

# POSITIVE OUTLOOK

Health and Wellness Information for Members

Fall 2021



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## What to Expect at a Provider Visit

### You and Your Providers Are a Team!

Having a good relationship with your provider is one of the best ways to take care of your health. Your providers will get to know you and your health needs starting with your very first visit. If you are a new member, you should see your doctor as soon as you can. Just call the doctor's number on your Member ID card to set up a visit.

You should see your doctor every 6 months, even if you feel fine. This helps to make sure you are up to date on needed tests and vaccines. If you haven't seen your doctor recently, or are new to PHP/PHC California, call your doctor today!

### To get your questions answered and make the most of your doctor visit, try these easy tips.

- **Be prepared.** Before your appointment. Think about what you need during your visit. Make a list of concerns and questions that you have about your health. It may be helpful to show the list to your doctor.
- **Be flexible.** Doctors have many responsibilities and sometimes run late because they are seeing other patients or have an emergency. You may have to wait for your visit. Be understanding - the office is likely busy and the doctor will get to you as soon as possible. Tip: If you're short on time, ask for the earliest appointment available in the morning.
- **Speak up!** Be sure to ask questions about your medications or anything you don't understand related to your care. Take a moment to think about whether you got everything you needed. Don't be afraid to ask your provider to repeat or re-explain something. Ask about your options and leave with a plan for your health care concerns.



**Tip: Doctors sometimes take notes on a computer during your visit.**

**Don't worry; they are still listening!**



P.O. Box 46160, Los Angeles, CA 90046  
Visit us 24/7 on the web  
[www.php-ga.org](http://www.php-ga.org)  
Member Services  
Mon - Fri, 8:00 am to 8:00 pm  
(833) 267-6768  
TTY: 711

# POSITIVE OUTLOOK

## COVID-19 Updates

COVID-19 is still a major public health issue. Even with the vaccines, the case numbers are increasing. Recently the new Delta variant is rising, racial disparities are increasing and vaccine rates are slowing down. All of this is causing a rise in new infections and hospitalizations.

Here are **8 updates** you need to know about COVID-19 and staying protected:

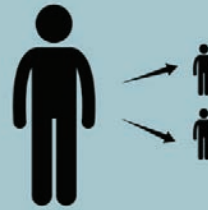
- 1) The new Delta variant causes more infections and spreads faster** than early forms of the COVID-19 virus. Viruses constantly change through mutation. New variants of a virus are expected to occur. Other variants of the virus that causes COVID-19 are being tracked in the United States and globally during this pandemic.
- 2) The vaccines are effective and available.** COVID-19 vaccines protect against COVID-19, including the Delta and other known variants. Vaccines can keep you from getting sick, being hospitalized, or dying from COVID-19.
- 3) Unvaccinated people are at higher risk** of getting COVID-19 now than they were before Delta appeared. The best way to slow the spread of infections is by taking measures to protect yourself. This includes getting a COVID-19 vaccine.



The Delta variant is more contagious than previous strains—it may cause more than **2x** as many infections

ORIGINAL COVID-19 STRAIN

DELTA VARIANT



Vaccines protect you from hospitalization, severe infections, and death

- 4) A small number of fully vaccinated people have become infected with the Delta variant.** Their symptoms tend to be mild, but it's still possible to spread the virus to others.
- 5) Delta variant symptoms are the same as other versions of COVID-19.** However, Delta may be causing people to get sicker faster, including younger people.
- 6) More young people are getting sick** with Delta compared with earlier variants.
- 7) People of color and minority groups are disproportionately affected by COVID-19.** Conditions in the places where they live, learn, work, play, and worship increase the risks of COVID-19 infection, severe illness, and death. African American and Latinx people are less likely to be vaccinated against COVID-19 than people in other racial minority groups and White people. There are also disparities in the health outcomes of COVID-19 for those in the LGBTQ community.
- 8) Everyone should continue wearing masks in crowded settings and public indoor spaces even if it is not mandated.** This includes fully vaccinated people, especially in areas of high transmission. Washing your hands, staying physically distanced, and avoiding large gatherings will also help lower your risk of catching or spreading COVID-19 and/or the Delta variant.

# HEDIS

## On a Mission to 100%!

PHP is on a mission to improve the quality of care for all our members.

