



# POSITIVE OUTLOOK

Health and Wellness Information for Members

Winter 2020



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## Celebrating the Holidays COVID Style!

**HAPPY HOLIDAYS! Tis the season to be jolly and safe!**

The COVID-19 pandemic has been stressful and lonely for many people. Gatherings for the upcoming holidays can be a chance to reconnect with family and friends. This holiday season, think how your holiday plans can be changed to reduce the spread. This will keep you, your friends, families, and communities healthy and safe.

### Holiday celebrations

Holiday celebrations will likely need to be different this year to prevent the spread of COVID-19. Avoid activities that are higher risk for spread. Consider fun alternatives with lower risks of spreading COVID-19. Provide guests info about any COVID-19 safety guidelines. Give the steps that will be in place at the gathering to prevent the spread of the virus.



### SAFE Ways to Celebrate:

- Smaller is better: Keep it to Small Gatherings of Family and Friends
- Meet online: Have a virtual party! Eat dinner, play games and share recipes with friends and family
- Go outside: Host outdoor rather than indoor gatherings as much as possible.
- Together and Apart: allow people from different households to remain at least 6 feet apart at all times. Guests should avoid direct contact, including handshakes and hugs, with others not from their household.



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

Visit us 24/7 on the web  
[www.php-hmo.org](http://www.php-hmo.org)

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

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- **Wear masks:** Wear a mask that covers both the mouth and nose when you are outside of your home. Even outdoors, require guests to wear masks when not eating or drinking.
- **Get tested:** encourage guests to take COVID-19 test before event. Especially if they may have been exposed.
- **Stay Clean:** Disinfect commonly touched surfaces and any shared items between use. Use disinfectants. Provide and/or encourage attendees to bring supplies to help everyone to stay healthy. These include extra masks (do not share or swap with others), hand sanitizer that contains at least 60% alcohol, and tissues. Stock bathrooms with enough hand soap and single use towels.

#### **NOT SAFE Ways to Celebrate:**

- **Stay sober:** Using alcohol or drugs that may alter judgment. This can make it more difficult to practice COVID-19 safety measures.
- **Not indoors:** Attending large indoor gatherings with people from outside of your household. Avoid Indoor gatherings, especially those with poor ventilation
- **Shop online:** Avoid Going shopping in crowded stores just before, on, or after the holidays

Celebrating virtually or with members of your own household (who are consistently taking measures to reduce the spread of COVID-19) poses the lowest risk for spread. Your household is anyone who currently lives and shares common spaces in your housing unit (such as your house or apartment). This can include family members, as well as roommates or people who are unrelated to you. People who do not currently live in your housing unit, such as college students who are returning home from school for the holidays, should be considered part of different households. In-person gatherings that bring together family members or friends from different households pose varying levels of risk.

If you develop symptoms consistent with COVID-19 within 14 days of the event or celebration, such as fever, cough, or shortness of breath, or if you test positive for COVID-19, immediately notify the host and others who attended. They may need to inform other attendees about their possible exposure to the virus. Contact your healthcare provider and follow the CDC-recommended steps for what to do if you become sick, and follow the public health recommendations for community-related exposure.

Learn more about what to expect with contact tracing: <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/holidays.html>



## **Women's health PAP EXAMS**

### **Cervical Cancer. Make Time for Pap Tests**

Pap and Human Papilloma Virus (HPV) tests can help prevent cervical cancer. This can detect problems early, when they are easier to treat. PHP FL and your provider want to help you stay healthy. We encourage you to get screened regularly.

#### **When to get screened**

You should start getting screened at age 21. Keep track of your tests and when your next test is due. Women ages 21- 65 years old should be screened. It is recommended that you get a Pap at time of HIV diagnosis and six months after baseline test. Based on your Pap test results, your doctor will tell you which testing option is right for you.

You need to get a Pap test every 3 years OR Every 5 years if you get both a Pap test and HPV tests.

Ask your doctor or healthcare provider how often you should have a pap test done based on your lifestyle and risk factors. You can also ask them if you need to continue with screening if you are over age 65.

## Physical fitness

Regular exercise benefits people of all age groups. However, the older you get, the more important it is to have a regular exercise program.

Exercise is good! The benefits of regular exercise are extensive. It has been shown to reduce mortality and the risk of developing other chronic disease.

