



POSITIVE OUTLOOK

Health and Wellness Information for Members

Spring 2020



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Preventative Tips for Respiratory Illness

How do I catch a respiratory virus?

- Respiratory virus is spread mainly from person to person.
- It is spread via droplets from an infected person.
- Respiratory droplets are produced from sneezing and coughing.

What can I do?

- Avoid close contact with people that are sick.
 - o Close contact is defined as within 6 feet.
- Avoid touching your eyes, nose and mouth.
- Stay home if you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
 - o If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.



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

Visit us 24/7 on the web

www.php-ca.org

Member Services

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

(800) 263-0067

TTY: 711

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Coronavirus (COVID-19) is a Respiratory Illness.

The CDC has stated you have a low risk of contracting this virus if you have not traveled to the infected countries or have not been in contact with someone who has traveled to these countries and is ill.

Symptoms can include:

- Fever
- Cough
- Shortness of breath

All healthcare Organizations are watching for the spread of Coronavirus and communicating information as soon as it is known. In the United States we are watching carefully.

There are many types of respiratory illnesses. Symptoms are very similar. If you are ill, call your healthcare provider before entering the healthcare center so we are able to keep everyone healthy. Remember, an ounce of prevention is worth a pound of cure.

The 2020 Census: BE COUNTED!

The 2020 Census counts every person living in The United States. The census provides critical data that lawmakers, business owners, teachers, and many others use to provide daily services, products, and support for you and your community. Every year, billions of dollars in federal funding go to hospitals, fire departments, schools, roads, and other resources based on census data.

Overall Timeline

2020

March 12 - 20: Household will begin receiving official Census Bureau mail with detailed information on how to respond to the 2020 Census online, by phone, or by mail.

March 30 - April 1: The Census Bureau will count people who are experiencing homelessness over these three days. As part of this process, the Census Bureau counts people in shelters, at soup kitchens and mobile food vans, on the streets, and at non-sheltered, outdoor locations such as tent encampments.

April 1: Census Day is observed nationwide. Once the invitation arrives, you should respond for your home in one of three ways: online, by phone, or by mail. When you respond to the census, you'll tell the Census Bureau where you live as of April 1, 2020.

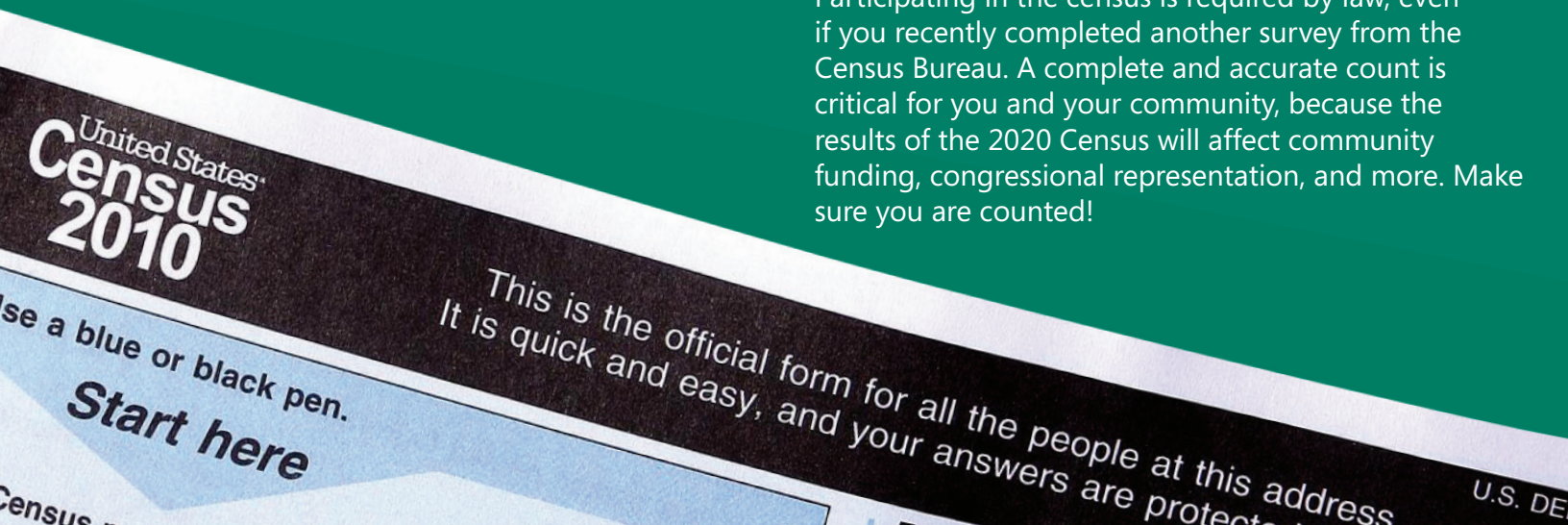
April: Census takers will begin visiting college students who live on campus, people living in senior centers, and others who live among large groups of people. Census takers will also begin following up with households that have not yet responded in areas that include off-campus housing, where residents are not counted in groups.

