



POSITIVE OUTLOOK

Health and Wellness Information for Members

Summer 2022



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A Message from PHC California Member Services!

Learn About Your Healthcare Coverage

When you first join PHC California, and then every year after, you will receive a welcome package from Member Services. This has important information about your health care coverage for the 2022 calendar year. Please read it and call us on our toll-free numbers if you have any questions.

You can also visit our PHP's website at <https://positivehealthcare.net> for detailed information listed below:



Basic Information

- What benefits and services are covered under PHC California
- What benefits and services are not covered under PHC California
- How your health plan makes decisions about when new treatments will become covered benefits
- How to access care when you are out of town in case of an emergency.
- How to change or get care from your primary care physician (PCP)
- How to get information about doctors in your area.
- How to get a referral for specialty care or to go to the hospital
- What to do when you need care right away or when the office is closed.
- What to do if you have an emergency.
- How to get prescriptions filled, other pharmacy program information, and updates
- Co-payments and other charges
- What to do if you receive a bill
- How to request transportation to attend a doctor's appointment
- How to keep you and your family healthy guide



P.O. Box 46160
Los Angeles, CA 90046
www.phc-ca.org

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

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Special Programs

PHP has the following special programs:

- Quality Improvement Programs improve the quality of care, safety, and services for our members. These programs measure our progress so that we can meet our goals and provide quality services and decide what we may need to change
- Care Management Programs for members who have ongoing medical needs
- Programs to better manage diseases, like diabetes and high blood pressure
- Health and Wellness Benefits such as OTC (Over the Counter Option) or Gym Option.

How Decisions Are Made About Your Care

- How our doctors and staff make decisions about your care based only on need and benefits. We do not encourage doctors to provide less care than you need and doctors are not paid to deny care.

- How to reach us if you want to know more about how decisions are made about your care
- How to appeal a decision about your care, including external independent review.

Member Issues

Your rights and responsibilities as a health plan member

- How to submit a complaint when you are unhappy with your services.
- What to do if you are disenrolled from your plan
- How PHP protects and uses your personal health information
- How to get help if you speak a different language

If you would like paper copies of your health care coverage, please call us at 1-800-263-0067 (TTY 711), Monday through Friday 8 am to 8 pm and 7 days a week during open enrollment (October through March)

Referral Services/Process Message

Referrals Basics

Sometimes you need to see a doctor other than your primary care provider (PCP) for special health problems or tests. Your PCP will refer you to other doctors for special care. The doctors will need to be in your health plan's provider network.

Some referrals for tests and treatments must be approved by your health plan. These are prior-authorization referrals. There are set amounts of time the plan has to approve your doctor's referrals.

Step-by-Step Referral Process

- Step 1: Your doctor refers you to another doctor for a test or treatment
- Step 2: A Referral Coordinator at your clinic finds out if the service needs to be approved by your health plan first
- Step 3: The clinic sends the referral to your health plan for approval (if needed)
- Step 4: Your health plan has a set amount of time to approve or deny the service. This depends on the type of plan you have: PHP (Medicare): 14 days
- Step 5: If it is the first time you will visit the new doctor (specialist), the plan will send you a letter and call to let you know if your referral was approved
- Step 6: Call the specialist's office and schedule a visit. Arrange all follow-up visits with the specialist's office.
- Remind the specialist to forward your records to your PCP
- Always check with your doctor to see how many follow-up visits are approved for that referral.

Only contact your health plan or your doctor's office if you think that the referral has passed the set amount of time allowed for your health plan.



Get Screened & Get Rewarded!

PHC California and your health care providers want you to know the importance of screenings. We are offering gift cards for key health exams. Check out the member incentive programs:

PROGRAMS

DIABETIC RETINAL EYE EXAM

Did you know all people living with diabetes are at risk of diabetic retinopathy? Diabetic retinopathy is the leading cause of blindness in American adults.

Who's eligible?	Screening?	Reward?	How to complete it?
Members with type 2 Diabetes	Retinal eye exam	\$20 gift card	This exam can be done by an ophthalmologist at an eye specialist center. Or, check with your Healthcare Center (HCC) to see if you can complete this screening at the HCC location. The exam takes less than 10 minutes! The special camera is used to take a picture of your eyes and check for problems.

COLORECTAL CANCER SCREENING

Did you know that people over 45 are recommended to get regular screenings? These screenings can prevent colorectal cancer and find it early.

Who's eligible?	Screening?	Reward?	How to complete it?
Members 45-75 years old	Cologuard	\$40 gift card	Ask your provider if this is the best test for you. This stay at home stool test kit will be sent to you to complete. After that, send it back in the mail for results.
	Colonoscopy	\$100 gift card	Ask your provider if this is the best test for you. This exam is to be scheduled and done by a GI Specialist. A flexible tube is used to look at the colon and rectum.

