



POSITIVE OUTLOOK

Health and Wellness Information for Members

Spring 2021



i In this Issue

- New Year New Health Goals!
- We Want to Hear From You! 2021 CAHPS
- High Blood Pressure Control
- Your Health Plan vs. Healthcare Center
- PHC California Member meetings
- Think About Joining a Trial
- Face Masks DO's and DON'TS
- PHC California Transportation: Let Us Give You a Ride!
- Prevention Points
- Message from Your Health Plan

New Year New Health Goals!

5 healthy habits to help kickstart the new year

In this new year, you may be feeling the effects on your physical and mental well-being. 2020 may have caused weight gain, depression, or even loneliness. It's time to improve your health. If you're ready to start fresh, try these 5 health tips for 2021.

1. Set Goals

Write down the goals that you can actually work towards. Set yourself up for success. Try setting one goal at a time, such as limiting sugar intake every week or going for a walk every other morning. By starting with one thing you want to improve on, you can turn healthy habits into part of your routine. Once your goal becomes a habit, you can shift your focus to other goals you want to work on.

2. Time for yourself

You may be juggling a lot right now. Working from home or caring for another family member. It's important to take time for yourself each day. Something as simple as a daily walk to listen to your favorite podcast or taking 15 minutes to meditate can help reduce stress and anxiety from the day. Sleep is also great for your health. Losing sleep is known to make it difficult to lose excess weight and makes you more prone to getting sick



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 on page 2

continued from page 1

3. Think positive

Negative thoughts can have a huge impact on mental and physical health. It can lead to stress, anxiety, and depression, especially after the events of 2020. You can improve your mindset by regularly breaking the cycle of negative thoughts. Try adding a daily affirmation to your morning routine. You can listen to your favorite upbeat song or write down 3 things that have gone well in the past day. Small changes like this can really help your mood.

4. Move your body

Many people have been staying home more. As a result, they've been moving less. How can you work more movement into your day? Start small. Park your car further away to encourage yourself to walk. Use the stairs when you can or even take your phone calls on-the-go as you walk around the block. Taking the time to stretch or move your body is known to boost immunity. This promotes a healthy weight and generally improve your well-being.

5. Eat better

Eating can be a source of comfort in stressful times. But instead of reaching for that bag of chips, consider replacing them with fresh foods. Introduce leafy vegetables to your meals and you'll see a positive impact on your health. Foods that are high in sugar and bad fats can cause weight gain. To combat this, try cooking more healthy options. Need to drink more water? Try sipping on black or green tea or hot water with lemon.

Be well and be safe in 2021!



We Want to Hear From You! 2021 CAHPS

In the near future you will be receiving a survey called the Consumer Assessment of Healthcare Providers and Systems (CAHPS). This survey asks you how you feel about all the people who care about your health - your doctors, nurses, your health plan, and your medication program.

If you are happy with your healthcare services, please check the high score numbers. All of us want to give you the best care possible and to be scored a 10.

Some of the questions will focus on

- 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

You are the only one who can tell us how we are doing. So let us know – A 10 will tell us you are very happy with how we deliver your care. It is our focus to bring you the best care possible. Once you complete the survey, drop it in the mail. We will continue to work hard for you and thank you for your time!

Thank you!

High Blood Pressure Control

PHC California wants to help you control your blood pressure.

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.

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 are the causes of high blood pressure?

The causes of high blood pressure and risk factors can vary. Some you can control and some you cannot.

Risk factors you can control include:

- Weight
- Diet (less salt and alcohol)
- Physical activity
- Smoking
- Diabetes
- Stress

Risk factors you cannot control include:

- **Age:** Blood pressure tends to rise as people age
- **Race/ethnicity:** High blood pressure is more common among African Americans
- **Gender:** More men than women have high blood pressure
- **Family history:** You are more likely to have high blood pressure if someone in your family does



Lifestyle changes can help lower and maintain a healthy blood pressure. Staying on a healthy diet and being physically active can help you stop or delay problems. Some people may need to take medicine to control their blood pressure. If your doctor gives you medicine as part of a treatment plan, take it as directed. Work with your pharmacist and doctor to follow a plan that works for you.