May - July: Census takers will begin visiting homes that haven't responded to the 2020 Census to help make sure everyone is counted.

December: The Census Bureau will deliver apportionment counts to the President and Congress as required by law.

Counting Everyone

Participating in the census is required by law, even if you recently completed another survey from the Census Bureau. A complete and accurate count is critical for you and your community, because the results of the 2020 Census will affect community funding, congressional representation, and more. Make sure you are counted!





Share Your Views With Us On The CAHPS Survey!

CAHPS

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

Your feedback is very important. It helps us improve the care and services we provide. This survey is called the:

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 want to know:

- How easy it was for you to make appointments and get care
- How well you felt treated
- Whether you felt listened to
- How clearly doctors explained what you need to know

These are the kinds of things that only you can tell us. We are working hard to give you the best services. And we hope that you loved all of the care you received this year!

Thank you!

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!

You can also see the newsletter online @:

PHP California: www.php-ca.org/for-members/newsletters/

High Blood Pressure-Stay in Control

Why it's important to control your blood pressure?

When your blood pressure is high:

- You are **4** times more likely to die from a stroke
- You are **3** times more likely to die from heart disease

Even blood pressure that is slightly high can put you at greater risk.

What is High Blood Pressure?

Blood pressure measures the force of your blood as it moves through your veins. High blood pressure is when your blood pressure remains raised over time. It is also called hypertension. Many people living with HIV/AIDS (PLWHA) have high blood pressure. Many people have this health problem and do not know they have it.

High blood pressure is called the "silent killer" because there are very few symptoms. Many people have this health problem and do not know they have it. Even without symptoms, hypertension makes heart attack or stroke much more likely.

What can you do to reduce High Blood Pressure?

- Take prescribed medicines each day and follow the provider's directions. If your blood pressure is still not under control or if you have side effects, talk with your doctor, nurse, or pharmacist about possibly changing your medicine.
- Work to maintain a healthy weight.
- Follow a heart healthy eating plan with foods lower in sodium.
- Get help to stop smoking. If you don't smoke, don't start.
- Measure and write down your blood pressure readings between doctor's visits. This can be done at home, at a grocery store or at the pharmacy.
- Keep your doctor, nurse, pharmacist or other health care provider informed of your blood pressure readings that you take at home.

Tips to Check your Blood Pressure at Home

One good way to control high blood pressure is to track it over time. Ask your doctor to prescribe a blood pressure monitor for you. This machine lets you take your own blood pressure in the comfort of your home. Here are some helpful hints to help make sure the blood pressure readings you get at home are as precise as those from your doctor:



Before you begin

- Do not smoke, drink caffeine, or eat a big meal 30-60 minutes before you plan to take your blood pressure
- Wear loose clothing that is easy to roll up above the elbow
- Rest for 5 minutes before you start

When you take the reading

- Put your arm at heart level – use a table to rest or similar piece of furniture
- Relax Keep still and quiet. The reading can rise if you move or talk.
- Take two or more readings, at least two minutes apart.

