



POSITIVE OUTLOOK

Health and Wellness Information for Members

Summer 2018



i In this Issue

- **Keep Track of Your Medications While on Vacation**
- **Pharmacy Formulary**
- **Think About Joining a Trial**
- **Annual Wellness Visits**
- **Healthy Skin**
- **What is Urgent care? When Should I Use it?**
- **Colorectal Cancer Screening**
- **What to Expect at a Provider Visit**
- **Non-Emergency Transportation**
- **Prevention Points**
- **Message from Your Health Plan**

Keep Track of Your Medications While on Vacation

Whether at home or traveling, always take your medications as prescribed by your doctor. The following important tips will help you enjoy your vacation and stay healthy!

- At least a week before leaving, check your prescriptions to be sure you have enough to last through your vacation. If not, have your prescription(s) refilled.
- Make a list of your medications by name, strength, and directions. Do not pack the list in your luggage — keep it with you.
- Even if you use a pill box, keep your medication in the original container until you arrive at your destination. Then you can put them in your pill box.
- Keep your medication in your carry-on bags. If checked luggage is lost or delayed, you will have what you need. Don't miss a dose just because you are in transit.
- If you need to fill a prescription while traveling in the U.S., you can go to the nearest pharmacy and request a vacation supply. The pharmacy will have to call PHP/PHC to get an okay to give you a vacation supply. You can get it one time per calendar year.
- If leaving the U.S., be sure your medicine is allowed in the destination country.
- Always travel with your medical insurance card.

To find out more about PHP/PHC's list of covered drugs called the Formulary, contact: Pharmacy Customer Service (866) 763-9096, seven days a week, 24 hours a day. TTY 711.



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

Visit us 24/7 on the web
FL • www.php-fl.org

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



Pharmacy Formulary

Getting prescription drugs filled through the plan is simple. You can fill your prescription at any network pharmacy. The plan has many AHF Pharmacies near you. You can also go to independent pharmacies, large chain pharmacies like CVS, or smaller chain pharmacies.

PHP/PHC's drug list has hundreds of drugs that are covered by the health plan. These drugs are picked by doctors and pharmacists who are on our Pharmacy and Therapeutics (P&T) Committee. The group ensures that the drugs chosen are proven safe and useful. But, you must clearly understand how to take the drug as ordered by your doctor; how much to take and what side effects are likely. Your RN Care Manager is also available to work with you so you understand everything you need to know about your medications.

Here are some reminders for you to talk with your doctor when he/she writes your prescription:

1. What drug you will be taking?
2. Why you are taking the drug?
3. How much to take?
4. How often to take it?
5. What side-effects are possible?
6. Is it on the drug list?

If the prescription is for a drug not on the drug list, ask your doctor to write the health reason on the prescription. This information will help the pharmacy submit the details to PHP/PHC for approval. Here's what to bring to the pharmacy when getting your prescription filled:



1. The prescription written by your doctor
2. PHP/PHC ID Card
3. Other health insurance cards, if you have private coverage
4. Share of cost members: bring cash to cover your share of cost. If you have any questions about your prescription, ask your doctor or pharmacist.

(If you are having any trouble affording prescription copays contact the Health Plan to see if you qualify for prescription subsidies or other assistance.)

Pharmacy Customer Service

For help with prescription drug refills, make an exception request, find a network pharmacy, questions about the plan's transition policy, etc.

Call: (866) 763-9096, seven days a week, 24 hours a day. TTY 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:

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

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

Annual Wellness Visits

Annual Wellness Visits (AWV) are important for your health care. These visits should be completed every year or as your health care provider suggests. The AWV is an appointment designed to help you and your provider develop an ongoing health plan that will keep you healthy. During these visits your provider will review your overall health status and discuss health related topics.

Staying healthy starts with getting the right service at the right time. These visits look for problems early, when they may be easier to treat. A healthy lifestyle can also help prevent health problems.

Your provider may ask you to fill out a questionnaire, called a "Health Risk Assessment," as part of this visit. Answering these questions can help you and your provider develop a plan to help you stay healthy and get the most out of your visit. It also includes:

- A review of your medical and family history
- Developing or updating a list of current providers and prescription
- Height, weight, body mass index (BMI), blood pressure, and other routine measurements
- Detection of any cognitive impairment
- Personalized health advice
- A list of risk factors and treatment options for you
- A screening schedule (like a checklist) for appropriate preventive services

See your health care provider for annual wellness visits! New members should make an appointment to see their provider for their first visit.

Source: Medicare.gov



Healthy Skin

Start your summer off right by protecting your skin. The skin is our body's largest protective organ. It can be easily damaged by sunlight. Sunburn occurs when our skin is overexposed to sunlight. The sun's rays can damage the skin in less than 15 minutes. Sunburn can also occur on cloudy days. The sun's ultraviolet (UV) rays are strong enough to pass through the clouds. It can lead to skin cancer, regardless of skin color.

