

POSITIVE OUTLOOK

Health and Wellness Information for Members

Summer 2020



i In this Issue

- What is coronavirus (COVID-19)
- Member Survey
- Coping with COVID-19
- Retinal Eye Exams for Diabetes
- Telehealth - How To
- Summer Activities
- High Blood Pressure- Stay in Control
- Violence Prevention
- Prevention Points
- Message from Your Health Plan

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



continued on page 2



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

Visit us 24/7 on the web
www.php-ga.org

Member Services
Mon - Fri, 8:00 am to 8:00 pm
(833) 267-6768
TTY: 711

continued from page 1

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

GA: <https://dph.georgia.gov/locations/covid-19-testing-site>

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

Call before visiting a healthcare facility

POSITIVE OUTLOOK

MEMBER SURVEY

WE WANT TO KNOW!
WE VALUE YOUR FEEDBACK.

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



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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!





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
 - Georgia: CARES warm line 844-326-5400 is available from 9am-11pm
- **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:
 - Fulton County (GA)
 - <https://atlstrong.org/>

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.

You can also see the newsletter online @:

PHP Georgia: www.php-ga.org/for-members/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 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 were 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 mask 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/join into your browser/search bar.
- Click "Sign in".
- 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.



High Blood Pressure-Stay in Control

Blood pressure measures the force of your blood as it moves through your veins. High blood pressure is when your blood pressure remains raised over time. It is also called hypertension. Many people living with HIV/AIDS (PLWHA) have high blood pressure. Many people have this health problem and do not know they have it.

High blood pressure is called the “silent killer” because there are very few symptoms. Many people have this health problem and do not know they have it. Even without symptoms, hypertension makes heart attack or stroke much more likely.

Tips to Check your Blood Pressure at Home

One good way to control high blood pressure is to track it over time. Ask your doctor to prescribe a blood pressure monitor for you. This machine lets you take your own blood pressure in the comfort of your home. Here are some helpful hints to help make sure the blood pressure readings you get at home are as precise as those from your doctor:

Before you begin

- Do not smoke, drink caffeine, or eat a big meal 30-60 minutes before you plan to take your blood pressure
- Wear loose clothing that is easy to roll up above the elbow
- Rest for 5 minutes before you start

When you take the reading

- Put your arm at heart level – use a table to rest or similar piece of furniture
- Relax Keep still and quiet. The reading can rise if you move or talk.
- Take two or more readings, at least two minutes apart.

After you finish

- Write down your blood pressure in a book or journal with the date and time you checked your blood pressure
- You should have two numbers for each reading
- Bring the numbers with you to your next doctor visit

Try to check your blood pressure at home at different times in the day. See if it tends to be higher or lower in the morning, midday or evening. Bring your blood pressure monitor with you to your doctor visit to make sure the reading matches the one in the office.

The goal of you are trying to reach is anywhere from 120/80 to 139/89. If your blood pressure higher than 139/89, please ask your provider to retake your blood pressure. Talk to your primary care doctor about reaching this goal. Lower blood pressure is better.

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-lighted, 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.



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

PHP Georgia 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 GA, 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

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

