

POSITIVE OUTLOOK

Health and Wellness Information for Members

Summer 2020



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What is coronavirus (COVID-19)?

Coronavirus (COVID-19) is a respiratory disease that has affected over 2 million people in the United States. There is an increase of COVID-19 cases in nursing homes and African-American and Latino communities. Currently, there is no vaccine to prevent the disease.

How do you catch COVID-19?

COVID-19 is spread through person to person contact. This is when an infected person's droplets lands on your ear, nose, or mouth; such as by coughing or sneezing.

COVID-19 and HIV

Individuals who are older (60+) and/or have underlying medical conditions are at higher risk. Those with diabetes, heart/lung disease, high blood pressure, etc. are more likely to have higher affects due to the disease. Those with low CD4 cell counts and are not taking HIV treatments also have a higher chance of more serious symptoms of COVID-19.

How can you prevent COVID-19?

- Wear a face covering/mask when in public
- Stay home unless you need necessities
- Healthy eating (less take out and fast food)
- Avoid Close Contact in public (within 6 feet)
- Reduce stress
- Avoid touching your eyes, ears, nose
- Get at least 8 hours of sleep
- Cover your mouth when you cough/sneeze
- Wash your hands often with soap for at least 20 seconds
 - Use 60% Alcohol sanitizer when soap and water are not available
 - Clean and disinfect home areas with household disinfectants

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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



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What are the symptoms for COVID-19?

- Coughing
- Shortness of breath
- Fever/Chills
- Difficulty breathing
- Nausea
- Muscle/body pains
- Sneezing
- Congestion/runny nose
- Fatigue
- Loss of taste and smell
- Headaches

Where can you get free testing for COVID-19?

- Mobile /Walk-up testing sites
- Select hospitals and clinics (call before visiting)
- Visit your local Department of Public health webpage or call for testing locations near you

CA: <https://covid19.lacounty.gov/testing/>

What to do if you test positive, experiencing symptoms, or been exposed to a person with COVID-19?

- Call your PCP
- Stay home and monitor your symptoms for at least 14 days
- Check your temperature
- Take over the counter medication for your symptoms
- Confine yourself to one room or area in home
 - If you live with others wear a mask and avoid contact
- Use separate bathroom or clean bathroom immediately after using
- Clean highly touched areas (door knobs, keyboards, kitchen cabinets, light fixtures, and phones)

When should you seek medical care?

- Increased difficulty breathing
- Constant chest pain
- Bluish lips/face
- Slurred speech
- Seizures
- Severe dizziness
- Difficult to wake /stay awake

Call before visiting a healthcare facility

Coping with COVID-19

Coping with COVID-19 in general is strenuous on your mental health. It can cause feelings of depression, anxiety, and stress. During this time, it is important to be in control of your mental health. This can be done by:

- **Acknowledge your feelings.** Seek support if you are feeling anxious and depressed. Telehealth services for therapist are available to provide support through the pandemic. If you just want to speak to someone and remain anonymous here is a list of local warm lines you can call
 - California: contra crisis center 1-800-833-2900 is available 24/7
- **Limiting your media intake.** Reduce the amount of upsetting negative information and only staying informed with credible sources such as:
 - AHF website
 - Center for Disease Control (CDC)
 - Local Department of public health
- **Sticking to regular routines.** Waking up at certain, eating meals regularly, and going to bed at the same time each night.
- **Stay connected with friends.** Communicate through phone, text, or email.
- **Engaging in summer activities.** As states start to open public areas, you can find information on what is open around your area at:
 - Los Angeles County (CA)
 - <https://covid19.lacounty.gov/recovery/>

Although most states are conducting soft re-opens, check with your county website as some are not opening due to the rise in cases. Please continue to stay safe such as always wearing a mask in public and bringing sanitizer. Maintain a safe distance in public at all times, and do not participate in large group activities, and most importantly staying home if you are not feeling well.





Member Survey

We are Listening! Positive Outlook Member Newsletter Survey

Your input helps PHP/PHC to continue improving services and providing access to health care that meets our members' needs. Please see the survey included with this newsletter. We would appreciate you filling it out and mailing it back to us. Your voice and input is very valuable to us. It helps us plan and develop programs and services that will help members, like you, lead a healthier and, hopefully, happier life!



