



# POSITIVE OUTLOOK

Health and Wellness Information for Members

Winter 2018



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## 2018 Survey Results (CAHPS)

Thank you for filling out the CAHPS Member Survey! Here is how you rated us as your health plan for 2018. The PHP/PHC CAHPS survey results are the percent of people who answered 'Usually' or 'Always' to the survey questions:

CAHPS Results	PHP FL
Getting Needed Care	87%
Getting Care and Appointments Quickly	82%
Customer Service	89%
How Well Doctors Communicate	96%
Care Coordination	92%
Getting Needed Prescription Drugs	94%

We hope that we continue to provide you with excellent care and customer service for even better scores next year! 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. 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. CAHPS

**Thank you!**



P.O. Box 46160, Los Angeles, CA 90046  
 Visit us 24/7 on the web  
[www.php.org](http://www.php.org)  
 Member Services  
 Mon - Fri, 8:00 am to 8:00 pm  
 (888) 456-4715  
 TTY: 711

## New Year, New You!

10, 9, 8, 7, 6, 5, 4, 3, 2, 1 !!! HAPPY NEW YEAR!!! Welcome 2019!!!



**Get moving!** – You don't have to join a gym. You can take a walk during lunch or after dinner to get exercise. Do something fun and physical daily. You'll likely stick to it if you enjoy it.

**Go to bed at a reasonable time** – Sleep is important for our body to feel good, to restore itself and for concentration. Sleep increases our energy. Set a regular bed time that allows you to get 7-8 hours of deep sleep. Don't use electronics before bed – cell phones, television, laptops, etc. They stimulate brain activity and make it harder to get to sleep.

Be sure to make an appointment to get an annual checkup from your doctor. Staying healthy is one of the best New Year's resolutions we can make. Get healthy today!

As the New Year begins we often make plans to get healthier. It is a time to reset our routine and let go of any unhealthy habits. Following are some tips to help you see areas for improvement for long-lasting success and better health:

**Stop unhealthy habits** – If you smoke, take steps to quit. If you need help quitting smoking, we can help. Call (855) 252-4871 or Visit: <https://www.quitnow.net/ahf/> for help and resources. Talk to your doctor about medication covered by your health plan that can help you quit smoking. Limit alcohol use.

**Set easy goals** – Break goals down into small parts that you can do easily. Aim to lose 1-2 lbs. a week, instead of 20 lbs. a month. Walk or run for 20 minutes a day to build up to reaching a goal of walking or running a marathon.

**Eat healthy** – Clean out your cabinets and refrigerator. Get rid of fattening, sugary foods and snacks like chips and sodas. Buy healthier foods such as fruits and vegetables, lean protein meats and dairy. Choose turkey, air-popped popcorn, crunchy celery and carrots or low-fat yogurt as snacks. Drink more water and less sugary drinks.

G	R	R	K	K	T	U	B	D	M	L	S	D	P	X
Q	P	S	U	R	Y	C	V	I	R	C	V	E	D	I
G	L	P	Y	R	Z	I	K	T	U	K	O	G	V	G
J	L	E	A	H	S	A	V	I	N	G	S	A	W	U
R	S	L	E	E	P	V	W	N	N	D	Z	I	H	C
R	O	O	G	A	M	F	F	V	I	P	Z	G	D	F
C	G	O	A	L	I	F	E	E	N	E	R	G	Y	K
H	A	B	I	T	P	N	P	P	G	N	L	E	O	J
E	H	G	R	H	K	F	W	A	R	H	W	X	G	R
G	V	X	T	Y	B	D	E	P	Q	D	A	E	A	V
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W	N	L	P	O	O	F	H	F	S	A	I	I	A	B
Y	F	A	J	A	V	I	T	A	M	I	N	S	P	I
G	O	L	U	S	G	S	D	B	I	V	G	E	P	E

