POSITIVE OUTLOOK

Health and Wellness Information for Members

Fall 2022

PHP
HMO SNP

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

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

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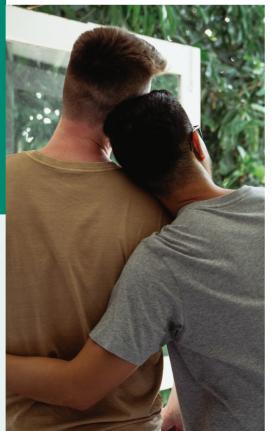Mon - Fri, 8:00 am to 8:00 pm
(888) 456-4715
TTY: 711

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?

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.**

a) Early vesticle, 3mm diameter

b) Small pustule, 2mm diameter

c) Umbilicated pustule, 3-4mm diameter

d) Ulcerated lesion 5mm diameter

e) Crusting of mature lesions

f) Partially removed scab

HEDIS Information and Rates

On the road to great heath!
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

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.

Advance Beneficiary Notice of Non-coverage (ABN)

An Advance Beneficiary Notice (ABN), also known as a waiver of liability. It is a notice a provider should give you before you receive a service if it is not covered by Medicare and in turn PHP. PHP is your Medicare health plan and is here to help you if you ever need to complete an ABN.

The ABN allows you to decide whether to get the care for the service and agree to pay for the service out-of-pocket if PHP denies payment. The notice must list the reason why the provider believes PHP will deny payment. For example, an ABN might say, "PHP only pays for this test once every three years." Note that your providers are not permitted to give an ABN all the time, or to have a blanket ABN policy.

While the ABN serves as a warning that PHP may not pay for the care your provider recommends, we may pay for the service. To get an official decision, you must first sign the ABN, agree to pay if PHP does not, and receive the care. Make sure you request that your provider bills PHP for the service before billing you. The ABN may have a place on the form where you can select this option. Otherwise, your provider is not required to submit the claim, and PHP will not provide coverage.

ABNs and Appeals

Medicare has rules about when you should receive an ABN and how it should look. If these rules are not followed, you may not be responsible for the cost of the care. However, you may have to file an appeal to prove this. If PHP has denied payment for a service or item, you can choose to file an appeal. Remember, receiving an ABN does not prevent you from filing an appeal, as long as PHP was billed.

You may not be responsible for denied charges if the ABN:

- Is difficult to read or hard to understand
- Is given by the provider (except a lab) to every patient with no specific reason as to why a claim may be denied
- Does not list the actual service provided
- Is signed after the date the service was provided
- Is given to you during an emergency
- Given to you just before receiving a service (for instance, immediately before an MRI)

You also may not be responsible for denied charges if an ABN was not provided when it should have been. You may not need to pay for care if you meet all of the following requirements:

- You did not receive an ABN from your provider before you were given the service or item;
- Your provider had reason to believe your service or item would not be covered by PHP;
- Your item or service is not specifically excluded from PHP coverage; and
- PHP has denied coverage for your item or service.

Important Information About Broward Health Hospitals

As of May 31, 2022, Broward Health hospitals are no longer in PHP's provider network. We made the decision to terminate our contract with Broward Health because we were not able to negotiate a fair contract with Broward Health. Our decision to terminate our contract was not made lightly.

We were contracted with Broward Health since PHP started operation in Florida in 2008. We relied on Broward Health hospitals to provide emergency and inpatient care and outpatient services to our members. This care, however, came at a considerably higher cost than what our other network hospitals receive for the same care and services.

Over the past few years, we attempted to negotiate with Broward Health. Unfortunately, we reached a standoff — Broward Health's best and final offer was that we pay them 80% more than what Medicare pays for hospital services.

This offer was considerably higher than what we paid our other network hospitals.

So, as noted, all of the Broward Health hospitals, Broward General Medical Center, Broward Health North, Imperial Point, and Broward Coral Springs, will be not part of PHP's network after May 31, 2022. PHP will work with your providers to have any elective surgeries or procedures done at other network hospitals.

Remember, should you experience a medical emergency, you should go to any hospital that is closest to you for emergency care, even if that hospital is a Broward Health facility.

We apologize for any inconvenience this change may cause you. If you have any questions about this notice, please call Member Services at (888) 456-4715, 8:00 am to 8:00 pm, seven days a week. TTY users call 711.

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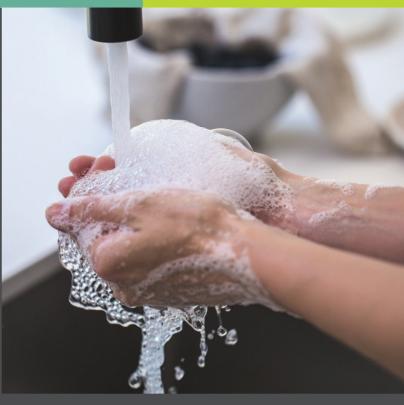
Prevention:
- Get the flu shot every year
- Limit contact with those that are sick
- Cover mouth and nose when coughing or sneezing
- Wash and sanitize hands frequently
- Avoid touching eyes, mouth, and nose
- Clean surfaces that are touched often

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. 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.There can even be 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 (888) 456-4715

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 (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 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, 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

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 Member Advisory Committee (MAC) is a great way to tell us what you think about your Health Plan! We welcome all PHP health plan members in Florida.
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!

PHP Florida, via ZOOM

To RSVP, call Member Services (888) 456-4715

Gift cards for attendance.

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