Each year we complete a HEDIS® (Healthcare Effectiveness Data and Information Set) report to evaluate the care that our members received. This includes required screenings and information that may help your provider with prevention and early diagnosis. This may also help you to get the needed treatment for any disease or condition, and can help you to feel better. We care about you and your health so we strive for 100%. Your health is our mission!

**If you have not completed a screening you need based on the timetable shown below, please do so today!** These screenings are free to PHP members.

The following table includes the 2021 rates based on 2020 data for the information your provider tries to collect:

*All screenings follow the HEDIS standards as well as the evidence-based clinical practice guidelines.*



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	100%
Colo-Rectal Cancer Screening	Colonoscopy Or Cologuard	All members 50 through 75 years	Every 10 Years or Every 3 Years	50%
Controlling Blood Pressure	Blood Pressure	All members 18 years of age and older	Last One Taken in Calendar Year	80%
Medication Reconciliation after Discharge from Hospital (Transition of Care)	Notation of medications prescribed or not upon discharge	All members 66 years of age and older who had an acute or non-acute inpatient discharge	30 days after every hospital discharge	33.3%
Advance Care Directive	Advance directive, five wishes, living will or surrogate decision maker	All members 66 years of age and older	Every Year	83.3%
Pain Assessment	Standardized pain assessment tool	All members 66 years of age and older	Every Year	83.3%
Functional Status Assessment	Notation of Activities of Daily living (ADL)	All members 66 years of age and older	Every Year	100%
Medication Review	Medication review conducted by a prescribing practitioner.	All members 66 years of age and older	Every Year	66.7%

### 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	100%
HgA1c less than 8	Glycated hemoglobin & glycosylated hemoglobin test	All members 18-75 years of age with diabetes	Every Year	100%
Nephropathy Screening	Microalbumin or urine test for protein	All members 18-75 years of age with diabetes	Every Year	100%
Retinal Eye Exam	Dilated eye exam	All members 18-75 years of age with diabetes	Every year or year prior if negative for retinopathy	0%



## Get Screened & Get Rewarded!

PHP and your health care providers are reminding you about the importance of screenings. Prevention is better than a cure!

If you have received a letter in the mail for this please get your screening done by December 31, 2021.

For help making an appointment all your Care Coordinator at: 800-474-1434.



WHO'S ELIGIBLE?	SCREENING?	REWARD?	HOW TO COMPLETE IT?
<p>Members with type 2 Diabetes</p> <p>Did you know all people living with diabetes are at risk of diabetic retinopathy?</p> <p>Diabetic retinopathy is the leading cause of blindness in American adults.</p>	Retinal eye exam	<p><b>\$20</b> GIFT CARD</p>	<p>Call your Healthcare Center (HCC) to schedule an appointment with an eye care specialist.</p> <p>The exam takes less than 10 minutes!</p> <p>The special camera is used to take a picture of your eyes and check for problems.</p> <p>Ask your provider if this is the best test for you.</p>
<p>Members 45-75</p> <p>Did you know that people over 45 are recommended to get regular screenings?</p> <p>These screenings can prevent colorectal cancer and find it early.</p>	Cologuard	<p><b>\$40</b> GIFT CARD</p>	<p>This stay at home stool test kit will be sent to you to complete. After that, send it back in the mail for results.</p> <p>Ask your provider if this is the best test for you.</p>
	Colonoscopy	<p><b>\$50</b> GIFT CARD</p>	<p>This exam is to be scheduled and done by a GI Specialist. A flexible tube is used to look at the colon and rectum.</p>



## Virtual Five Wishes Classes

### Advance Directives

You have the right to direct your care with Five Wishes – Advanced Directives

It is not easy to think about what will happen at the end of your life. The topic of death and dying is hard to face and harder to talk about with your loved ones. It helps when you have taken the time to make a plan.

Five Wishes is an advance directive or living will. An advance directive lets you plan your healthcare choices ahead of time. Your doctor and loved ones will know your choices if you are too sick to make them yourself. They will know just what types of treatment you want and how you wish to be cared for. A living will let's you have more power and control over what happens to you when you are very sick.

We will be holding a virtual Five Wishes Class every month. This will help you complete this process and answer any questions about advance directives.

**For more info call: 323-436-5027**

#### 5 Wishes 2021 (last Friday of every month except November and December)

Date	Time
24-Sep	12:30 PST/3:30 EST
29-Oct	12:30 PST/3:30 EST
19-Nov	12:30 PST/3:30 EST
17-Dec	12:30 PST/3:30 EST

## Be a Flu Fighter this Season!

Getting a flu vaccine is more important than ever during 2021-2022. It helps to protect yourself, your family and your community from the flu. A flu vaccine this season can also help reduce the spread of other respiratory illnesses. This season is more important than ever due to the COVID-19 pandemic.