Some medicines for your heart and blood pressure, need a lab test done each year. Please talk to your doctor about this.

Labs tests can:

- Help your doctor know how well the medicine is working for you
- Tell your doctor if you are having certain side effects

What Do My Numbers Tell Me?

Your blood pressure numbers give you the force of your blood against the walls of your heart. There are two numbers. The top number shows the force as your heart beats (systolic). The bottom number shows the force as your heart rests (diastolic).

The goal of 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!

You can also see the newsletter online @:

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

Your Health Plan vs. Healthcare Center

The Healthcare Center (HCC) is where you go to get care. This work is done by the doctors, nurses, therapists and others in the HCC. HCCs care for patients with medical visits, prescriptions, referrals, and lab work. Your health plan is PHC California. It is your insurance and helps cover the care needed. PHC California pays for your care and makes the rules on the types of care that is covered.

How Are HCCs Important to Me?

The Healthcare Center:

- Checks that the providers give care that's been proven to work.
- Sets the rules for you to "get an ok" (a referral) to see specialists and get other care.
- Decides the steps doctors must follow to diagnose and treat health problems.
- Schedules when and how long you see your doctor or other staff.
- Decides where you go for hospital care and other medical services.

The providers in an HCC work together to make sure that you get all the care you need. These doctors include your primary care provider (PCP) and others who are specialists.

How Do I See the Doctors in the HCC?

PHC California requires that you choose a main doctor, PCP. You can choose your PCP from a list of doctors who work with PHC California.

You may see your PCP for most of your health care. This can include preventive services, care for acute and chronic conditions, and more. Your PCP also coordinates the other health care services that you may need. For example, if you need to see a specialist to treat a problem, your PCP refers you to a specialist in the medical group.

A specialist has training in a special area of health care. Surgeons, urologists, radiologists, cardiologists, and dermatologists are among the more familiar specialists. Specialists treat particular conditions or health problems. Depending upon the patient's illness, a specialist may care for the patient over a long period of time.



PHC California Member meetings

PHC California Medi-Cal Members, get involved with your health plan.

You have the opportunity to help guide your health plan.

The Public Policy and Community Advisory (PPCA) Committee is formed with health plan staff, members, community advocates, and providers. We meet quarterly to talk about the plan, performance, trends, policy decisions, any impending changes to the plan's benefits, and health educational materials.

Because of the current COVID changes, all meetings will be held remotely via Zoom.

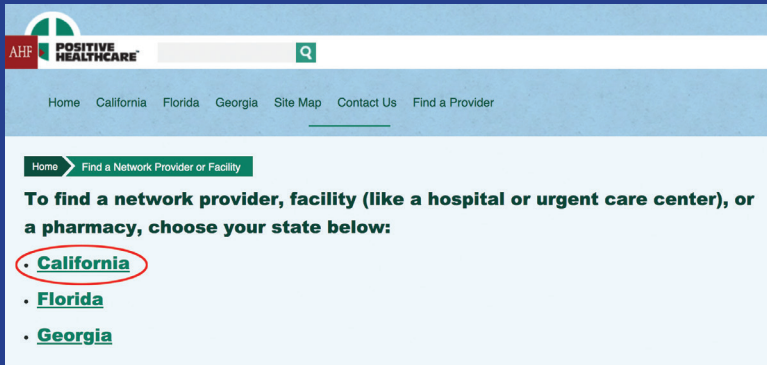
All PHC California enrollees who attend will receive a \$25 gift card.

2021 PPCA Meeting Dates:

- Friday, March 12, 2021 at 11 AM
- Friday, June 18, 2021 at 11 AM
- Friday, September 10, 2021 at 11 AM
- Friday, December 10, 2021 at 11 AM

Interesting in participating? Please call Member Services at 1-800-263-0067 (TTY 711).