Violence Prevention

Facts

- ✓ 1.4 million people lose their lives to violence globally each year.
- ✓ That's over 3,800 people per day!
- ✓ Violence is not only physical; depression, chronic pain syndromes, and mental disorders are some of the long-term effects of violence.
- ✓ Safety is a human right, violence is preventable, and you can help to prevent violence.

4 Things You Can Do

1. Use common-sense tips to reduce your risk of being a crime victim:

- ✓ Stay in well-lit, busy areas.
- ✓ Travel with a friend, if possible.
- ✓ Walk in a confident, assured way.
- ✓ Avoid known trouble spots.

2. Get to know your neighbors and agree to look out for each other.

3. Always use common courtesy, it helps ease tensions that can result in violence.

4. Find ways to settle arguments without violence:

- ✓ Approach conflicts with a positive attitude; tolerate differences.
- ✓ If you can, talk it out.
- ✓ Look for peaceful solutions or compromises.
- ✓ Walk away if the conflict is turning violent.
- ✓ If you can't work it out, get help.



You can also see the newsletter online @:

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

Retinal Eye Exams for Diabetes

Diabetes can harm your eyes. It can damage the small blood vessels in your retina, or the back of your eye. This condition is called diabetic retinopathy. Diabetes also increases your risk of glaucoma and other eye problems.

You may not know your eyes are harmed until the problem is very bad. Your doctor can catch problems early if you get regular eye exams. This is very important. The early stages of diabetic retinopathy may not cause changes in vision and you won't have symptoms. Only an eye exam can detect the problem. Take the steps to prevent the retinopathy from getting worse.

You Need Regular Retinal Eye Exams

Even if the doctor who takes care of your diabetes checks your eyes, you need a retinal eye exam every year by an eye doctor who takes care of people with diabetes. An eye doctor has equipment that can check the back of your eye much better than your regular doctor can.

If you have eye problems because of diabetes, you will probably see your eye doctor more often. You may need special treatment to prevent your eye problems from getting worse.



You may see two different types of eye doctors:

- An optometrist is a health care provider trained to diagnose and treat problems with your vision. Many can do screening exams for damage from diabetes. Once you have eye disease caused by diabetes, you need to see an ophthalmologist.
 - An ophthalmologist is a medical doctor who is an eye specialist trained to diagnose and treat eye problems.
- If you are diabetic and have any questions about your retinal eye exam please contact your PCP or RNCM.

We are currently offering \$20 to patients who complete a retinal eye exam AND \$50 to patients who complete a colonoscopy
Don't wait, schedule your appointment ASAP

Telehealth - How To Using Facetime

FACETIME TELEHEALTH VISITS: HOW-TO GUIDE

FaceTime

- Your provider will FaceTime you via your Apple device at your scheduled appointment time.
- Click "Accept".
- Your provider will appear on video here.
- You will appear on video here.
- When the appointment ends, touch the screen.
- Click "End".

Using Zoom

ZOOM VIDEO TELEHEALTH VISITS: HOW-TO GUIDE

iOS/IPHONE

- Visit the "App Store" on your iPhone/iOS device and search for "ZOOM Cloud Meetings".
- Click "Get" to download the ZOOM app.
- Open the ZOOM app on your device.
- Click "Join a Meeting".
- Insert the "Meeting ID" sent to you by your provider and your name under "Screen Name".
- Click "Join".

ANDROID

- Visit the "Google Play Store" on your Android device and search for "ZOOM Cloud Meetings".
- Click "Install" to download the ZOOM app.
- Open the ZOOM app on your device.
- Click "Join a Meeting".
- Insert the "Meeting ID" sent to you by your provider and your name under "Screen Name".
- Click "Join Meeting".

WINDOWS/MAC COMPUTER

- Type [www.Zoom.us](https://zoom.us) into your browser/search bar.
- Click "Join a Meeting".
- Insert the "Meeting ID" sent to you by your provider.
- Click "Join".
- When the dialog box pops up, click "Open Zoom".
- Click "Join a Meeting" again.
- Insert the "Meeting ID" sent to you by your Provider again and your name.
- Click "Join".