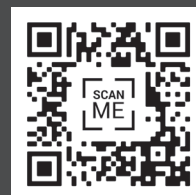
If you have received a letter in the mail for this please get your screening done by December 31, 2022.
Prevention is better than a cure!

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

Member survey

We are Listening! Positive Outlook Member Newsletter Survey

Your input helps PHC California 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 are 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!



**POSITIVE
OUTLOOK**

**MEMBER
SURVEY**

WE WANT TO KNOW!
WE VALUE YOUR FEEDBACK.

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

PHC, One World, Los Angeles, CA 90001
Thank you for the info
www.phc.ca.org
Member Services
Mon - Fri, 9AM to 5PM PST
(800) 474-1434
TTY: 711

To fill out the survey on-line, scan this code with your smartphone camera!
<https://positivehealthcare.net/member-newsletter-survey>

Summer Safety

Start your summer off right by protecting your skin. The skin is our body's largest protective organ. It can be easily damaged by sunlight. Sunburn occurs when our skin is overexposed to sunlight. The sun's rays can damage the skin in less than 15 minutes. Sunburn can also occur on cloudy days. The sun's ultraviolet (UV) rays are strong enough to pass through the clouds. It can lead to skin cancer, regardless of skin color.

Summer skin safety tips:

Cover Up

- Wear protective clothing, such as long-sleeved shirts and pants. Light-colored clothing is better at deflecting the sun's harmful UV rays.
- Protect your face with a wide-brimmed hat and wear sunglasses with UV protection.
- Try to stay in the shade. Especially between 10 am and 2 pm when the sun's rays are strongest.
- Don't use tanning beds.
- Use bug replant. Be careful with bug bites and poison ivy.

Apply Sunscreen

- Use a water-resistant, broad-spectrum sunscreen with a Sun Protection Factor (SPF) of 30 or more.
- Cover your body with sunscreen. Remember to put it on your face, neck, ears, the tops of your feet, and the backs of your hands.
- Expect to use an ounce of sunscreen, which is about two tablespoons.
- Apply it 30 minutes before going out into the sun.
- Put more on every two hours or after swimming or sweating.
- Use a lip balm with sunscreen to help protect your lips.
- Reapply sunscreen at least every 80 minutes.

Drink water! Stay hydrated to keep cool during these hot days!



Summer Safety Word Search

P	T	N	S	G	V	F	W	W	E	L	H	O	W	K	L	O
O	I	J	N	D	K	U	C	Y	O	D	T	N	W	T	N	R
Q	R	L	S	R	J	N	O	G	L	W	E	A	M	M	T	V
Z	O	A	P	T	V	H	E	L	M	E	T	J	U	A	L	F
E	P	Q	W	F	S	A	P	O	R	E	D	J	E	G	Q	A
X	V	V	X	K	A	X	W	O	R	N	H	H	C	H	W	W
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B	Z	S	R	N	E	E	H	X	A	S	R	Z	Q	L	Y	R
E	F	Q	H	Y	D	R	A	T	E	T	O	Z	V	R	S	X
A	B	X	Z	P	Y	P	P	O	O	L	I	N	Q	K	M	A
C	L	I	B	Q	R	D	B	E	B	U	G	B	I	T	E	S
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V	D	K	T	L	H	R	G	K	A	A	D	T	C	H	Y	R
F	A	E	P	U	E	S	V	B	Y	T	H	M	V	S	A	Q
S	C	I	Z	S	U	N	B	L	O	C	K	S	M	P	E	F
T	E	M	T	H	I	N	B	S	M	U	E	I	R	Z	A	U
N	L	L	P	S	U	N	B	U	R	N	O	A	M	K	E	G

beach
safe
heat
hydrate

fun
bug bites
poison ivy

water
pool
helmet

shade
protect
sunblock
sunburn

Healthy Aging

What is healthy aging?

Getting older is a natural part of life. How you will feel as you get older depends on many things. If you take good care of your body and learn positive ways to deal with stress now, you can slow down or even prevent problems that often come with getting older.

It's never too early or too late to change bad habits and start good ones. No matter when you start, a healthy lifestyle can make a difference in how you feel and what you can do.

What kinds of changes should you expect as you age?

Changes, as you get older, are usually gradual. Certain physical changes are common. Your metabolism (how fast your body can burn calories) slows over time. This means that your body needs less food energy than before. How much and how well you sleep will likely change. Most people start needing reading glasses around age 40. Many have some hearing loss later in life. Starting in your 50s, bone aging increases. Also starting around age 50, you may notice changes in sexual function—it's normal to have a slower sexual response.