After you finish

- Write down your blood pressure in a book or journal with the date and time you checked your blood pressure
- You should have two numbers for each reading
- Bring the numbers with you to your next doctor visit

Try to check your blood pressure at home at different times in the day. See if it tends to be higher or lower in the morning, midday or evening. Bring your blood pressure monitor with you to your doctor visit to make sure the reading matches the one in the office.

The goal that you are trying to reach is anywhere from 120/80 to 139/89. If your blood pressure **higher than 139/89**, please ask your provider to retake your blood pressure. Talk to your primary care doctor about reaching this goal. Lower blood pressure is better.



Cultural Linguistic Services

Tell your doctor or nurse care manager if English is not the language you speak. We can also assist you if you are deaf or hard of hearing. We have Language Line Services to get you your health in your language.

We can call an interpreter who speaks your language including American Sign Language. For your health, it is vital to make sure you and your doctor understand each other. This service is free to you.

For more information about language service, call Member Service at: (800) 263-0067.



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

Home Safety- Fall Prevention

Falls are the leading cause of injury deaths for people 65 years and older. More than one-third will fall each year. Older people are more likely to fall because of sensory changes, bones that are less dense, slower reflexes, and reduced strength. These changes affect your balance and how you walk. To prevent falling at home, use this checklist as a guideline!

Check the FLOORS in each room and reduce tripping hazards:

- Keep objects off the floor.
- Remove or tape down rugs.
- Coil or tape cords and wires next to the wall and out of the way.

Check the KITCHEN:

- Put often-used items within easy reach (about waist level).
- For items not within easy reach, always use a step stool and never use a chair.

Check the BEDROOMS:

- Use bright light bulbs.
- Place lamps close to the bed where they are within reach.
- Put in night-lights to be able to see a path in the dark. For areas that don't have electrical outlets, consider battery-operated lights.

Check inside and outside STAIRS and STEPS:

- Check for loose or uneven steps. Repair if needed.
- Make sure carpet is firmly attached to every step, or remove carpet and attach non-slip rubber treads.
- Check for loose or broken handrails. Repair if needed. Consider installing handrails on both sides of the stairs.
- Use bright overhead lighting at the top and bottom of the stairs.
- Consider putting light switches at both the top and bottom of the stairs.

Check the BATHROOMS:

- Put non-slip rubber mats or self-stick strips on the floor of the tub or shower.
- Consider installing grab bars for support getting in or out of the tub or shower, and up from the toilet.

And finally:

- Wear shoes with firm nonskid soles; avoid wearing loose-fitting slippers.
- Use appropriate equipment (canes, walkers) for added stability.
- Get up slowly after sitting or lying down.

Keep your home safe with these tips to avoid falls and injuries!



BEWARE of a New Medicare Card Scam!

Medicare members are receiving calls from people who are phishing for private identification information for fraud. The scam is done by the asking of new Medicare cards.

Here's How the Scam Goes Down

The callers claim to be from Medicare. They say there has been a mix up in the assignment of new Medicare Beneficiary Identifiers (MBIs) to members. They say they are calling to issue a new card to you, but first they need to know your MBI on your card. With that, the scam caller says that you do in fact have the wrong MBI. Then they ask you what your old Medicare number was — which is your Social Security Number (SSN). Lastly, they ask, "Your birth date is different for the two numbers, what is your correct birth date?"

This Scam is Serious

If you give them your information then the scammers will have gotten your new MBI, SSN, and your birth date. This is everything they need to submit fake claims to Medicare for services. They can also use this for identity theft. This scam has been reported on various mainstream media outlets, including CNN.

What You Can Do to Protect Yourself

Please do not give your information to anyone who calls like this. Share this information to others you know warning them of this scam. FYI, Medicare will never call you and ask for your MBI or any other personal identification.



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

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 CA 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 CA, 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

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