Summer Activities

Summer activities are not canceled! Although we are experiencing a pandemic it is important to stay active to reduce uncertain health outcomes. This will also increase your mental/physical health, and help you enjoy life. Physical activities are scientifically proven to enhance your mood, stop depression, increase relaxation, and boost your energy. Here are some activities you can do while keeping your social distance.

Outdoor

Go have fun in the sun!

- **Hiking and nature walks** can reduce your stress levels, blood pressure, cholesterol, and body fat. This activity helps improve your mood, mental wellbeing, bone density, and weight balance.
 - **Biking and roller skating** are similar activities with the same health benefits
- **Yoga, pilates, and other exercises** may be conducted outdoors to get some fresh air or in the comfort of your home. There are also free beginner classes on the web, if you need help finding where to start.
- **Fishing** is a tranquil full body sport that can decrease your stress levels and provide a thrill in the challenge. You can invite a friend to a fishing dock and engage in the activity together while staying at a safe distance from each other.



- **A Picnic** is a nice way to enjoy the company of others as long as face masks are worn when engaging in conversation and all parties remain 6ft. away from each other

As more cities are opening it is important to conduct the recommended safety measures in order to prevent the spread of COVID-19. Always prioritize safety when conducting any activities with others.

Indoor

Stay active while staying in!

- **Make a simple recipe** with a friend or loved one over a zoom call. You can create different cooking challenges within to spark up some competition.
- **Take a virtual class** with a professional and engage in socializing opportunities over zoom
 - Dance
 - Art
 - Culinary
- **Join a virtual book/movie club** or start your own book club with friends over a social media platform, zoom, skype, or FaceTime
- **Plant an herb garden** to enjoy with your delicious home cooked meals. Herbs are generally easy plants to keep alive and come with planting materials

Using Skype

SKYPE TELEHEALTH VISITS: HOW-TO GUIDE

IPHONE

- Visit the "App Store" on your iPhone and search for "Skype for iPhone".
- Click "Get" to download the Skype app.
- Open the Skype app and click "Let's go".
- Click "Sign in or create".
- Create an account by entering your information into the Skype app.
- Your provider will email you a link to join the Skype appointment.
- Click the link at the time of your appointment.
- The Skype app will open on your iPhone.
- Click "Start call".

ANDROID

- Visit the "Google Play Store" on your Android device and search for "Skype - free IM & video calls".
- Click "Install" to download the Skype app.
- Open the Skype app and click "Let's go".
- Click "Sign in or create".
- Create an account by entering your information into the Skype app.
- Your provider will email you a link to join the Skype appointment.
- Click the link at the time of your appointment.
- The Skype app will open on your Android.
- Click "Start call".

WINDOWS/MAC COMPUTER

- Type www.skype.com/en into your browser/search bar.
- Click "Sign in".
- Click "Sign up".
- Create an account by entering your information into the webpage.
- Your provider will email you a link to join the Skype appointment.
- Click the link at the time of your appointment.
- When the dialog box pops up, click "Open Skype".
- Click "Let's go".
- Click "Sign in" and enter your information.
- Click "Start call".
- Click "Start call" again.



HEDIS

Scoring Big for Your Health!

Each year almost all health plans collect data to see if their members received the required health care needed. The screenings and information may help your provider to diagnose a disease or condition early. This may also help you so that any disease or condition may be easier to treat and possibly cured. **If you have not completed a screening based on the time table shown below, please do so today!** These screening are covered by your health plan. We care about you and your health so we strive for 100%.

The following table also includes the 2020 rates based on 2019 data for the screening and information your provider tries to collect and how often:

Screening	Name of Screening Test	Gender and Age Range for Screening	How Often	Member Participation
Breast Cancer Screening	Mammography	Women 50 through 74 years of age	Every 2 Years	48.4%
Below are screening only for members with a diagnosis of diabetes				
HgA1c Test	Glycated hemoglobin & glycosylated hemoglobin test	All members 18-75 years of age with diabetes	Every Year	97.2%
HgA1c less than 8	Glycated hemoglobin & glycosylated hemoglobin test	All members 18-75 years of age with diabetes	Every Year	75.7%
Nephropathy Screening	Microalbumin or urine test for protein	All members 18-75 years of age with diabetes	Every Year	98%
Retinal Eye Exam	Dilated eye exam	All members 18-75 years of age with diabetes	Every year or year prior if negative for retinopathy	52%

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



CAHPS 2020

Thank you to those members who filed out the 2020 CAHPS Member Survey! The Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey is sent out to all our plan members every year. This survey was mailed out in February 2020 and March 2020, with follow up calls afterward.

