



POSITIVE OUTLOOK

Health and Wellness Information for Members

Winter 2022



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We Want You to be a Happy Member!

Your Health is Our Mission and we want you to be happy with all of your services. However, if You Have a Problem or Complaint, we want to know about it.

If you are ever unhappy with the service or care you get from PHC you should file a grievance (a complaint) with us. We want you to be satisfied with the plan, our staff, and our providers. By filing a grievance, you bring the problem you experienced to our attention so we can take action. You help us become a better health plan.

A “grievance” is an expression of dissatisfaction about any matter. For example, you would file a grievance if you have a problem like:

- The quality of your care
- Waiting times for appointments
- Waiting time to be seen while in a doctor’s office
- The way your doctor or his or her staff behave
- Unable to reach a provider or the managed care plan by phone
- Inability to receive the information you need
- Cleanliness or condition of a provider’s office.

An “adverse benefit determination” is the denial or limit by the plan of services asked for by you or your provider.

Examples of an action are:

- Changing level of service, i.e., outpatient instead of inpatient hospital care
- Reduction, suspension, or termination of a service that was already authorized for you
- Denial of all or part of the payment for a service or failure to provide the service on time
- The health plan’s failure to act on a grievance you requested within 30 days of receiving your request.



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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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An “appeal” is a request for a review of an adverse benefit determination. For example:

- If we won't cover or pay for services you think we should cover, you can file an appeal
- If we or one of our contracted providers won't give you a service you think should be covered, you can file an appeal
- If we or one of our contracted providers cuts back on the services you have been getting, you can file an appeal
- If you think we are stopping your coverage of a service too soon, you can file an appeal

With your permission, a provider can file a grievance or appeal for you. The health plan is required to keep track of all grievances and appeal so it can report data to the State on a quarterly and annual basis. This information is also used to improve the plan's service to its members. If you are unhappy with PHC California for any reason, you can file a complaint (or grievance). You can file a grievance at any time. You can't be disenrolled or penalized if you file a grievance.

- Grievances/ Complaints can now be submitted directly by the member or Member representative (AOR) via the new electronic Grievance Submission Form located at: <https://positivehealthcare.net/california/phc/members/complaints>
- Member Services (800) 263-0067, seven days a week, 8:00 a.m. to 8:00 p.m. TTY 711.



2022 CAHPS Results

Thank you for filling out the CAHPS Member Survey! Here is how you rated us as your health plan for 2022. The PHC California CAHPS survey results are the percent of people who answered 'Usually' or 'Always' to the survey questions:

CAHPS Results	PHC CA
Getting Needed Care	82.7%
Getting Care Quickly	83.9%
Customer Service	92.8%
How Well Doctors Communicate	95.7%
Coordination of Care	85.7%

We hope that we continue to provide you with excellent care and customer service for even better scores next year! PHC California needs your help. PHC California is a special needs plan or SNP. Getting high scores on this survey will help us continue and improve its work for you, our member. Please help us help you by completing the survey.

Remember – the higher numbers in the survey mean we are doing a good job. So, when you are asked to rate the health plan – 10 means the best possible plan, and 1 means poor. If you rate your doctor high, please consider rating the plan high since we arrange for your doctor to take care of you.

Thank you!

PHC California Transportation Benefit

We support you by providing non-emergent medical transportation (NEMT) and non-medical transportation (NMT) services.

Non-emergency medical transportation (NEMT)

PHC California offers the use of non-emergency medical transportation (NEMT) to get you to your appointments. This includes but is not limited to:

- Medical
- Dental
- Mental health
- Substance use
- Pharmacy appointment

You can ask your doctor for NEMT. They will decide the correct type of transportation to meet your needs. Requests must be made in 48 hours advance of your date. You must arrive within 15 minutes of your scheduled appointment time.

NEMT is an ambulance, litter van, wheelchair van, or air transport. NEMT is not a car, bus, or taxi. PHC California allows the lowest cost NEMT for your medical needs when you need a ride to your appointment. That means, for example, if you can physically or medically be transported by a wheelchair van, PHC California will not pay for an ambulance. You are only entitled to air transport if your medical condition makes any form of ground transportation impossible.

