



# POSITIVE OUTLOOK

Health and Wellness Information for Members

Spring 2022



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## New Gym Benefit Options!

**PHC California is excited to announce the addition of LA Fitness and Esporta Fitness gyms to our network!**

LA Fitness has more than 300 clubs across our coverage areas and continues to grow!

The LA Fitness/Esporta Fitness membership may be used at any of their facilities near you\*. To find a gym closest to you, please go to the [www.lafitness.com](http://www.lafitness.com) or [www.esportafitness.com](http://www.esportafitness.com) and click on "Locations."

*\*Please note: Membership excludes LA Fitness Signature Clubs.*

Remember, PHC California members can choose a gym membership or over-the-counter (OTC) pharmacy merchandise up to \$200 per year through the plans' Health and Wellness Benefit.

For members who live in Los Angeles, PHC California have also added the AHF Gym to its network of gyms. There is one location at 4905 Hollywood Blvd, Los Angeles. Learn more about the AHF Gym and its fitness programs at [www.ahffitness.org](http://www.ahffitness.org)

To make a change to your Health and Wellness Benefits options or change your choice of gym or gym chain, please call (800) 263-0067.

We strongly encourage you to take advantage of these options and we thank you in advance for taking care of your health!



P.O. Box 46160  
Los Angeles, CA 90046  
[www.phc-ca.org](http://www.phc-ca.org)

Member Services  
Mon - Fri, 8:00 am to 8:00 pm  
(800) 263-0067  
TTY: 711





## PHC California Member Meetings

**PHC California Medi-Cal Members, get involved with your health plan. You have the opportunity to help guide your health plan.**

The Public Policy and Community Advisory (PPCA) Committee is formed with health plan staff, members, community advocates, and providers. We meet quarterly to talk about the plan, performance, trends, policy decisions, any impending changes to the plan's benefits, and health educational materials.

Because of the current COVID changes, all meetings will be held remotely via Zoom.

**All PHC California enrollees who attend will receive a \$50 gift card.**

### **2022 PPCAC Meeting Dates:**

Friday, March 11, 2022 at 12 PM

Friday, June 10, 2022 at 12 PM

Friday, September 9, 2022 at 12 PM

Friday, December 9, 2022 at 12 PM

Interesting in participating?

Please call Member Services to register at: 1-800-263-0067 (TTY 711).



## Medi-Cal Enrollment Updates

Your Medi-Cal county eligibility worker may contact you soon to ensure your contact information is correct. It is important for the county to have your current contact information so you don't miss important information about your Medi-Cal coverage. Please report all updated contact information, such as your phone number, email address, or home address, to your local county office online at <https://www.yourbenefits.laclrs.org/ybn/SignInPage.html> or by phone at 1-866-613-3777, fax, or in person. This also includes changes to your income, disability status, household, or employment. For more information about your Medi-Cal coverage, visit: <http://dhcs.ca.gov/COL>



# Virtual Five Wishes Classes

## Advance Directives

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

FIVE  
WISHES®

MY WISH FOR:

The Person I Want to Make Care Decisions for Me When I Can't

The Kind of Medical Treatment I Want or Don't Want

How Comfortable I Want to Be

How I Want People to Treat Me

What I Want My Loved Ones to Know

print your name

birthdate

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 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 2022 (last Friday of every month except November and December)	
Date	Time
25-Mar	12:30 PST/3:30 EST
29-Apr	12:30 PST/3:30 EST
27-May	12:30 PST/3:30 EST
24-Jun	12:30 PST/3:30 EST
29-Jul	12:30 PST/3:30 EST
26-Aug	12:30 PST/3:30 EST
30-Sep	12:30 PST/3:30 EST
28-Oct	12:30 PST/3:30 EST
18-Nov	12:30 PST/3:30 EST
16-Dec	12:30 PST/3:30 EST



## Share Your Views: 2022 CAHPS

Soon, you will be receiving a survey called the Consumer Assessment of Healthcare Providers and Systems (CAHPS). This survey asks you how you feel about all the people who care about your health - your doctors, nurses, your health plan, and your medication program.

If you are happy with your healthcare services, please check the high score numbers. All of us want to give you the best care possible and to be scored a 10.

Some of the questions will focus on

- How easy it was for you to make appointments and get care
- How well you felt treated
- Whether you felt listened to
- How clearly doctors explained what you need to know

You are the only one who can tell us how we are doing. So, let us know – A 10 will tell us you are very happy with how we deliver your care. It is our focus to bring you the best care possible. Once you complete the survey, drop it in the mail. We will continue to work hard for you and thank you for your time!

Thank you!

## March is National Colorectal Cancer Awareness Month



### **Did you know that screening is the # 1 way to prevent colorectal cancer?**

It can also help detect cancer early when it's still highly treatable. Screening is important, safe, and saves lives! Reduce your risk of colorectal cancer by screening starting at age 45.

Colorectal cancer is a type of cancer that starts in your colon or your rectum. It starts out with polyps or small clumps of cells that form in the colon or rectum. This can develop into cancer. Luckily it can be prevented and even treated if caught early during screening. With your health plan, a screening is covered for free. There are several types of colorectal screenings:

#### **Colonoscopies**

Sigmoidoscopies

Fecal occult blood tests (FOBT) or fecal Immunochemical Test (FIT)

The type of screening will be decided between you and your provider, however, a colonoscopy is the most effective and accurate form of colorectal cancer screening.

