



# POSITIVE OUTLOOK

Health and Wellness Information for Members

Fall 2022



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## Monkeypox

Monkeypox is a rare disease caused by infection with the monkeypox virus. Monkeypox symptoms are similar to smallpox symptoms but milder. Monkeypox is rarely fatal. Monkeypox is not related to chickenpox.

Monkeypox is spread from person to person, through the skin to skin contact. **Close contact such as sex, transmits the disease. In May 2022 monkeypox began spreading in MSM (men who have sex with men). It could also be traced to several large gatherings, during which people may have had multiple sex partners.**

### Monkeypox symptoms

**People with monkeypox get a rash that may be located on or near the genitals (penis, testicles, labia, and vagina) or anus (butthole) and could be on other areas like the hands, feet, chest, face, or mouth.**

- The rash will go through several stages, including scabs, before healing.
- The rash can initially look like pimples or blisters and may be painful or itchy.
- The rash may be infectious before it can be noticed or felt.

### Other symptoms of monkeypox can include:

- Fever
- Chills
- Swollen lymph nodes
- Exhaustion
- Muscle aches and backache
- Headache
- Respiratory symptoms (e.g. sore throat, nasal congestion, or cough)

### You may experience all or only a few symptoms

- Sometimes, people have flu-like symptoms before the rash.
- Some people get a rash first, followed by other symptoms.
- Others only experience a rash.
- How long do monkeypox symptoms last?



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

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**Monkeypox symptoms usually start within three weeks of exposure to the virus. If someone has flu-like symptoms, they will usually develop a rash one to four days later.**

**Monkeypox can be spread from the time symptoms start until the rash has healed, all scabs have fallen off, and a fresh layer of skin has formed. The illness typically lasts two to four weeks. Before the lesions are all healed, people remain infectious and should isolate from other people and their pets.**

**There is a medication that was developed to treat smallpox, tecovirimat, which treats monkeypox. This medicine may not be necessary in many cases, it is available by a health care provider requesting it from the CDC.**

The Monkeypox vaccine is available, and doses are being given to the people at the highest risk. More doses will keep being made and distributed. **If you are at risk, you should reduce your risk and get vaccinated. People with multiple sex partners, anonymous partners in the last 14 days, and having sexual activities that have resulted in sexually transmitted diseases are considered high-risk people. You are also at high risk if you have contact with a person who has had monkeypox or their partner.**



## HEDIS Information and Rates

### On the road to great health!

PHP and PHC California are 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 the care that our members. 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 members.

| Screening                    | Name of Screening Test  | Gender and Age Range for Screening           | How Often                       |
|------------------------------|---|--|---------------------------------|
| Breast Cancer Screening      | Mammography   | Women 50 through 74 years of age             | Every 2 Years                   |
| Colo-Rectal Cancer Screening | Colonoscopy Or Cologuard  | All members 45 through 75 years              | Every 10 Years or Every 3 Years |
| Controlling Blood Pressure   | Blood Pressure  | All members 18 years of age and older        | Every Year                      |
| Advance Care Directive       | Advance directive, five wishes, living will or surrogate decision maker | All members 66 years of age and older        | Every Year                      |
| HgA1c Test                   | Glycated hemoglobin & glycosylated hemoglobin test                      | All members 18-75 years of age with diabetes | Every Year                      |
| HgA1c Test                   | Glycated hemoglobin & glycosylated hemoglobin test                      | All members 18-75 years of age with diabetes | Every Year                      |
| Nephropathy Screening        | Microalbumin or urine test for protein                                  | All members 18-75 years of age with diabetes | Every Year                      |
| Retinal Eye Exam             | Dilated eye exam  | All members 18-75 years of age with diabetes | Every year                      |

## September is National Cholesterol Education Month

**Heart disease is the number one leading cause of death in the U.S.!**

More than one million Americans have a heart attack each year and about 500,000 die of heart disease. High blood cholesterol is one of the major risk factors for heart disease, causing heart attack and stroke.

Cholesterol is a fat-like substance in your blood. Your body, specifically your liver, makes all the cholesterol you need. The rest comes from what you eat, namely foods high in saturated and trans fat, such as meat, poultry, full-fat dairy products, and tropical oils such as palm oil, palm kernel oil, and coconut oil. Saturated and trans fats cause your liver to make more cholesterol than it normally would. When there is too much in the bloodstream, it builds up in the walls of the arteries and, over time, they become narrower and blood flow to the heart slows down or becomes blocked.

A few other things can affect cholesterol levels, too, including:

- Being overweight
- Inactivity
- Being older (cholesterol levels natural rise as we age)
- Relatives with high cholesterol
- Smoking

80% of Cardiovascular diseases can be prevented!  
Knowing your numbers can save your life:

Depending upon several risk categories, a type of treatment will be recommended by your doctor. These can include:

- Eating a cholesterol-lowering diet
- Increasing physical activity
- Managing your weight
- Starting a regiment of medication (if prescribed)

If your doctor feels medication is required, the primary medication for high cholesterol is a class of drugs called statins. Talk to your doctor about what method is best for you!