Non-medical transportation (NMT)

You can use non-medical transportation (NMT) when you are traveling to and from an appointment, picking up prescriptions, medical supplies, and covered services. PHC California allow you to use:

- Car • Taxi • Bus • Public ride • Private ride

PHC California provides mileage reimbursement when transportation is in a private vehicle arranged by the member and not through a transportation broker, bus passes, taxi vouchers, or train tickets.



PHC California covers other needed expenses for NEMT and NMT. This includes the cost of transportation and necessary expenses for meals and housing for members receiving medically covered services. This may also cover the person who travels with you. All expenses must meet the coverage requirements.

There are no limits to NEMT/NMT rides. There is no cost when transportation is authorized by PHC California.

For questions about NEMT/NMT services, please call PHC California at 1-800-263-0067 at least two business days (Monday-Friday) before your appointment or call as soon as you can when you have an urgent appointment. Please have your member ID card ready when you call.

You can also see the newsletter online @:

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

November is American Diabetes Month

What is Diabetes?

There are three main types of diabetes:

- **Type 1 diabetes** – Your body does not make insulin. This is a problem because you need insulin to take the sugar (glucose) from the foods you eat and turn it into energy for your body. You need to take insulin every day to live.
- **Type 2 diabetes** – Your body does not make or use insulin well. You may need to take pills or insulin to help control your diabetes. Type 2 is the most common type of diabetes.
- **Gestational (jest-TAY-shun-al) diabetes** – Some women get this kind of diabetes when they are pregnant. Most of the time, it goes away after the baby is born. But even if it goes away, these women and their children have a greater chance of getting diabetes later in life.

You are the most important member of your healthcare team.

You are the one who manages your diabetes day by day. Talk to your doctor about how you can best care for your diabetes to stay healthy. Some others who can help are:

- dentist • diabetes doctor • diabetes educator
- dietitian • eye doctor • foot doctor
- friends and family • mental health counselor • nurse
- nurse practitioner • pharmacist • social worker

How to learn more about diabetes.

Take classes to learn more about living with diabetes. To find a class, check with your healthcare team, hospital, or area health clinic. You can also search online.

Take diabetes seriously.

You may have heard people say they have “a touch of diabetes” or that their “sugar is a little high.” These words suggest that diabetes is not a serious disease. That is **not** correct. Diabetes is **serious**, but you can learn to manage it.

People with diabetes need to make healthy food choices, stay at a healthy weight, move more every day, and take their medicine even when they feel good. It's a lot to do. **It's not easy, but it's worth it!**



Why take care of your diabetes?

Taking care of yourself and your diabetes can help you feel good today and in the future. When your blood sugar (glucose) is close to normal, you are likely to:

- have more energy
- be less tired and thirsty
- need to pass urine less often
- heal better
- have fewer skin or bladder infections

You will also have less chance of having health problems caused by diabetes such as:

- heart attack or stroke
- eye problems that can lead to trouble seeing or going blind
- pain, tingling, or numbness in your hands and feet, also called nerve damage
- kidney problems that can cause your kidneys to stop working
- teeth and gum problems

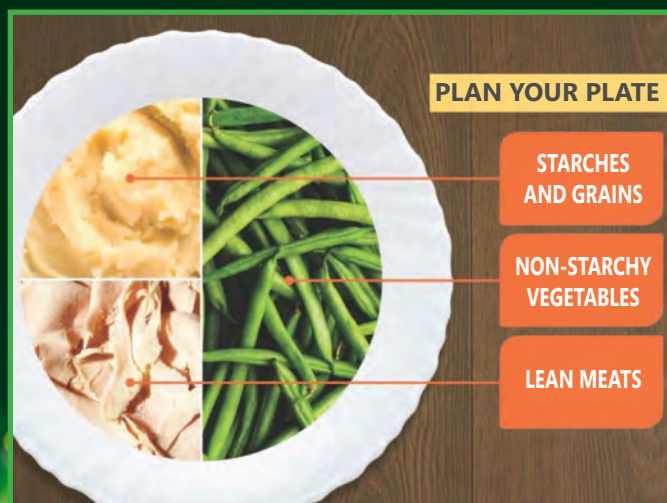
Ask your healthcare team what type of diabetes you have. Learn how caring for your diabetes can help you feel good today and in the future.

