



POSITIVE OUTLOOK

Health and Wellness Information for Members

Summer 2022



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A Message from PHP Member Services!

Learn About Your Healthcare Coverage

When you first join PHP, 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 PHP
- What benefits and services are not covered under PHP
- 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
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

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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 1-888-456-4715 (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!

PHP 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: 866-990-9322..

Member survey

We are Listening! Positive Outlook Member Newsletter Survey

Your input helps PHP 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.



PO, Box 4000, Los Angeles, CA 90008
Visit us 24/7 on the web:
www.php-ca.org
Member Services
Main: 800-990-9322 ext. 4000
Fax: 213-777-1100

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
W	C	B	W	P	F	E	K	J	I	M	W	V	T	V	S	V
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
H	D	U	O	O	E	M	W	L	D	F	S	M	K	V	D	Q
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 @:

PHP Florida: www.php-fl.org/for-members/newsletters/

May is Mental Health Awareness Month



A Pandemic's Effect on Mental Health

Pandemic – a disease prevalent over a whole country or the world.

HIV/AIDS is a pandemic that hit the world in the 1980s. As of 2020, about 79.3 million people are infected with HIV globally. 36.3 million people have died from HIV/AIDS-related deaths.

COVID-19 is a pandemic also known as the coronavirus pandemic, that was first identified in December 2019. Worldwide to date, more than 517 million cases have been confirmed, with more than 6.25 million deaths from COVID-19. This is still an ongoing pandemic.

Pandemics can be stressful for people. Fear about a new disease and what could happen can be overwhelming. It can cause strong emotions in adults and children. Public health actions like social distancing can make people feel isolated and lonely and can increase stress and anxiety. However, these actions are necessary to reduce the spread of disease. Healthily coping with stress will make you, the people you care about, and your community stronger.

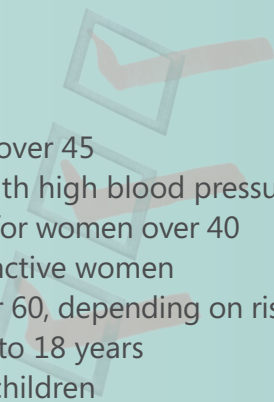
4 most common mental health topics during a pandemic:

- Anxiety
- Depression
- Post-traumatic stress
- Substance Use

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



HIV/AIDS & COVID-19 Impact:

- Trouble getting needed services- Similar for HIV/AIDS, COVID patients need care such as medicines, vaccines, housing, and food.
- Disparities-Both of these affect people of color and lower-income more than others.
- Loss of social support- the key factor for COVID prevention is social distancing. This can result in feeling isolated. Those who are living with HIV may also experience this.
- Having to tell others about health status- this is tied closely to stigma. Having to tell others about their COVID and HIV status may be hard due to the fear of discrimination. Many positive people feel emotionally rejected by family and peers.
- Managing your medications- for people living with HIV, there are several meds needed to keep them healthy. Many have issues with access and the costs of these meds. They are still developing meds for COVID-19. However, the updates in the availability of the vaccine may cause anxiety.
- Going through changes in your physical appearance or abilities- both viruses have symptoms that may cause people to feel fatigued, weak, tired, loss of smell and taste, and can have changes in their previous physical status.
- Dealing with loss- this includes the loss of relationships and/or even death due to the viruses. People have fears of death from these viruses such as "will I be next or will someone I know be next?". Many who lived through the 1980s/1990s connected to HIV/AIDS, recall going through waves of seeing people they loved die. COVID may also present those same fears of helplessness surrounding death.

It's natural to feel stress, anxiety, grief, and worry during the COVID-19 pandemic. If you are dealing with any mental health issues we can help. Your mental health benefits are now provided by Magellan Health. To find a mental health provider near you, visit:
www.positivehealthcare.net/provider-find

HOY HEALTH

PHP FL has an exciting new benefit for you! We have partnered with HoyHEALTH to provide you with in-home management for your chronic health conditions. If you have Diabetes, COPD, Asthma, CHF, Hypertension, and/or other conditions that require monitoring, you will qualify. This benefit can help you with testing and monitoring from the comfort of your own home.

The full-service package for the Remote Care Management includes:

- 24-Hour Device connectivity and accessibility.
- A convenient, easy-to-use, mobile app. It connects you with the monitoring program, and record health data and results.
- Available in 19 languages.
- Support for care and progress measurement.
- Medical professionals who are on-call to communicate with the care management team.

Be on the lookout for a HoyHEALTH care manager calling you soon to give you more information and to get you started. If you have any questions for PHP FL about this, contact Care Coordination at (305) 606-0521.



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.



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 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!

Florida - Broward, Monroe and Dade Counties

6405 N Federal Hwy, Suite 205, Fort Lauderdale 33316

To RSVP, call: **(954) 772-2411 option 3**

Food and drinks will be served.

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



Adult Care

LIBERTY cares about more than just teeth!

Healthy Smiles
Equals Healthy
Bodies

There is a strong correlation between oral health and overall health.

Did you know that there are 50 times more bacteria micro-organisms living in our bodies than the total amount of cells in our bodies? While most bacteria play an essential role within the natural ecosystem of the body, some bacteria can hurt the body. Inside our mouth, good bacteria help to break down the food and drink particles we consume. Some harmful bacteria in the mouth feed off of simple carbohydrates (sugars, starches), and if left unchecked, multiply and can lead to tooth decay, gum disease and other health problems.