### New Year Resolutions Word Search

#### Words List

- diet
- exercise
- healthy
- goal
- weight
- habit
- energy
- life
- running
- savings
- sleep
- walking
- yoga
- vitamins

You can also see the newsletter online @:

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

## Physical Fitness: Let's Get Active!

Regular physical activity can help you live a longer and healthier life. It can also help lower your stress and your risk for high blood pressure, heart disease, and some types of cancer. No matter what shape you are in, you can find activities that work for you, and your schedule. Here are some tips to help you get started:

- Reduce inactive time and increase active time.
- Take a walk after dinner.
- Schedule specific times for physical activity. Make it part of your daily or weekly routine.
- Do things that you enjoy such as dancing, swimming, or water aerobics.
- Enlist your friends or family members to help you with motivation and support.
- Start slowly and work your way up to more physically challenging activities.
- Find a place to work out near you!

Did you know PHP/PHC offers you a Health & Wellness Benefit?! Members have the choice of either a gym membership OR up to \$200 worth of over-the-counter (OTC) pharmacy (non-prescription drug) items every plan year for no cost and no copayment. Contact Member Services to find out which gyms and the locations best for you. To make or change your Health and Wellness Benefit option election, contact Member Services. If you are continuing your enrollment to a new plan year, you may change your benefit option election, i.e., from a gym membership to OTC items or vice-versa, once a plan year between January 1 and January 15. (A plan year is January 1 through December 31.)

Member Services: (888) 456-4715

**\*\*\*Always talk with your doctor before starting an exercise program\*\*\***



## Coping With Winter (holiday) Sadness



The holidays are here! If you are feeling sad following the excitement of Thanksgiving, Christmas and New Year, this is common. You may be mildly sad or very depressed. This is also true for those who cannot leave their home or who have chronic pain.

Sadness, or depression, can make you feel irritable, anxious, less active, tired or sleepy. To overcome these feelings, take the following steps:

- Limit the use of alcoholic beverages.
- Surround yourself with supportive, caring people.
- Share your feelings with the people closest to you.
- Do activities that you enjoy.

Consider going outside during daylight hours in the sunshine, which may help raise your mood. Volunteering to help others, contacting friends or loved ones and spending time with them may also make a difference.

If feelings of sadness do not go away, or you need mental health or substance abuse care, talk with your doctor or seek help through PHP/PHC's mental health partner, Magellan.

### NOTICE ABOUT YOUR BEHAVIORAL HEALTH BENEFIT

*We have important information to tell you about your behavioral health benefit. PHC and PHP is changing behavioral health network providers on February 1, 2019. PHP and PHC are changing from Beacon Health Options to Magellan Healthcare.*

*This means if you need care from a behavioral health providers on February 1, 2019 or later, you will see a provider in Magellan's network. A behavioral health provider can be a psychiatrist, psychologist, licensed therapist or social worker.*

*For more information regarding this change in behavioral health networks, please contact our Member Services Department at (888) 997-0979 (TTY 711) Monday through Friday 8:00 am to 8:00 pm.*

## Managing Your Health Information

### Things to Remember in your healthcare:

1. Always keep your member ID card with you. Show your member ID card when you:
  - Go to a doctor's office
  - Go to the hospital
  - Need emergency services
  - Pick up a prescription

Do not give your member ID card to anyone else to use. If you lose or damage your member ID card, call Member Services.

2. You have the right to receive service and information in a language or format you understand. If you need a free interpreter for a doctor's visit, or member information in your language or other format (like braille, large print, or audio), call Member Services.