Have a Happy & Nutritious Holiday Season

Holiday Dinner Planning Tips for Diabetes

People who have diabetes can have a healthy holiday season dinner if they follow certain guidelines.

- Fill half your plate with non-starchy vegetables, one-quarter with lean meats, and the remaining quarter with starches and grains.
- Limit desserts
- Take medications and monitor blood sugar as recommended by your provider.
- Exercise in the morning to improve glucose metabolism for the rest of the day.
- Remember that alcohol impacts blood sugar levels for up to 12 hours after the last drink.
- When available, enjoy low-calorie food and drink options, such as lean meats, non-starchy vegetable side dishes, and sugar-free desserts and drinks.
- Prepare low-calorie food and drink options, such as lean meats, non-starchy vegetable side dishes, and sugar-free desserts and drinks.



PHC California health plan is wishing you a safe, healthy, and happy holiday season and a jolly new year!



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



Community Benefit

Medi-Cal beneficiaries may be eligible for free or low-cost cell phone and wireless services.

SafeLink Wireless, offers FREE smartphones, unlimited talk and text with 3GB of data each month at no charge. Enrollees do not need to sign a contract and will never get a bill.

The SafeLink program is available to eligible those in selected states and territories. Requirements vary by state, but in general, to qualify you must have an income that is at or below Federal Poverty Guidelines. Or if you participate in one of the following assistance programs:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP) Food Stamps
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)
- Veterans and Survivors Pension Benefit

Some states have additional eligibility under the following Tribal programs:

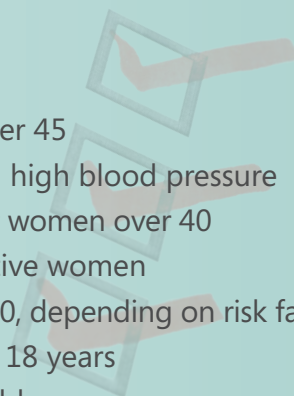
- Bureau of Indian Affairs General Assistance (BIA)
- Tribally Administered Temporary Assistance for Needy Families (Tribal TANF)
- Tribal Head Start (only those households meeting its income qualifying standard)
- Food Distribution Program on Indian Reservations (FDPIR)

For more information call 1.800.723.3546 or go to www.SafeLink.com

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



November is National Family Caregivers Month

Thank you to the Caregivers!

Caring for an ill or elderly loved one requires a lot of physical, mental, and emotional energy. It is a special gift that can also be hard work. Especially during the COVID-19 pandemic.

Don't lose sight of yourself through this. If you are a caregiver, prevent caregiver burnout by:

Planning ahead.

- Make a list of what needs to be done and do the most important things first
- Create a schedule with those who can help and outside agencies/resources.

Learning to say YES.

- You do not have to be in this alone. Identify friends, relatives, and neighbors who are willing to help you. If others are offering to help, accept it.

Learning to say NO.

- Set limits and stick to them. It may be difficult to say no to a loved one, but setting boundaries prevent you from taking on more than you can handle.

Giving yourself a break

- Ask someone to watch your loved one for the day/ weekend. Find time to relax a bit you become less resentful as a caregiver.

Prioritizing your health

- Just because you are caring for the well-being of your loved one doesn't mean you can't prioritize your health. Physical health is just as important as mental health. Make sure you're getting the help you need to stay healthy.

Learning about the disease/illness

- Take a crash course on the disease/illness. Having a better understanding of what your loved one is going through can prevent resentment.

Joining a support group.

- There is a lot to be gained from knowing that others are going through similar things. You can also learn about tips and tricks that can work in your life.

If you receive caregiving, show your appreciation! This can be done by saying thank you, giving gifts, considering their feelings, and working as a team. Sometimes you all will have hard days. Instead of focusing on the issues, caregivers and care receivers can gain great things together.





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

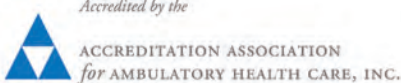
Compliance Hotline

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.



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 Client 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