, and cannot spread TB to others.

Who is at risk?

Many people who have latent TB infection never develop TB disease. But some people who have latent TB infection are more likely to develop TB disease than others. Those at high risk for developing TB disease include:

- People with HIV infection
- Have lived with or spent time with people who were infected with TB
- Babies and young children
- People who inject illegal drugs
- People who are sick with other diseases that weaken the immune system
- Elderly people
- People who were not treated correctly for TB in the past
- People who were born in or have lived in a country (for over a month) where TB is common? This includes anywhere in Africa, Asia, Mexico, Central or South America, the Caribbean and Eastern Europe.

If you are concerned that you are at risk for TB, please speak to your doctor about getting tested. It is the only way to find out if you have TB germs in your body.



Smoking Tobacco

What does smoking do to a person with HIV?

About 1 in 5 U.S. adults smoke. Among adults with HIV, the number of people who smoke is 2 to 3 times greater. Smoking has many negative health effects on people who are living with HIV/AIDS (PLWHA). For example, smokers with HIV are more likely than nonsmokers with HIV to:

- Develop lung cancer, head and neck cancers, cervical and anal cancers, and other cancers
- Develop pneumonia, COPD, and heart disease
- Develop conditions that affect the mouth, such as oral candidiasis (thrush) and oral hairy leukoplakia
- Have a poorer response to antiretroviral therapy (ART)

People with HIV who smoke have a greater chance of developing a life-threatening illness that leads to an AIDS diagnosis. People who smoke and live with HIV also have a shorter lifespan than people with HIV who do not smoke.

Quitting Smoking for Older Adults

No matter your age, quitting smoking improves your health. If you quit smoking, you can add years to your life. You can breathe more easily, have more energy, and save money.

You will also:

- Lower your risk of cancer, heart attack, stroke, and lung disease
- Have better blood circulation
- Improve your sense of taste and smell
- Stop smelling like smoke
- Set a healthy example for your children and grandchildren



Help with Quitting

Nicotine is the drug in tobacco that makes cigarettes so addictive. It's one reason why the first few weeks after quitting are the hardest. If at first you don't succeed, you are not a failure. You can try again and be successful. If you were able to quit smoking for just 24 hours in the past few months or weeks, you have doubled your chances of quitting for good in the coming year!

No matter how old you are, all of these health benefits are important reasons to make a plan to stop smoking.

Call AHF Quit for Life program. A trained counselor can help you stop smoking or stay on track.

You can Call: (855) 252-4871 or Visit: <https://www.quitnow.net/ahf/>



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: Florida: (888) 456-4715

Pharmacy Tips-Medication Adherence

What is HIV medication adherence?

Adherence means to stick to something (adhere). For people with HIV, medication treatment adherence includes:

- Starting HIV treatment
- Keeping all medical appointments
- Taking HIV medicines every day and exactly as prescribed

For people with HIV, treatment adherence is key to staying healthy.

How soon should a person start medication treatment after testing positive for HIV?

It's best to see a health care provider as soon as possible after testing positive for HIV. Once in medical care, people with HIV should start taking HIV meds as soon as possible. Treatment with HIV meds (called antiretroviral therapy or ART) is recommended for everyone with HIV. HIV meds help people with HIV live longer, healthier lives. HIV meds also reduce the risk of spreading HIV.

Because HIV requires lifelong treatment, it's important for people with HIV to regularly visit their health care provider. Ongoing medical care includes monitoring to make sure a person's HIV regimen is keeping the virus under control. During regular medical appointments, health care providers can also recommend resources to help people deal with any issues that may interfere with medication adherence.

Why is medication adherence important?

Taking HIV medicines every day prevents HIV from multiplying. This reduces the risk that HIV will mutate and produce drug-resistant HIV. Skipping HIV medicines allows HIV to multiply; this increases the risk of drug resistance and HIV treatment failure.

Poor adherence to an HIV meds also allows HIV to destroy the immune system. A damaged immune system makes it hard for the body to fight off infections and certain cancers.



Use the tips in this comic to help you adhere (stick to) your HIV medication treatment.

<https://aidsinfo.nih.gov/understanding-hiv-aids/infographics/48/tips-for-hiv-regimen-adherence>

<https://aidsinfo.nih.gov/understanding-hiv-aids/fact-sheets/21/54/hiv-treatment-adherence>

PHP Health plan offers Benefits for Seniors and People with Disabilities

Notice about nondiscrimination

We don't discriminate based on race, ethnicity, national origin, color, religion, sex, gender, age, mental or physical disability, health status, claims experience, medical history, genetic information, evidence of insurability, or geographic location. All organizations that provide Medicare Advantage plans, like our plan, must obey Federal laws against discrimination, including Title VI of the Civil Rights Act of 1964, the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, the Americans with Disabilities Act, Section 1557 of the Affordable Care Act, all other laws that apply to organizations that get Federal funding, and any other laws and rules that apply for any other reason.

Discrimination Is Against the Law

PHP (HMO SNP) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. PHP does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

PHP:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Member Services.

If you believe that PHP has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Member Services, P.O. Box 46160, Los Angeles, CA 90046, (800) 263-0067, TTY 711, Fax (888) 235-8552, email php@positivehealthcare.org. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Member Services is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW,
Room 509F, HHH Building, Washington, DC 20201
1-800-368-1019, 1-800-537-7697 (TDD)
Complaint forms are available at
<http://www.hhs.gov/ocr/office/file/index.html>.



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