The best way to reduce your risk of colorectal cancer is to get a screening with your provider. Some ways to reduce your risks outside of a doctor's office are:

#### **Manage your diet:**

- Eat your fruits and veggies. They provide minerals and antioxidants that can fight cancer cells.
- Limit red and processed meats. Too much fat in your diet can promote tumor growth.
- Be physically active and maintain a healthy weight.
- Limit your alcohol intake

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

PHC California: [www.phc-ca.org/for-members/newsletters/](http://www.phc-ca.org/for-members/newsletters/)



**Some warning signs to watch out for are:**

- A family history of colorectal cancer or any cancer
- A personal history of polyps or inflammatory bowel disease
- Changes in bowel habits, like diarrhea, constipation, and narrowing of your stool
- A feeling that your bowel doesn't empty completely
- Rectal bleeding and/or blood in the stool
- Unexplained weight loss or loss of appetite
- Bloating, cramps, or discomfort
- Nausea or vomiting

After the age of 75, screening may not be necessary. You only need about two colonoscopies in your lifetime so do one as soon as you can. Prevention is better than cure!

MOST COMMON COLORECTAL SCREENINGS			
	1. Colonoscopy	2. Flexible Sigmoidoscopy	3. Fecal Occult Blood Test (FOBT)/ Fecal Immunochemical Test (FIT)
What is it?	A flexible tube used to look at the colon and rectum	A flexible tube used to look at the colon and rectum	A stool sample is checked for blood caused by tumors or polyps
What does it look at?	Full colon	Part of colon	Stool only
How often do you have to do one?	Every 10 years	Every 5 - 10 years	Every 2 years
How long does it take?	30 min to 1 hour	10 - 20 minutes	3 days (one sample at home every day)

## Language Line Services

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 healthcare 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 services, call Member Service at: (800) 263-0067.



## 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

## New Year Health Goals

As the new year begins, we often look at ways to improve our health. This may be to shed extra pounds gained from enjoying our favorite foods and treats over the holidays. It is a time to reset our routine and let go of unhealthy habits.

Following are some tips to help you have long-lasting success and improve your health:

- **Stop unhealthy habits** – If you smoke, take steps to quit. Limit your alcohol use.
- **Set easy goals** – Break your goals into small parts that you can do easily.
  - Aim to lose 1-2 pounds a week, instead of 20 pounds a month.
  - Walk or run for 20 minutes a day to build up to reach a goal of walking or running a marathon.
- **Reboot your diet** – Clean out your cabinets and refrigerator. Get rid of fattening, sugary foods and snacks like chips and sodas. Buy healthier foods and snacks such as fruits and vegetables. Enjoy lean protein meats and dairy. Choose turkey or chicken and low-fat yogurt. Snack on air-popped popcorn, crunchy celery, and carrots. Drink more water.
- **Get moving!** – You don't have to join a gym; you can take a walk during lunch or after dinner to get exercise. Plan time daily to do something fun and physical.
- **Go to bed and get some zzz's** – Sleep is important for our body to feel good, have more energy, and have better concentration. Set a regular bedtime that allows you to get 7-8 hours of deep sleep. Don't use electronics before bed – watch television, use your cell phone, laptop, etc. They stimulate brain activity and may make it harder to get to sleep.

Be sure to make an appointment to get an annual checkup from your doctor. Practicing healthy habits is one of the best New Year's resolutions we can make. Cheers to good health!

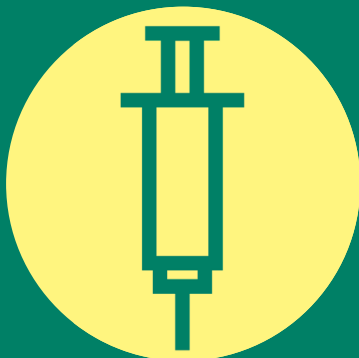
Your health plan has resources for if you want to quit smoking or practicing healthier habits. If you need help navigating your care, please contact your Care Coordinators at (800) 474-1434.





# COVID Update Message

The best way to protect yourself from COVID and its variants is by getting the:



## COVID-19 Vaccines

- COVID-19 vaccines are safe and effective
- Everyone 5 years and older is now eligible to get a free COVID-19 vaccination
- Booster shots are available to everyone ages 12 years and older who is vaccinated

Vaccines can prevent serious illness and hospitalization

## Masks

- Masking is critical for preventing the spread of COVID-19.
- Wear a mask in indoor public settings
- Wear a mask with the best fit, protection, and comfort for you
- Surgical masks, respirator masks (KN95, N95), multi-layer masks, and double masks can help to provide extra protection



## Facts

- COVID-19 is still a major public health risk
- Some racial and ethnic minority groups are disproportionately affected by COVID-19
- Symptoms of this virus can vary from being similar to the cold and the flu, to very mild, and sometimes no symptoms at all (asymptomatic)
- People who are immunocompromised are at higher risks to COVID-19

Testing is the best way to know your COVID status and prevent the spread to others. There are now more options to get an at-home COVID-19 test.



Order free tests at [COVIDtests.gov](https://www.covidtests.gov). Free tests are also available through your local health departments.

Buy tests online or in pharmacies and retail stores. PHC California will reimburse you the cost of purchasing self-tests.

If you're not able to get a self-test when you need it, you might also visit a community testing site, or call your local health department for more options.

## 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**

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.



*Accredited by the*

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for AMBULATORY HEALTH CARE, INC.

**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