



POSITIVE OUTLOOK

Health and Wellness Information for Members

Spring 2023



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Understanding your Health Plan

PHC California is a Medi-Cal managed care plan for Medi-Cal recipients who live in Los Angeles County, have a prior AIDS diagnosis, and have no share-of-cost. PHC California is the first AIDS special needs plan in the country and has served its members since 1995.

What you get with your Membership



DOCTOR'S OFFICE VISITS

Doctor's Office Visits

Get the care you need when you need it, with our network of primary care physicians and specialists, with no out-of-pocket cost or co-pay.



NURSE ADVICE HOTLINE

Nurse Advice Hotline

Speak to a trained healthcare professional 24/7 through our nurse advice hotline.



PRESCRIPTION DRUGS

Prescription Drugs

PHC California is proud to offer prescription drug coverage to all our clients.



PERSONALIZED CARE

Personalized Care

Get connected with your Population Health care team, led by a Registered Nurse. Your team is here to help you reach your health goals by providing education and personalized case management and care plans to meet your needs.



TRANSPORTATION

Transportation

We offer transportation benefits to help get you to and from your medical appointments.



HEALTH AND WELLNESS

Health and Wellness

We offer gym memberships or up to \$200-worth of over-the-counter pharmacy items every year.



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



Happy New Year!

Happy 2023! New year, new opportunities for you and your family to lead a healthier lifestyle. Here are a few tips and resources to help make those New Year's resolutions stick:

H – Health: Make health a priority this year. Health should be more than the absence of disease it should be a lifestyle.

A – Attitude: A positive attitude may not cure a disease. However, thinking positive can help you deal with misfortune, make the most of your situation and enjoy life more.

P - Physical Activity: Physical activity helps improve health and fitness, maintain a healthy body weight and reduce the risk for several chronic diseases and conditions.

Telehealth

Care When You Need It in the Comfort of Your Home

Telehealth is a PHC California benefit offering urgent care visits with a licensed doctor via phone or video chat. You can get virtual care for common illnesses, mental health services, and consultations. It allows you to meet with a trained provider via phone or a video call. With Telehealth, you can speak to a doctor without going to a clinic or doctor's office.

Ask your PCP about your options for telehealth visits.



P – People: Numerous studies indicate social networks, whether formal (such as a church or social club) or informal (such as meeting with friends), make people less vulnerable to ill health and premature death. Be wary, however, of social support that drains you through people being too demanding or encouraging you to engage in harmful behaviors.

Y - Your Body: Schedule physical checkups as needed: eyes, teeth, mammogram, colonoscopy, general physical, viral load, blood pressure, etc.

N - NO!: Rather than adding “take a time management class” to your “to do” list, consider starting a “don’t do” list. You may discover doing LESS can bring MORE enjoyment to your life. Especially if doing less allows you to spend time doing more to contribute to your health and happiness and that of family and friends!

E - Eat Healthy: According to MyPlate: A healthy eating routine is important at every stage of life and can have positive effects that add up over time. It’s important to eat a variety of fruits, vegetables, grains, protein foods, dairy, and fortified soy alternatives. When deciding what to eat or drink, choose options that are full of nutrients. Make every bite count.

W – Wisdom: Take time to listen to your own body. Rather than set your goals based on how fast other people walk or jog, how little sleep others can get by on or how much someone else eats, concentrate on what makes YOU healthy.

Y - Your Hands: “Keeping hands clean is one of the most important ways to prevent the spread of infection and illness.”

E - Enough Sleep: According to the Centers for Disease Control and Prevention, a third of US adults report that they usually get less than the recommended amount of sleep. Not getting enough sleep is linked with many chronic diseases and conditions—such as type 2 diabetes, heart disease, obesity, and depression.

A - Avoid Portion Distortion: Rather than worry so much about “what” you eat, consider “how much” you eat. Downsize your portion sizes. Serve food on smaller plates. Eat from plates and bowls rather than packages and bags, so you see how much you’re eating.