3. You can talk to a nurse for free, any time day or night, 7 days a week. Check your member ID card for the Nurse Advise Line phone number

4. Visit [www.php-fl.org](http://www.php-fl.org). You can:

- Find a doctor
- Learn about your benefits
- Look into our health education programs and Family Resource Center classes
- Find out about your rights and responsibilities
- File a complaint, called a "grievance"



## 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: Florida: (888) 456-4715

## Soliciting Email Addresses: Medical Identity Theft/Fraud

### Protect Yourself!

If someone gets your medical ID or Social Security number, you could become a victim of medical identity theft. Once they have it, they can use it to see the doctor, buy prescription drugs, or submit fake bills in your name. Medical identity theft can also damage your credit rating and harm your health. If false information gets into your medical records, you may get the wrong treatment. Here are some ways to protect yourself against medical identity theft:

- Do not trust strangers who offer free or discounted medical services.
- File paperwork and shred what you do not need.
- Keep your insurance and Social Security numbers safe.
- Never share your information with persons who say they are bill collectors. If they really are bill collectors, they will already have your information.
- Review your medical bills and statements (if any) and/or your Explanation of Benefits. Check for items or services you did not receive. If you see something strange or wrong, call your health care provider.

If you have questions about your bill and/or Explanation of Benefits or think there is a mistake, please call Member Services at (888) 456-4715.



## Kidney Health

Your kidneys are two fist-sized organs that do big jobs. They help filter waste out of the blood and balance the body's fluids.

Good kidney health and the prevention of kidney disease is the result of:

- eating healthy foods
- lots of fresh fruit and vegetables
- limiting the amount of salt and fat in your diet
- getting regular exercise
- maintaining a healthy weight
- not smoking
- drinking enough water
- avoiding drinking too much alcohol

More than 26 million Americans have kidney disease. Most people do not know it because kidney disease often has no early symptoms.

Kidney disease can be detected with a blood or urine test. Your doctor may give you one or both tests as part of your yearly physical exam. You are at higher risk for kidney disease if you have diabetes, high blood pressure or heart disease, or have a family history of these health issues.

Treatment for kidney disease aims to slow or control its cause. Your doctor may work with you to lower your blood pressure, adjust your diet or give you medication as part of your treatment.

If you have questions about kidney health, speak with your doctor or call the Nurse Advice Line at PHP/PHC FL- (866) 228-8714.



## Importance of Your Initial Health Assessment

If you are a new PHP/PHC plan member, we welcome you and look forward to supporting your health! Be sure to make an appointment to see your primary care provider for your Initial Health Assessment (IHA). It is important and should be made within the first 120 days of joining.

The IHA appointment is a great way for you and your doctor to get to know each other and set health goals. Some of the things that you may do at this appointment are:

- Review your health history
- Have a physical exam
- Fill out a behavioral health assessment called the Staying Healthy Assessment (SHA)
- Get screening tests (example: for depression)
- Keep up with preventive health care (example: immunizations such as the flu shot)
- Discuss your health and wellness goals

Don't wait. Call for your IHA appointment today! Call Members Services for help. (888) 456-4715.