Most vital organs' functions will gradually decline with age. The kidneys are less able to keep enough water in your body. And the heart can start to show signs of wear and tear. So, as you get older, it's important to be physically active, drink plenty of water, and choose healthy foods. Doing these things will help your body work well for a longer period.

What do you need to do to feel your best as you age?

Physical activity. It keeps your body strong, and it helps with how you feel. No matter what your age or condition, there is a type of physical activity that's right for you. Always ask your doctor whether it is safe for you to start a physical activity program.

Protect or improve your emotional health by staying in touch with friends, family, and the community. People who feel connected to others are more likely to thrive than those who do not.

Try to keep stress at a minimum. In addition to getting regular physical activity, you can take charge of how stress affects you by taking 20 minutes a day to just relax.

Protect or improve your memory and mental sharpness, and keep your brain active and challenged. Learn or do something new and different. For example, attend an educational workshop or learn a new card game.

Eat a healthy, balanced diet. Avoid salty foods and foods with a lot of fat, such as fried foods.

Remember that sexually transmitted infections can affect anyone at any age, so practicing safer sex is a must.

Remember, medical prevention, regular checkups, screenings, and prompt treatment play a key role in your quality of life as you age. If you have questions or concerns, reach out to your Care Team.



You can also see the newsletter online @:

PHC California: www.phc-ca.org/for-members/newsletters/

Medicaid Redetermination

It's time to update your information for Medi-Cal!

PHC California wants to make sure that your contact information is correct and up to date.

What is a Medi-Cal Eligibility Update?

Each year, LA County runs a review to find out if you and your family members meet the guidelines for the Medi-Cal insurance program. During the COVID-19 public health emergency (PHE), you have been able to keep your coverage regardless of any changes in your circumstances. However, once the COVID-19 PHE ends, your county will check to see if you still qualify for free or low-cost Medi-Cal.

Why do I need to do an update?

You must update your information to keep your Medi-Cal benefits. Some members may be renewed automatically. If not, a letter will be mailed to members annually if the county is not able to verify all your information.

Check your mail!

If you or someone in your household receives a letter from the county asking for information about your Medi-Cal coverage, please provide the requested information. The letter must be filled out and returned. Members can return it by mail, by fax, or over the phone. Or they can take it to their local county human services agency. Or online at <https://yourbenefits.laclrs.org/> or <https://benefitscal.com/>.

More questions?

PHC California is here to address any of the questions you may have about your Medi-Cal coverage. For any questions you may have that aren't covered, please call Member Services or the L.A. County Department of Public Social Services (DPSS) number.

You may contact DPSS at 1-866-613-3777 or 1-626-569-1399 (TTY: 1-800-660-4026). DPSS is open Monday through Friday, excluding holidays from 7:30am until 5:30pm.



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

Physical Fitness

Regular exercise benefits people of all age groups. However, the older you get, the more important it is to have a regular exercise program.

Exercise is good! The benefits of regular exercise are extensive. It has been shown to reduce mortality and the risk of developing other chronic diseases.

Tips:

- Having someone to exercise with you makes it more enjoyable. The main pitfall for most people is accountability; having someone that is counting on you being there.
- Make exercise a priority and set time aside during the day. Schedule it into your day, just like brushing your teeth.
- Identify activities that they enjoy. You are more likely to perform exercises you like. By selecting an activity that they like to do the chances are greater that they will continue doing it.
- Start slowly and advance the exercise program gradually. start at two to three times per week, then move up to three to five times per week
- Set realistic expectations.
- Be supportive. get regular encouragement from friends and family.

Activity Plan:

The challenges for the elderly population when it comes to exercising, are knowing how much they should exercise, what's safe and what's not safe, and how intensely they should work out. This occurs especially if the person has a pre-existing condition, such as a heart attack or heart disease because they tend to have less confidence in their ability to exercise. In addition, the older population may be on more medications –some of which may interfere with balance– so they should speak with their physician before beginning a workout program.



Adults (18-64 years) *

- At least 150 minutes a week of moderate intensity activity such as brisk walking
- At least 2 days a week of activities that strengthen muscles

**Aim for the recommended activity level but be as active as one is able*

Older Adults (65 years and older) *

- At least 150 minutes a week of moderate intensity activity such as brisk walking
- At least 2 days a week of activities that strengthen muscles
- Activities to improve balance such as standing on one foot

**Aim for the recommended activity level but be as active as one is able*

Check with Your Doctor

Doing a physical activity that requires moderate effort is safe for most people. but if you have a health condition such as heart disease, arthritis, or diabetes, be sure to talk with your doctor. learn about the types and amounts of physical activity that are right for you. Also, if you have been inactive, are not too fit, or are overweight, discuss the safe methods with your doctor.



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.



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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