### Tips:

- Have someone to exercise with you makes it more enjoyable. The main pitfall for most people is accountability; having someone that is counting on you being there.
- Make exercise a priority and set time aside during the day. Schedule it into your day, just like brushing your teeth.
- Identify activities that they enjoy. You are more likely to perform exercises you like. By selecting an activity that they like to do the chances are greater that they will continue doing it.
- Start slowly and advance the exercise program gradually. start off at two to three times per week, then move up to three to five times per week
- Set realistic expectations.
- Be supportive. get regular encouragement from friends and family.

### Activity Plan:

The challenges for the elderly population when it comes to exercising are knowing how much they should exercise, what's safe and what's not safe, and how intensely they should work out. This occurs especially if the person has a pre-existing condition, such as a heart attack or heart disease, because they tend to have less confidence in their ability to exercise. In addition, the older population may be on more medications –some which may interfere with balance– so it is best that they speak with their physician before beginning a workout program.

#### Adults (18-64 years)\*

At least 150 minutes a week of moderate intensity activity such as brisk walking

At least 2 days a week of activities that strengthen muscles

\*Aim for the recommended activity level but be as active as one is able



#### Older Adults (65 years and older)\*

At least 150 minutes a week of moderate intensity activity such as brisk walking

At least 2 days a week of activities that strengthen muscles

Activities to improve balance such as standing on one foot

\*Aim for the recommended activity level but be as active as one is able

### Check with Your Doctor

Doing physical activity that requires moderate effort is safe for most people. but if you have a health condition such as heart disease, arthritis, or diabetes, be sure to talk with your doctor. learn about the types and amounts of physical activity that are right for you. Also, if you have been inactive, are not too fit, or are overweight, discuss the safe methods with your doctor.

## Your Annual Wellness Visit: What to Expect

PHP (HMO SNP) members get an Annual Wellness Visit or AWV. The AWV is not a routine physical exam. It is an important preventive care and wellness planning visit that helps your primary care provider (PCP) and us make sure you are getting the care you need to address all of your health concerns. Your AWV is a critical part of your care plan, and it will help you to stay as healthy as you can be.

### AWV includes review and update of the following:

- Your health risk assessment
- Your medical / family history
- List of your current providers
- Any cognitive impairment you may have
- Your written screening schedule
- Your list of risk factors and conditions
- Your care plan
- Your advance care planning
- Your weight, blood pressure, and other routine measures as needed

Keep in mind that the AWV is not an annual physical exam. You should receive physical exam checks (including any necessary lab tests and screenings) as part of your primary care provider (PCP) visits.



You can prepare for the AWV by bringing the following to your AWV appointment:

- Medical records, including immunization records
- A detailed family health history
- A full list of medications and supplements, including calcium and vitamins, and how often, and how much of each you take
- A list of current providers involved in providing you care, including community-based providers (for example, personal care, adult day care, and home-delivered meals)

A health-related primary care visit can take place at the same time as an AWV if you require medical attention regarding a specific illness, symptom, complaint or injury.

## 2020 CAHPS Results

Thank you for filling out the CAHPS Member Survey! Here is how you rated us as your health plan for 2020. The PHP FL CAHPS survey results are the percent of people who answered 'Usually' or 'Always' to the survey questions:

CAHPS Results	PHP FL
Getting Needed Care	80%
Getting Care and Appointments Quickly	80%
Customer Service	90%
How Well Doctors Communicate	93%
Care Coordination	89%
Getting Needed Prescription Drugs	92%

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.



Thank you!

# Member Services Message

## Learn About Your Coverage

When you first join PHP FL, and then every year after, you will get a package of important information about your health care coverage. Please read it and call us if you have any questions.

You can visit PHP FL's website at [www.php-fl.org](http://www.php-fl.org) for the information listed below and more:

## Basic Information

- What benefits and services are covered
- What benefits and services are not covered
- How your health plan makes decisions about when new treatments will become benefits
- How to access care when you are out of town
- How to change or get care from your primary care physician (PCP)
- How to get information about doctors
- How to get a referral for specialty care or to go to the hospital
- What to do when you need care right away or when the office is closed
- What to do if you have an emergency
- How to get prescriptions filled, other pharmacy program information and updates
- Co-payments and other charges
- What to do if you get a bill
- How to keep you and your family healthy guide

## Special Programs

PHP FL has the following special programs:

- Quality Improvement Programs improve quality of care, safety, and services for our members. These programs measure our progress so that we can meet our goals and provide quality services and decide what we may need to change
- Care Management Programs for members who have ongoing medical needs
- Programs to better manage diseases, like diabetes and high blood pressure



## How Decisions Are Made About Your Care

- How our doctors and staff make decisions about your care based only on need and benefits. We do not encourage doctors to provide less care than you need and doctors are not paid to deny care.
- How to reach us if you want to know more about how decisions are made about your care
- How to appeal a decision about your care, including external independent review.

