

# POSITIVE OUTLOOK

Health and Wellness Information for Members

Summer 2021



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## Summertime 2021!

Summertime means warm weather, BBQ, holidays, vacations, gatherings, and fun. Summer is just ahead and many are looking forward to enjoying good times together. However, this year's summer fun will be a little different due to the ongoing COVID-19 pandemic.

PHP wants you to have a happy and safe summer. After months of lock downs, closures, restrictions, and vaccine rollouts, we understand that many are excited to get out with others. As your community is reopening, know what precautions to take in public settings.

### PHP offers COVID-19 safety tips you can follow.

- Get vaccinated and encourage those around you to do the same
- Keep at least 6 feet between yourself and others.
- Everyone over 2 should wear cloth face coverings.
- Avoid large crowds with many people from multiple households.
- Gather outside as often as possible.
- Reduce the number of places you go and your exposure to other people.
- Order food and other items for home delivery or curbside pickup, if possible.
- Visit the grocery store and other stores in person only when necessary.
- Wash hands and sanitize common areas often.
- Stay at home if you are sick.



P.O. Box 46160, Los Angeles, CA 90046  
Visit us 24/7 on the web  
[www.php-ca.org](http://www.php-ca.org)  
Member Services  
Mon - Fri, 8:00 am to 8:00 pm  
(800) 263-0067  
TTY: 711

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## Summer Gatherings

This summer you should still be cautious of large gatherings with many people from multiple households in a private or public space. Your summer events may involve lodging and travel, short and long-distance. Use safety precautions at events such as conferences, trade shows, sporting events, festivals, concerts, or large weddings and parties. To be safer, attend smaller gatherings that are more intimate with close friends and family, such as small outdoor holiday parties, family dinners, and small special celebrations.

Outdoor grilling can be a safe alternative for COVID-19 but has other dangers. Use caution when grilling with an open flame and careful when using charcoal lighter fluid. Nearly 5,000 people are injured annually while grilling, while another 9,000 are injured using fireworks.

**Have fun and be safe this summer!**



## COVID 19 Vaccine

The COVID-19 vaccine rollout is increasing. PHP wants you to get the vaccine as soon as possible. Vaccines are available at no cost. Due to limited supply, not everyone will be able to make an appointment right away. Appointments will continue to be added as supply increases.

**I GOT MY COVID-19 VACCINE!**

**GOOD**: Hand washing + Mask = GOOD

**BETTER**: Hand washing + Mask + Social Distancing = BETTER

**BEST**: Hand washing + Mask + Social Distancing + Vaccine = BEST

### Key things to Know

- COVID 19 vaccines are safe and effective.
- You may have some side effects after the shot. These are normal.
- It can take up to two weeks after you are fully vaccinated for the body to build immunity. This is protection against the virus that causes COVID-19.
- People who have been fully vaccinated can start to do some things that they stopped doing because of the pandemic
- Wearing a mask, washing hands and social distancing are still good ways to protect yourself.
- Getting the vaccine plus the other safety measures is the BEST protection!

For more information go to:  
<https://positivehealthcare.net/covid-19/>

Vaccine Brand Name	Who Can Get this Vaccine	How Many Shots Will You Need	When Are You Fully Vaccinated?
Pfizer-BioNTech	People 16 years and older	2 Shots Given 3 weeks (21 days) apart	2 Weeks after your second shot
Moderna	People 18 years and older	2 Shots Given 4 weeks (28 days) apart	2 Weeks after your second shot
Johnson & Johnson's Janssen	People 18 years and older	1 Shot	2 Weeks after your shot

# 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 checkup 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

See your Evidence of Coverage for more details and your plan's comprehensive services allowance. For more details about your dental benefits contact Member Services at the number below for the state in which you live. Agents are available 8:00 am to 8:00 pm, seven days a week. TTY users call 711. California enrollees call (800) 263-0067.

### Your 2021 PHP Dental Benefits

You pay nothing for limited Medicare-covered dental services (this does not include services in connection with care, treatment, filling, removal or replacement of teeth). Referral and authorization required.