This survey asks you as a member about your experience with our health providers (doctors, nurses, health plan and pharmacy program). AHF receives a summary of CHAPS survey results for 2020 measurement year. We would like to share the result with you to show that we hear your feedback and work toward on areas that need improvements..

2020 Survey Results (CAHPS)

Here is how you rated us as your health Plan for 2020.

2020 Medicaid Adult CAHPS Result	
Key CAHPS Questions	PHC CA Medicare CAHPS Ratings
Getting Needed Care	Average
Getting Care and Appointments Quickly	Average
Customer Service	Above Average
How Well Doctors Communicate	Above Average
Care Coordination	Above Average

Based on our member responses, opportunities for improvement are:

- Getting Care Quickly - getting appointments with specialists as soon as needed.
- Getting Care Quickly - got check-up/routine care appointment as soon as needed.
- Care Coordination - Personal doctor's office followed up to give test results

AHF Health Plans needs your help. AHF is a special needs plan or SNP. Getting high scores on this survey will help AHF continue and improve its work for you, our member. Please help us help you by completing the survey for coming year. Remember – the higher numbers in the survey means we are doing a good job. So, when you are asked to rate the health plan – 10 means best possible plan and 1 means poor. If you rate your doctor high, please consider rating the plan high since we arrange for your doctor to take care of you.

If there are additional comments you would like to share please contact Member Services at: (800) 263-0067.

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.



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

POSITIVE OUTLOOK



**WE WANT TO KNOW!
WE VALUE YOUR FEEDBACK.**

**Please complete and return
this short survey in the
included envelope.**



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

THANK YOU FOR PROVIDING YOUR CONTACT INFORMATION HERE:

Your Name _____

Member ID (IN) _____

Address/City/ZIP Code _____

1. How do you feel about how often PHP/PHC contacts you by mail and by phone?

By Mail:

- Too much
- Just right
- I want to hear from PHP/PHC more!

By Phone:

- Too much
- Just right
- I want to hear from PHP/PHC more!

2. In addition to regular U.S. Mail, how would you like PHP/PHC to contact you as needed? (Please check all that apply.)

- Phone call at this phone number:

- Cell phone text message at this cell phone number:

- Email at this email address:

- Other: _____

**3. What topics would you like to learn more about?
(Please check all that apply.)**

- Health & wellness issues**
(like cancer, allergies, nutrition, heart health, HIV/AIDS, etc.)
- PHP/PHC programs**
- Health benefits and services from PHP/PHC**
(like access to care and medicine, etc.)
- Community Advisory Committees (CACs) & Health Promoters**
- Other:** _____

4. Would you prefer to get your Positive Outlook Member Newsletter electronically by email?

- YES!** My email is:

- No.** I like it in print.

5. Are you satisfied with the service PHP/PHC provides?

- I am satisfied.** *If satisfied, what do you like most?*

- I am not satisfied.** *If not satisfied, why?*

If you are not satisfied, please call our Member Services Department and let us know how we can better serve you. We are here to help you 24 hours a day, 7 days a week.

6. Does PHP/PHC provide you with what you need to help you be as healthy as possible?

Yes. *If yes, please explain.*

No. *If no, what would you like PHP/PHC to offer to help you be healthier?*

**7. What devices do you use?
(Please check all that apply.)**

- Smartphone** *(for example, iPhone or Galaxy)*
- Mobile phone**
- Laptop computer**
- Tablet computer** *(for example, iPad)*
- Printer**
- Desktop computer**

**Thank you for your interest
and feedback.**

WE TRULY APPRECIATE YOU!

**Please return this survey in
the included envelope.**