SUMMER SKIN SAFETY TIPS

Cover Up

Wear protective clothing, such as long-sleeved shirts and pants. Light-colored clothing is better at deflecting the sun's harmful UV rays.

- Protect your face with a wide-brimmed hat and wear sunglasses with UV protection.
- Try to stay in the shade. Especially between 10 am and 2 pm when the sun's rays are strongest.
- Don't use tanning beds.

Apply Sunscreen

Use water-resistant, broad spectrum sunscreen with a Sun Protection Factor (SPF) of 30 or more.

- Cover your body with sunscreen. Remember to put it on your face, neck, ears, the tops of your feet and the backs of your hands.
- Expect to use an ounce of sunscreen, which is about two tablespoons.
- Apply it 30 minutes before going out into the sun.
- Put more on every two hours or after swimming or sweating.
- Use a lip balm with sunscreen to help protect your lips.
- Reapply sunscreen at least every 80 minutes.

Check Your Skin

Check the moles on your body. If you have a mole that has changed size, is not round in shape, or is more than one shade of color, have your doctor take a look at it. Also see your doctor if you notice a mole that is larger than the size of a pencil eraser or that is bleeding, oozing, itching or painful. Take care of your skin and it will take care of you. Take these simple steps to help protect your skin from the sun.

Get helpful tips about protecting your skin from the sun by calling the Nurse Advice Line at PHP/PHC FL - (866) 228-8714

Source: skincancer.org



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:

PHP/PHC FL- (866) 228-8714

If you do go to Urgent Care, make sure to go to your primary care doctor for follow-up care.

If you have questions, call Member Services: PHP FL – (888) 456-4715



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, confused, 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

You can also see the newsletter online @:

PHP Florida: <http://positivehealthcare.net/florida/php/for-members/newsletter>

Colorectal Cancer Screening

Colon cancer death rates has had large decreases over the past two decades. However, it remains the third-deadliest cancer in the United States for both men and women. Routine screening can prevent colon cancer or find it at an early, treatable stage. If it's found and treated early the 5-year survival rate is about 90%. Many more lives could be saved by understanding colon cancer risks, increasing screening rates and making lifestyle changes.

Colorectal cancer is cancer that occurs in the colon or rectum. Sometimes it is called colon cancer, for short.

What happens when you have colon cancer?

Most cases begin as polyps, which are small growths inside the colon. These polyps are very common, and most of them do not turn into cancer. Colon cancer usually grows very slowly.

It usually takes years for the cancer to become large enough to cause symptoms. If the cancer is not removed it keeps growing. Eventually it will invade and destroy nearby tissues and then spread farther, first to nearby lymph nodes. From there it may spread to other parts of the body.

What are the symptoms?

Colon cancer in its early stages usually doesn't cause any symptoms. Symptoms occur later, when the cancer may be harder to treat. The most common symptoms include:

- Pain in the belly.
- Blood in your stool or very dark stools.
- A change in your bowel habits, such as more frequent stools or a feeling that your bowels are not emptying completely.
- Always feeling tired.

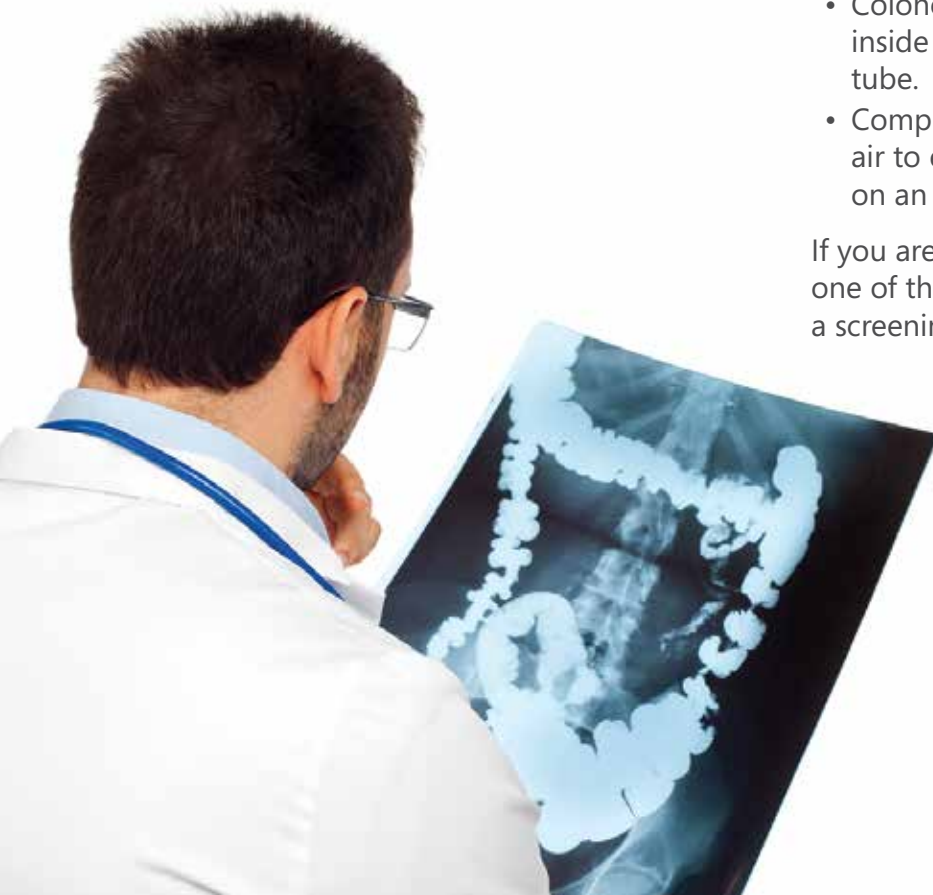
How can you prevent colon cancer?