### Knowing Your Numbers Can Save Your Life...



**Optimal blood pressure is typically within the range of 120/80 Hg.**



**Blood cholesterol of less than 180 mg/dL is desirable.**



**Suggested blood sugar level A1C should be less than 6.5;**

**a more or less stringent glycemic goal may be appropriate for each individual.**



**A BMI of less than 25 is ideal to maintain a healthy weight.**

**Are you at risk for heart disease?**

**Find out now: [www.KnowMyRisk.com](http://www.KnowMyRisk.com)**

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

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



## What are COVID-19 treatments?

COVID-19 treatments are medications (pills, shots, or IV) that can prevent serious symptoms and the need for hospital care after COVID-19 symptoms start. A health care provider can tell you if you are eligible to receive treatment and which type would work best for you.

### You can get treatments if you:

- Test positive for COVID-19 (get tested by your health care provider, at a Test to Treat site, pharmacy, or use an at-home test), AND
- Are more likely to get very sick (older than 50, unvaccinated, or have certain medical conditions such as HIV).

Treatments are available for both adults and children who qualify. The sooner the better. Treatment must be started within days after you first develop symptoms to be effective.

### How can I get treatments?

Contact your health care provider. If you have COVID-19 symptoms, your PCP can help you get tested and get a prescription for a treatment. You can then go to a pharmacy to receive your medication.

It is important not to come to the clinic until after you have been assessed by phone. This is for your safety and the safety of others.

Your PCP's phone number is on your member ID card. If your PCP's office is closed or you want to speak to a nurse now, call our Nurse Advice Line at 1-888-993-2880.

### What treatments are available?

There are different types of treatments. A health care provider or a Test to Treat location will tell you which treatment will be safest and work best for you. Treatments come in several forms including pills, IV, or shots.

### How much do treatments cost?

There is currently no cost for most COVID-19 treatments alone, but treating facilities may charge for the visit and related services like COVID-19 testing. PHP/PHC California will cover all costs.

### Do treatments replace COVID-19 vaccines?

No, vaccines are still our most effective way to prevent serious COVID-19 illness. Vaccines train your immune system before you get sick to fight against severe illness while treatments help people who are already sick to avoid severe illness.

### Are there treatments that will keep me from getting COVID-19?

The best way to prevent COVID-19 is to get vaccinated and keep up to date with booster shots. However, if you have a weakened immune system or have had a severe reaction to a vaccine and you cannot be fully vaccinated, you may be eligible for Evusheld, which can prevent severe COVID-19 illness before an exposure. Talk to a healthcare provider to get more information.



## Medi-Cal Pharmacy Benefit Change

The Department of Health Care Services (DHCS) is changing your PHC California pharmacy benefit. Your prescription medications will be covered by a new program called Medi-Cal Rx. This does not change your current Medi-Cal eligibility or benefits and there is no cost.

If you are eligible for both Medicare and Medi-Cal, Medi-Cal Rx may cover prescriptions Medicare does not. Talk to your doctor or pharmacy if you have any questions.

Most PHC California members will be able to use the same pharmacy they do now. If your pharmacy does not work with Medi-Cal Rx, you may need to choose another pharmacy.

When you go to the pharmacy, you will need to show your Medi-Cal Benefits Identification Card (BIC). You should have received your BIC when you first became eligible for Medi-Cal benefits.

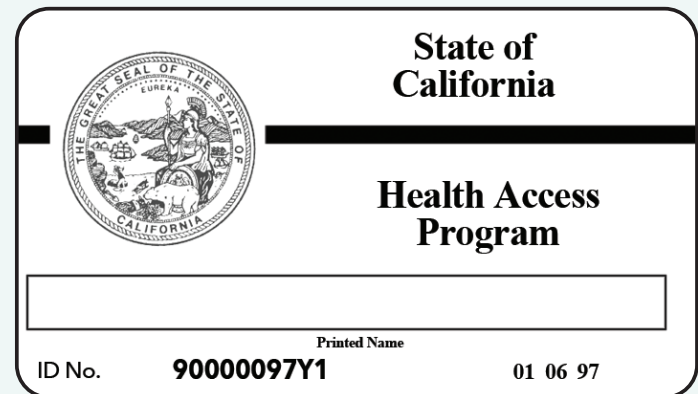
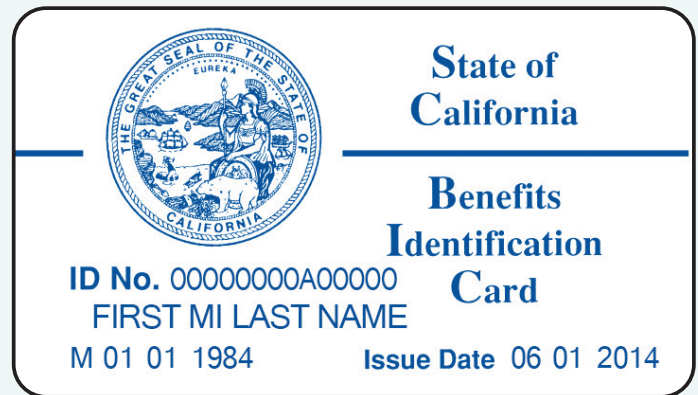
To the right are samples to show you what your BIC may look like:

Visit the Medi-Cal Rx Home page at:  
<https://medi-calrx.dhcs.ca.gov/home>

This website offers general Medi-Cal Rx resources and information for beneficiaries, including how to:

- Look up medications
- Find a pharmacy
- View helpful forms and information
- Chat with a Customer Service Representative (CSR) for basic questions about Medi-Cal Rx.

Contact by Phone: Customer Service Center (CSC)  
at 1-800-977-2273, 24 hours a day, 7 days a week,  
365 days per year.



## PHC California Language Communication

Dear Member,  
It is your member right to choose how you receive your communication. This includes written and verbal formats from your health plan and your providers.

PHC California is required to provide you with accessible tools such as Braille, interpreters, or translations in your preferred language.

These services are available at no cost to you. Your health plan collects information on your needs and shares it with your network providers.

Please notify us if you need any communication accommodations.

Your Health is Our Mission,  
PHC California Health Plan

## Provider Spotlight Message

### Meet Dr. William D. King!

Dr. King is a board-certified internal medicine and AAHIVM credentialed HIV specialist. He is currently in private practice in the Crenshaw area of Los Angeles, approximately 5 minutes away from where he grew up in Baldwin Hills.

The location of Dr. King's practice is important to him because, he wanted to bring his internal medicine training from Harvard University and HIV specialty training from UCLA to one of the areas in greatest need, the Crenshaw area. South Central, California has very high rates of diabetes, hypertension, chronic pain, and HIV/STIs.

Dr. King saw this unmet need for personalized HIV/STI prevention and treatment delivered by an African-American provider. He then sought to meet that need through partnerships with medical organizations such as AHF and PHP/ PHC California.

Dr. King's private practice is blended. In this practice, the care team can provide patients with specialty care, while I care for any other conditions you may have: HIV, hypertension, diabetes, high cholesterol. If you require specialty care, Dr. King's office will work with PHP/ PHC California to make sure that your referrals are occurring promptly. During the height of COVID, they were early adopters of telemedicine so that care would not be interrupted.

His goal is for patients to be able to receive quality, informed, and up-to-date clinical care in their own neighborhood. Dr. King's private practice welcomes new patients and they look forward to providing quality care to you in and the community!



## 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



## Stay Careful This Flu Season!

Did you know that there are nearly 1 billion cases of the flu and the common cold every year in the United States alone?

Both the flu and the common cold are highly contagious viruses! They can begin with contact with a single particle in your body. These particles are passed from one person to another through coughing, sneezing, or simply talking to one another. Sometimes it may seem hard to avoid getting sick during this season. However, there are multiple precautions that you can take to limit their spread and improve your health.

### Prevention:

- Get the flu shot every year
- Limit contact with those that are sick
- Cover mouth and nose when coughing or sneezing
- Wash and sanitize hands frequently
- Avoid touching eyes, mouth, and nose
- Clean surfaces that are touched often

### Ways to Battle Being Sick:

- Take cough medicine, decongestants, and fever reducers
- Rest at home
- Drink lots of fluid

If you are experiencing symptoms and want to be tested for COVID-19, you can contact your PCP for a referral or take a home COVID-19 test. Free home tests can be ordered at [covidtests.gov](https://covidtests.gov). If you buy home tests at a pharmacy or local retailer, you can submit a claim to get reimbursed by PHP.



The most effective way to prevent the spread of the flu and COVID-19 is to make sure that you and your loved ones get vaccinations. The flu vaccine is not something to be scared of! Because this disease is always evolving, it is also extremely important that we are proactive in getting vaccinated every year! COVID-19 vaccines and boosters are available in many places around you, including the AHF clinics, and local pharmacies.

Protecting our communities from the flu, COVID-19, and the common cold is essential. These illnesses may seem common but they can actually lead to very serious, and even deadly, complications for immunocompromised people. Stay safe and stop the spread!



## 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



## *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*

ACCREDITATION ASSOCIATION  
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 Public Policy Community Advisory Committee (PPCAC) is a great way to tell us what you think about your Health Plan! We welcome all PHC California health plan members. 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!**

**PHC California, via ZOOM**

**To RSVP, call Member Services (800) 263-0067**

***Gift cards for attendance.***



## *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