#### You pay nothing for preventive dental services:

- Cleaning (for up to 2 every year)
- Dental x-ray(s) (for up to 1 every year)
- Fluoride treatment (for up to 2 every year)
- Oral exams (unlimited)

#### You pay nothing for comprehensive dental services such as the following:

- Non-routine services
- Diagnostic services
- Restorative services
- Endodontics / periodontics / extractions
- Prosthodontics, other oral/maxillofacial surgery, other services

#### Comprehensive dental services are limited to \$700.

No referral or authorization required for preventive or comprehensive dental services.

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

PHP California: [www.php-ca.org/for-members/newsletters/](http://www.php-ca.org/for-members/newsletters/)





## Be Careful of COVID-19 Fraud

While scams can happen any time, many fraudsters are now preying on people's fear about contracting COVID-19. Some fears are around the financial uncertainty due to job and income loss caused by the virus, among others.

ID Theft remains the number 1 area of fraud. Scams have evolved by using phone, email, texts, and social media as avenues to steal your ID. Stolen PII/PHI is a big money on the black market and on the Dark Web where it is sold.

### Here's what you need to know to help protect yourself from scams related to the Coronavirus.

- Don't share personal information just because someone asks for it.
- Don't open emails from people you don't know
- Don't answer or respond to robocalls.
- Hang up on unwanted or unknown callers.
- Don't click on links from sources you don't know.
- Don't respond to texts, emails or calls from "the government" about stimulus checks.
- Don't respond to online offers for home vaccinations and test kits. There isn't any right now.
- Watch for emails claiming to be from the CDC or WHO.

## Tell Us How You Feel About Your Health on The HOS Survey!

### HOS

Your health is important to us and we want to know how you are doing. We will be sending you a survey to give us more information on how YOU feel about your health. The survey for this is called:

Health Outcomes Survey (HOS). This 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.

### We want to know:

- How you feel about your general health
- If you are currently in any pain
- How your mental health is going

Please complete this survey to the best of your ability on your current health statuses. 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!



## Emergency Care/Urgent Care

### What is Urgent Care? When Should I Use It?

Get the right kind of medical care when you need it. Some problems can wait until you see your regular doctor. Other problems need to be taken care of right away. If your regular doctor does not have same-day visits and you have an urgent health problem after hours or on a holiday, you can use an Urgent Care Center. Urgent care is care that you need soon, usually within 24- 48 hours.

Urgent Care Centers often have later hours and are open on the weekend. Urgent Care Centers do not take the place of your regular doctor for things like check-ups and medication refills. Go to the ER for any illness or injury so severe it could threaten your life or lead to any long-term health problem or disability. Here are some reasons when you should use your regular doctor, an Urgent Care Center, or seek emergency care (ER).

Unsure if you should go to urgent care or the ER? Call your doctor or the 24-hour Nurse Advice Line. A nurse can let you know the best thing to do. If you think you have a medical or psychiatric emergency, call 911 or go to the nearest hospital.

### Nurse Advice Line:

Call for help from a Registered Nurse. Call this line when your primary care provider's (PCP) office is closed. If you do go to Urgent Care, make sure to go to your primary care doctor for follow-up care.

PHP California Call: (800) 797-1717, Monday through Friday, 5:30 p.m. to 8:30 a.m., and all day weekends and holidays. TTY 711



REGULAR DOCTOR	URGENT CARE	EMERGENCY CARE
Refills on your meds	Throw up or loose stool or low grade fever	Chest pain
Concerns about pain	Minor sprains or strained muscles	Signs of stroke (vision loss, confusion, slurred speech, sudden weakness)
Fever or cough	Injured in a minor accident or fall	Broken bones
Labs (blood work)	Earache	Want to hurt yourself or someone else
Sexual health concerns	Minor cuts that may need stitches	Major cuts that won't stop bleeding
Painful skin rashes	Hurts to pee	Hard to breathe



## 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 (323) 913-1033



## HIV and Latinx

HIV continues to be a serious threat to the health of Latinx communities.

Latinx is a gender-neutral term, sometimes used to refer to people of Latin American cultural or Hispanic ethnic identity in the United States (US).