To find providers to best meet your needs, please visit our website at: www.positivehealthcare.net/provider-find



From there:

- Choose your state
- Choose your plan
- Choose the category of doctor you are looking for
- Choose the specialty
- Choose to search by
 - o an address or
 - o by a specific provider or facility location
- Review the results
 - o filter to meet your needs
 - o compare multiple results
 - o rate the providers
- Find the best provider for you!

If you need more help finding a network provider or have questions about the plan's provider network, please call Member Services at (800) 263-0067, 8:00 am to 8:00 pm, seven days a week. TTY users, please call 711.



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

Face Masks DO's and DON'TS

Facemask use is now an important part of our lives. However, there are some definite DO's and DON'TS to wearing a facemask.

Wearing a facemask is an important part in helping to stop the spread of SARS-CoV-2 also known as COVID-19. Masks provide an additional step to stopping the spread of the virus, especially indoors. The CDC recommends people wear masks in public settings such as on mass transit, at events or gatherings or anywhere you will be around other people (grocery store, picking up food), even around extended family and friends that do not live in your household. The more people that are gathered the greater your chance of getting COVID-19.

Not all masks are created equal. Cloth masks are most common. If you cannot wear a mask but wear a gaiter, ensure it is two layers. Fold it over if you need to. Face shields do not replace masks.

Do choose a mask with

- Two or more layers of washable, breathable fabric
- It must completely cover your nose AND mouth
- It should fit snugly against the sides of your face and nose / no gaps

Do not use a mask that

- Is made of a fabric that is hard to breathe through
- Has exhalation valves or vents as the virus particles can escape

Always wash your hands or use hand sanitizer before and after touching your mask. Remove your mask using the ear loops or ties. Do not touch your eyes, nose or mouth after removing your mask.



Your mask should be washed frequently and may be included with your regular laundry. Ensure you have dried your mask thoroughly. You may hang your mask outside in the sun to dry but be sure your mask dries thoroughly.

If you need to remove your mask for eating:

- Remember to use the ear loops
- Wash your hands or hand sanitize before eating
- When replacing your mask, ensure the same side stays facing out.
- Wash your hands or hand sanitize each time you remove or replace your mask.

Again, masks are one of the primary ways to help stop the spread of the virus. By following the guidelines, you will be able to decrease your risk of becoming infected and of infecting someone else.

Do not wear your mask in the following ways:



Around your neck



On your forehead



On your Chin



Under your nose

PHC California Transportation: Let Us Give You a Ride!

Non-emergency medical transportation (NEMT)

PHC California offers the use non-emergency medical transportation (NEMT) to get to your appointments. This can be used for your medical, dental, mental health, substance use, and pharmacy appointment. You can ask your doctor for NEMT. Your doctor will decide the correct type of transportation to meet your needs.

NEMT is an ambulance, litter van, wheelchair van or air transport. NEMT is not a car, bus or taxi.

PHC California allows the lowest cost NEMT for your medical needs when you need a ride to your appointment. That means, for example, if you can physically or medically be transported by a wheelchair van, PHC California will not pay for an ambulance. You are only entitled to air transport if your medical condition makes any form of ground transportation impossible.

Non-medical transportation (NMT)

You can use non-medical transportation (NMT) when you are: Traveling to and from an appointment, picking up prescriptions and medical supplies.

PHC California allows you to use a car, taxi, bus or other public/private way of getting to your medical appointment for Medi-Cal-covered services. PHC California provides mileage reimbursement when transportation is in a private vehicle arranged by the member and not through a transportation broker, bus passes, taxi vouchers or train tickets.

There are no limits to NEMT/NMT rides. There is no cost when transportation is authorized by PHC California.

For questions about NEMT/NMT services, please call PHC California at 1-800-263-0067 at least two business days (Monday-Friday) before your appointment or call as soon as you can when you have an urgent appointment. Please have your member ID card ready when you call.



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.



Accredited by the

ACCREDITATION ASSOCIATION
for AMBULATORY HEALTH CARE, INC.

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