The following ailments are linked to poor oral health:

Heart Disease

Those with gum disease are two-times more likely to have or develop heart disease

Strokes & Clots

Those with gum disease are more susceptible of having a stroke and, or, developing blood clots

Respiratory Disease

Harmful bacteria from the mouth can be an agent for pneumonia and bronchitis

Diabetes

Gum disease disrupts the control of blood sugar

Kidney Disease

Harmful bacteria from poor oral hygiene can weaken kidneys

fact:
Oral health
effects your
overall health

Taking care of your mouth is one of the best ways to prevent a wide range of health problems.

Maintaining a clean and healthy mouth is critical to whole body health, especially for children. Regular visits to your dentist not only keep your mouth healthy but can also provide key diagnostics - identifying diabetes and other chronic diseases.





Adult Care

¡En LIBERTY nos preocupamos por más que sólo dientes!

Sonrisas Saludables
son Cuerpos
Saludables

Existe una fuerte correlación entre la salud oral y la salud en general.

¿Sabías que hay 50 veces más bacterias microorganismos que viven en nuestros cuerpos que el total cantidad de células en nuestro cuerpo? Mientras que la mayoría de las bacterias desempeñar un papel esencial dentro del ecosistema natural de el cuerpo, algunas bacterias pueden dañar el cuerpo. Dentro de nuestro boca, las bacterias buenas ayudan a descomponer la comida y beber partículas que consumimos. Algunas bacterias dañinas en la boca se alimentan de carbohidratos simples (azúcares, almidones), y si se deja sin marcar, puede conducir caries, enfermedades de las encías y otros problemas de salud.

A continuación algunas enfermedades que están relacionadas con la mala salud bucal. ¡Cuide sus perlas blancas!

Enfermedades cardíacas

Las personas con periodontitis tienen 2 veces más probabilidades de tener una enfermedad cardíaca

Derrame cerebral y coágulos de sangre

La enfermedad periodontal (la periodontitis es una de las enfermedades prevenibles más comunes en los adultos) aumenta la susceptibilidad a los derrames cerebrales y a los coágulos de sangre

Enfermedades respiratorias

Las bacterias malas de la boca pueden ser un agente para la neumonía y la bronquitis

Diabetes

La enfermedad periodontal interrumpe el control del azúcar en la sangre

Enfermedades renales

Las bacterias dañinas debido a una mala higiene bucal pueden debilitar los riñones

hecho:

La salud bucal es fundamental para la salud de todo el cuerpo, especialmente para los niños.

Cuidar su boca es una de las mejores maneras de prevenir una amplia gama de problemas de salud.

Mantener una boca limpia y saludable es fundamental para la salud de todo el cuerpo, especialmente para los niños. Las visitas regulares a su dentista no solo mantienen su boca sana, sino que también pueden proporcionar diagnósticos clave: identificar la diabetes y otras enfermedades crónicas.



POSITIVE OUTLOOK

MEMBER SURVEY

**WE WANT TO KNOW!
WE VALUE YOUR FEEDBACK.**

**Please complete and return
this postage paid form.**



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

THANK YOU FOR PROVIDING YOUR CONTACT INFORMATION HERE:

Your Name _____

Member ID (IN) _____

Address/City/ZIP Code _____

1. How do you feel about how often PHP contacts you by mail and by phone?

By Mail:

- ☐ Too much
- ☐ Just right
- ☐ I want to hear from PHP more!

By Phone:

- ☐ Too much
- ☐ Just right
- ☐ I want to hear from PHP more!

2. In addition to regular U.S. Mail, how would you like PHP to contact you as needed? (Please check all that apply.)

- ☐ Phone call at this phone number:

- ☐ Cell phone text message at this
cell phone number:

- ☐ Email at this email address:

- ☐ Other: _____

**3. What topics would you like to learn more about?
(Please check all that apply.)**

☐ **Health & wellness issues**

(like cancer, allergies, nutrition, heart health, HIV/AIDS, etc.)

☐ **PHP programs**

☐ **Health benefits and services from PHP**

(like access to care and medicine, etc.)

☐ **Community Advisory Committees (CACs)
& Health Promoters**

☐ **Other:** _____

**4. Would you prefer to get your Positive Outlook
Member Newsletter electronically by email?**

☐ **YES!** My email is:

☐ **No.** I like it in print.

5. Are you satisfied with the service PHP provides?

☐ **I am satisfied.** *If satisfied, what do you like most?*

☐ **I am not satisfied.**

If you are not satisfied, please call our Member Services Department and let us know how we can better serve you. We are here to help you!

6. Does PHP provide you with what you need to help you be as healthy as possible?

- ☐ **Yes.** *If yes, please explain.*
- ☐ **No.** *If no, what would you like PHP to offer to help you be healthier?*

7. What devices do you use?
(Please check all that apply.)

- ☐ **Smartphone** *(for example, iPhone or Galaxy)*
- ☐ **Mobile phone**
- ☐ **Laptop computer**
- ☐ **Tablet computer** *(for example, iPad)*
- ☐ **Printer**
- ☐ **Desktop computer**

8. Would you like to be featured in future PHP campaigns to share your experiences as a satisfied member?

- ☐ **No thank you.**
- ☐ **Yes!** *Please contact me at:* _____

Thank you for your interest and feedback.
WE TRULY APPRECIATE YOU!

If you would like to complete this survey online, please use your smartphone camera to follow the link.



<https://positivehealthcare.net/member-newsletter-survey>