In 2018, Latinx people made up 27% new HIV diagnoses in the US. Latinx male-to-male sex (MSM) partners were the second most affected group in the US.

### Prevention Challenges

- 1 in 6 Latinxs with HIV are unaware they have it. People who do not know they have HIV cannot take advantage of HIV care and treatment and may unknowingly transmit HIV to others.
- Racism, discrimination, HIV stigma, and homophobia can negatively impact risk-taking behaviors, knowledge of HIV status, HIV care, and other needed services for many Latinx people.
- Certain subgroups of Latinx have high rates of some sexually transmitted diseases (STDs). Having another STD can increase a person's chance of getting or transmitting HIV.
- Poverty, migration patterns, lower educational level, and language barriers may make it harder for some Latinxs to get HIV testing and care.
- Some Latinxs may not use HIV prevention services, get an HIV test, or get treatment if they have HIV due to fear of disclosing their immigration status.
- Latinxs experience high levels of mistrust of the health care system. Lower levels of trust can reduce the likelihood of clinic visits and result in lower use of and adherence to antiretroviral medications.

### What PHP is Doing to Support

As a health plan we are working to create more support for the Latinx population. This includes programs in English/Spanish and adding more culturally appropriate efforts for this group. We currently provide Spanish language print options and translation services at all our locations. For questions about receiving information in Spanish please contact Member Services.



## AHF Healthy Housing

AHF is making effort to help California residents find stable and safe housing during this housing crisis.

In California, rent is skyrocketing, wages are stagnating, poverty is pervasive, and homelessness is rising. The median rental price for a two-bedroom apartment is about \$2,300, and the housing affordability crisis isn't confined to the state's major cities. One in three Californians are severely rent burdened, spending more than half their income on rent. Most renters are just one major life event away from eviction, or even homelessness.

California's housing affordability crisis is not simply one of supply and demand. There is no shortage of expensive, market-rate housing available and being built. But as market-driven development flourishes, housing that's affordable for families, seniors, recent college graduates, and too many others has become more scarce. We are seeing gentrification and displacement crises unfolding throughout the state and across the nation.

Middle- and working-class communities with unique character and culture are being decimated by the increased cost of housing. Teachers, nurses, and grocery clerks are forced to commute far from their jobs just to live in an affordable apartment. The less fortunate are forced to sleep on couches, in cars, or on our streets.



**We are in a state of crisis.** It demands an urgent, multi-pronged approach. Housing Is A Human Right advocates for the “3 Ps” — protect tenants, preserve communities, and produce housing:

- *Protect tenants:* prevent gentrification and homelessness by keeping rents under control and discouraging evictions;
- *Preserve communities:* support progressive, sustainable land-use policies that maintain neighborhood integrity and allow working- and middle-class families to stay in their communities;
- *Produce housing:* Produce truly affordable housing through adaptive reuse and cost-effective new construction.

For more information about AHF's efforts and community-based solutions that put people over profit, please visit: <https://www.healthyhousingfoundation.net/>

## Prevention Points

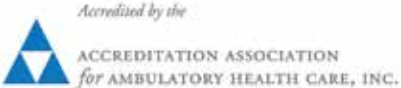
At AIDS Healthcare Foundation, preventive care has always been an essential part of your health plan. Preventive services include immunizations and screenings to detect possible diseases and help you stay well. Prevention is about staying healthy and preventing or delaying disease. **Some key preventative screenings include:**

- ✓ Blood pressure screening for all adults
- ✓ Cholesterol screening
- ✓ Colorectal cancer screening for adults over 45
- ✓ 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



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

### 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 under Prescription Medications.

PHP CA: [www.php-ca.org/for-members/education](http://www.php-ca.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!**

### California - Los Angeles

6255 W. Sunset Blvd, 21st Floor, Los Angeles, CA 90028

To RSVP, **323.860.5257**

**Food and drinks will be served.**

## *Questions?*

### Contact Your RN Care Manager

Mon-Fri, 8:30am-5:30pm • (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. (800) 797-1717