## Member Issues

- Your rights and responsibilities as a health plan member
- How to complain when you are unhappy
- What to do if you are disenrolled from your plan
- How PHP FL protects and uses your personal health information
- How to get help if you speak a different language

If you would like paper copies of your health care coverage, please call us at (888) 456-4715 (TTY 711), 24 hours a day, 7 days a week and holidays.

## Vaping - More Dangerous Than You Think

Vaping is inhaling vapor from an e-cigarette, pen, or other device. These devices work by heating a liquid containing nicotine, marijuana, or other drugs. Candy-like flavors add to their appeal. Vaping is on the rise and many people think it is less harmful or addictive than cigarettes. The truth is vaping is more dangerous than you think. Research into the long-term effects of vaping are ongoing and there is much we don't know.

### Here is some of what we do know.

- E-cigarettes are just as addictive as regular cigarettes. In fact, nicotine levels in vape products vary. You might be getting as much nicotine in one vape pod as a whole pack of cigarettes!
- Vaping won't help you quit smoking. Instead of switching, some people end up using both. About 60% of e-cigarette users also smoke.
- Vaping is harmful to brain growth in teens and young adults. Yet these groups are drawn to vaping due to the flavors and "cool" devices. Serious lung disease has been linked to vaping. See your doctor if you vape and you think it is making you sick. Most people need to be treated in the hospital. Many of these people are young.

### Symptoms include:

- Shortness of breath, cough
- Fatigue, body aches
- Vomiting and diarrhea



With COVID-19, smokers are among those who may be at a higher risk for severe illness versus non-smokers. But quitting tobacco may offer immediate benefits for anyone, anytime. To date, over 4 million people have had success with Quit For Life. Now is your time. Connect with support to control cravings through one-on-one coaching and daily support. Included in your health plan at no additional cost.

Call AHF Quit for Life program. A trained counselor can help you stop smoking or stay on track.

You can Call: (888) 456-4715 or  
Visit: <https://www.quitnow.net/ahf/>

## 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 (888) 456-4715

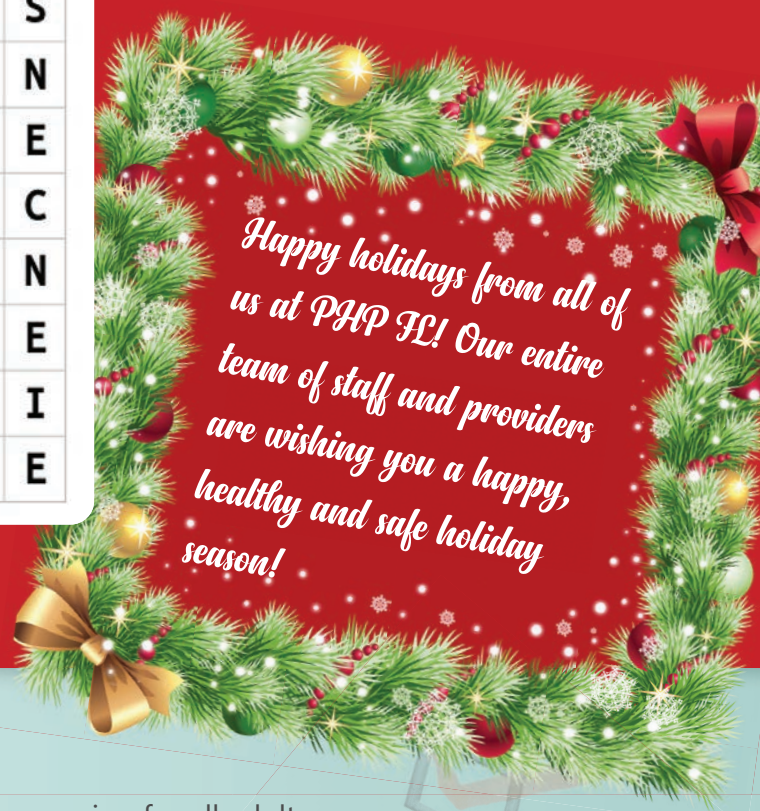


## Christmas Word Search



Try to find the following words

- COOKIES
- SANTA
- SNOWFLAKE
- SNOWMAN
- REINDEER
- MISTLETOE
- PRESENTS
- SLEIGH
- POINCETTIA
- ELF
- CHRISTMAS TREE
- CANDY CANE



## 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

**You can also see the newsletter online @:**

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

## 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 FL 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 FL, 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 FL: [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