Screening tests can find or prevent many cases of colon cancer. They look for a certain disease or condition before any symptoms appear.

Screening tests that may find colon cancer early include:

- Stool tests, such as the fecal occult blood test (iFOBT).
- Sigmoidoscopy, which lets your doctor look at the inside of the lower part of your colon using a lighted tube.
- Colonoscopy, which lets your doctor look at the inside of your entire colon using a thin, flexible tube.
- Computed tomographic colonography, which uses air to expand your colon so that it is easier to see on an X-ray.

If you are over the age of 50 and have not yet done one of these tests, talk to your provider about having a screening done.



What to Expect at a Provider Visit

Provider visits can be hectic sometimes. You might be worried about a health concern or stressed out about other problems in your life. It helps when you can be prepared and honest with your doctor about what is happening with you.

Arriving to Your Appointment

Your visits can go smoothly when you come prepared. This is true for routine visits and when you have a new health problem. You should always bring a written list with questions for your doctor. Also bring a list of your medications and your blood pressure readings. Make sure you have your Health Plan ID card with you.

On the day of your appointment, plan to come early. This will give you time to complete any forms needed before the exam. After you check in at the front desk, have a seat in the waiting room. You will be called once the provider is ready for you.

Appointment Schedules

If you are running late for your appointment, call the Healthcare Center front desk so that they will be aware. Call if you need to cancel or reschedule your upcoming appointment as well. The medical providers in the PHP/PHC network try their best to be on time for you, however there are some times when a provider is running late and he/she would appreciate your patience. We want to help you get cared for as soon as possible, but sometimes providers get held up in emergency situations. If they are running behind, please understand that they may be attending to another patient in need. This is the same way they will give you attention when it is your turn.

If you are not able to wait, a healthcare center staff will work with you to reschedule your appointment for another time. If you find that you are waiting beyond your appointment time on a frequent basis, please call Member Services so we can get your information and work with the provider to "Make It Right" for you! PHP/PHC is committed to continually improving your member experience with your providers who are in the PHP/PHC network and our PHP and/or PHC Health Plans.

Talk With Your Doctor

Once you get into exam room, relax while you wait on your doctor. Get ready for them to come in for the exam and talk to you about your health. Some people have a hard time talking with their doctor. This could happen for many reasons. We want you to be able to talk to your doctor freely and not worry if you will be judged for certain questions. We also want you to honestly discuss any health issues like alcohol, smoking or pain. Ask the questions you need answered, and if you are not comfortable asking questions, give the provider your written list of questions to discuss. Share any signs or symptoms that you feel. If you had a blood pressure reading of over 139/89, ask if it can be retaken for a better reading. Try not to feel fear of bad news if they bring up concerns. Sometimes you may feel like there is not enough time in the visit. So it is important to write down what your doctor asked you to do after the visit, so that you will not forget.

One of the main reasons doctors went to school for so many years is to help people like you. They are concerned for your health and well-being. Your doctor is your partner in health. It helps when you are able to trust one another. You can get the most out of your doctor visits when you follow these few simple guidelines. Be sure to keep all your scheduled doctor visits.



Non-Emergency Transportation

Did you know that PHP/PHC offer transportation benefits to our members?! Our plans provide non-emergency transportation to plan-approved locations; such as primary care, and specialty provider appointment. Transportation is provided in medical transportation vans, wheel chair vans, litter vans, and other vehicles. The plan must approve and schedule the type of transportation you need based on your mobility. This service is available at \$0 co-payment.

When this service is requested, members should be ready and at pick-up addresses given when the vehicle arrives.

Below is a breakdown of transportation service according by plan:

PLAN	AVAILABLE RIDES
PHP- Florida	15 round trip rides a year

For more questions about transportation please call Member Services at: Member Services at: PHP FL – (888) 456-4715



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 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 8:00am-8:00pm • Florida: (888) 456-4715 TTY/TTD: 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.

Drug Safety

Certain meds can be risky for older people. Find a list of high-risk meds and safe treatment options on our website.

PHP FL: positivehealthcare.net/florida/php/for-providers/consumer-safety/

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, 8:30am-5:30pm • Florida: (800) 832-0778

Urgent After-Hours Nurse Advice Line

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

Florida: (866) 228-8714

In Florida, contact Psychcare for Behavioral Health Needs

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