A flu shot is the best way to prevent seasonal flu, but healthy habits can also help stop the spread of germs and prevent the flu. Here are a few tips to help you fight the flu:

- 1. Avoid close contact with people who are sick.**
- 2. Stay home when you are sick.**
- 3. Cover your mouth and nose with a tissue when coughing or sneezing.**
- 4. Wash your hands often or use hand sanitizer when there is no soap and water available.**
- 5. Avoid touching your eyes, nose or mouth.**
- 6. Clean and disinfect frequently touched surfaces.**

Ask your doctor, pharmacist, or health care provider about your risks and benefits of the flu shot this season.



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

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





## Kidney Health

### What is Chronic Kidney Disease?

People with type 2 diabetes have a risk of chronic kidney disease (CKD). CKD is a condition that causes a gradual loss of kidney function and leads to serious kidney damage. The disease is called chronic because the damage to your kidneys happens steadily over a period of time and does not get better. When your kidneys are damaged, they can't filter blood as they should, which can cause dangerous levels of waste and fluid to build up in your body. CKD can lead to other health problems, such as cardiovascular disease.

### Why is Kidney Health Important?

Your kidneys are as important as your heart. Kidneys keep your whole body working well. The health of your kidneys impacts the health of your entire body. The kidneys' main job is to filter the blood and remove waste and extra water from it, which leaves your body as urine. Your kidneys also help control blood pressure and make hormones that your body needs to stay healthy.

When your kidneys are damaged and scarred from inflammation, they can't remove protein and toxins from the blood. This causes more inflammation and damage to your kidneys and other organs.

### How can you test for CKD?

An early way to find out if you may have CKD is by taking a **UACR (urine albumin-to-creatinine ratio)** test once a year. A UACR test can detect how much small protein, called albumin, is in your urine, which is one of the earliest indicators of CKD or kidney damage. A damaged kidney can't filter as well as it should and lets some protein pass into the urine. A healthy kidney doesn't let any protein pass into the urine.

An **eGFR (estimated glomerular filtration rate)** test is a blood test that measures how well your kidneys filter waste from your blood and how well your kidneys are functioning. Your eGFR is a number based on how much creatinine is in your blood. Creatinine is a waste product and healthy kidneys remove it from your blood. As kidney disease gets worse, less creatinine is removed by the kidneys, leading to higher levels in the blood.

**The UACR and eGFR tests aren't always part of a routine health screening. Be sure to ask your healthcare provider specifically for these 2 CKD tests every year.**

# What You Should Know About Enrollment Fraud & How to Report It!



PHP is continuously working to engage with our members to determine effective ways to make our plan better. We ensure that our benefits and services are aligned with the plan's Benefit Summary & Model of Care. But what's most important is our member's expectations.

PHP has placed a lot of effort and attention on Member Retention. Through our Member Retention outreach calls, we have noticed that some of our members had been switched to other Medicare Advantage plans without their prior knowledge and/or consent. Some members recalled speaking to Sales Representatives from other Medicare Advantage plans just to compare benefits. However, they never agreed to switch their plan. This may sound unethical and a bit like fraud. Well, yes that's because it is.

If you are the victim of this type of fraud, please contact 1-800-MEDICARE immediately to report this. Additionally, contact PHP and we will work with you on the steps to take to disenroll you from the Medicare Advantage plan that you were enrolled in without your consent.

Finally, for you to protect yourself against this type of fraudulent activity; never give out your Medicare or Social Security number and/or bank account information to unauthorized individuals.

For more tips on protecting yourself from Medicare fraud go to [Medicare.gov](https://www.Medicare.gov) and click on the "Protect Yourself/Learn How" tab.

## 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 45
- ✓ 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**

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 • Georgia: (833) 267-6768

### **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 GA: [www.php-ga.org/for-members/education](http://www.php-ga.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

## **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)

## *Questions?*

### **Contact Your RN Care Manager**

Mon-Fri, 8:30am-5:30pm • (833) 267-6768

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

Mon-Fri, 5:30 pm-8:30 am and 24 hours on Weekends. Available 365 days a year. (800) 797-1717

### **24 Hour Pharmacy Customer Service**

(833) 267-6769