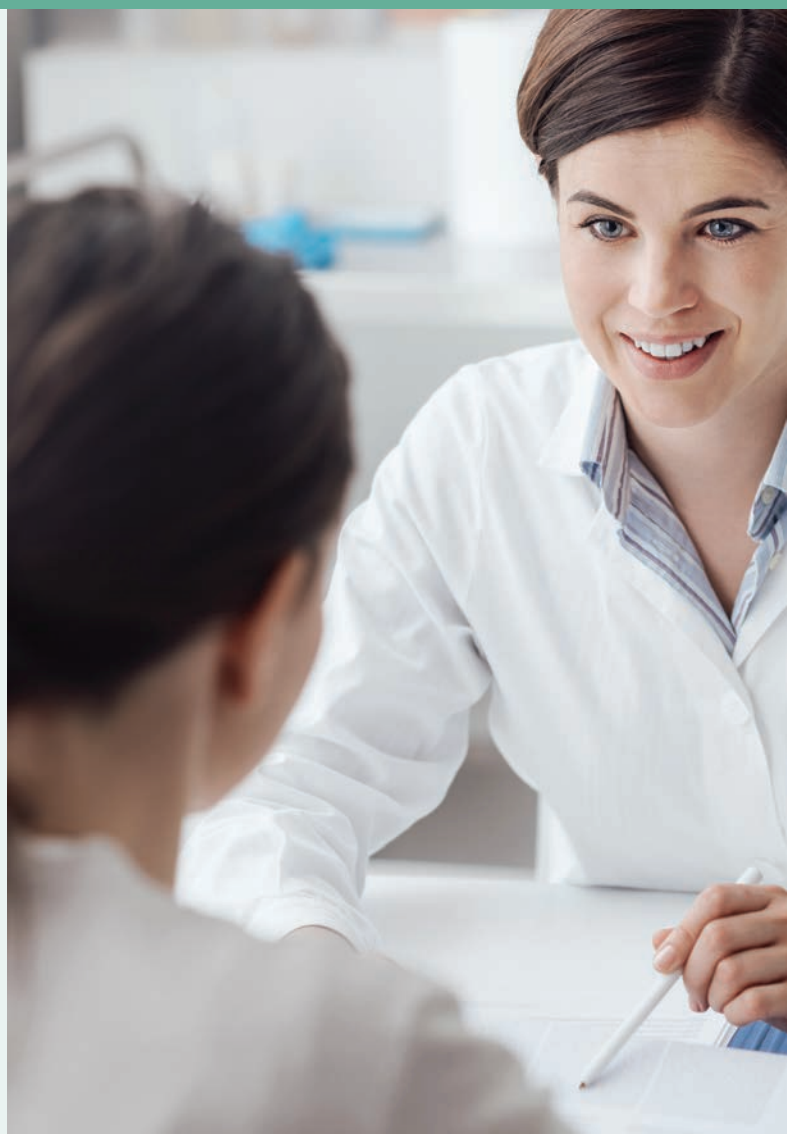
PHP/PHC are here to help you stay healthy and to make it easy for you to get the health care you need. Here are two important ways we do this:

### Health Risk Assessment

You may receive a call from us asking about your health history, your current health status and services you may need. This survey is called a Health Risk Assessment (HRA).

Your answers will help us find the right programs for you and provide additional information to help your doctor give personalized care.

We also want to know what we can do to help you work better with your doctor. For example, if you are having trouble getting care, our coordination team will work with you to get you the care you need.



## Getting Care in Your Language

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 (888) 456-4715.



## Opioid Prescriptions

Opioid drugs (opioids) have serious risks such as addiction, overdose, and death. As your health plan, we are very concerned about how this affects our members. We are committed to combat this public health emergency.

The Centers for Medicare & Medicaid Services (CMS) has made changes for 2019. There are several new drug management programs being put in place to prevent opioid overuse.

- Opioid prescriptions will be monitored for safe dosage levels. If one or more opioid prescription is above a safe dosage limit, the prescription will be stopped at the pharmacy.
- Opioid prescriptions that are taken together with benzodiazepine prescriptions will be stopped at the pharmacy.

- Members who have not had a recent prescription for opioids will be limited to no more than a seven-day supply for their first opioid prescription for the treatment of acute pain.
- Prescriptions for Long-Acting Opioids that are taken at the same time will be stopped at the pharmacy.

Your provider will have to make sure that these prescriptions are medically necessary and appropriate.

You may be exempt from these drug management programs if you have cancer and/or you're in a hospice or long-term care facility.

Please contact your provider for more information on this.



## 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 (888) 456-4715, 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 (888) 456-4715, 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 • (888) 456-4715 TTY: 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 under Prescription Medications.

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

### **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, 8:30 am-5:30 pm • (866) 990-9322

### **Urgent After-Hours Nurse Advice Line**

Mon-Fri, 5:30 pm-8:30 am and 24 hours on Weekends. Available 365 days a year. (866) 228-8714

### **In Florida, contact Psychcare for Behavioral Health Needs**

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