R - Reading Materials: Consider the source before starting a new drastic diet or exercise plan. Beware of plans that promise quick or dramatic results.

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



Get Involved with your Health Plan



Looking for PHC California Members to Join the Member Advisory Committee! Do you want to learn how the healthcare system works? Would you like to share your thoughts on how PHC California can improve its services? PHC California is looking for people to join the Public Policy and Community Advisory (PPCAC) Committee. As a PPCAC member, you can help PHC California meet the needs of the communities we serve. Your voice can make a difference in improving health care for the other members and processes.

PHC California Medi-Cal Members

The Public Policy and Community Advisory (PPCAC) Committee is formed with health plan staff, members, community advocates, and providers. We meet quarterly to talk about the plan, performance, trends, policy decisions, any impending changes to the plan's benefits, and health educational materials.

Because of the current COVID changes, all meetings will be held remotely via Zoom.

All PHC California enrollees who attend will receive a \$50 gift card.

2023 PPCAC Meeting Dates:

Friday, March 10, 2023 at 1 PM
Friday, June 9, 2023 at 1 PM
Friday, September 8, 2023 at 1 PM
Friday, December 8, 2023 at 1 PM

You have the opportunity to help guide your health plan. Please call Member Services to register at: 1-800-263-0067 (TTY 711).

Share your views: 2023 CAHPS

Soon, you will be receiving a survey called the Consumer Assessment of Healthcare Providers and Systems (CAHPS). This survey asks you how you feel about all the people who care about your health - your doctors, nurses, your health plan, and your medication program.

If you are happy with your healthcare services, please check the high score numbers. All of us want to give you the best care possible and to be scored a 10.

Some of the questions will focus on

- How easy it was for you to make appointments and get care
- How well you felt treated
- Whether you felt listened to
- How clearly doctors explained what you need to know

You are the only one who can tell us how we are doing. So, let us know – A 10 will tell us you are very happy with how we deliver your care. It is our focus to bring you the best care possible. Once you complete the survey, drop it in the mail. We will continue to work hard for you and thank you for your time!

Thank you!



Updates from your Health Plan - Medi-Cal Renewal

PHC California: Medi-Cal Renewal: ACTION REQUIRED!

Every year, Los Angeles county conducts a review to determine if you and your family members continue to meet Medi-Cal eligibility requirements. This process is called your annual redetermination.

Since the COVID-19 public health emergency was called in January 2020, this process has been on hold. We have had two years without having to do the redetermination process. However, starting on April 1, 2023, the Centers for Medicare and Medicaid Services is requiring that LA County restart annual Medicaid redeterminations.

This will impact you!

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. Continue to report any changes in your household. This includes changes to your income, disability status, phone number, or mailing address. You should also report if someone in your household becomes pregnant, if someone moves in, or anything else that may affect your Medi-Cal eligibility. Reporting these changes may help you continue to receive Medi-Cal coverage after the end of the COVID-19 PHE.

The county needs to have your current contact information such as your phone number, email address, and home address. Please report any changes so you do not miss important information about your Medi-Cal coverage.

Visit [KeepMediCalCoverage.org](https://www.KeepMediCalCoverage.org), to find out about the Medi-Cal renewal process and how to update your contact information to receive important updates.

If you have any questions or need help with your Medi-Cal coverage, or if your Medi-Cal was stopped, please call DPSS at 1.866.613.377 (TTY 711). You can also update your information online at Covered California, BenefitsCal, or MyBenefitsCalWIN – for alerts.



You can also see the newsletter online @:

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

Virtual Five Wishes Classes

You have the right to direct your care with Five Wishes –Advanced Directives. It is not easy to think about what will happen at the end of your life. The topic of death and dying is hard to face and harder to talk about with your loved ones. It helps when you have taken the time to make a plan.

Five Wishes is an advance directive or living will. An advance directive lets you plan your healthcare choices ahead of time. Your doctor and loved ones will know your choices if you are too sick to make them yourself. They will know just what types of treatment you want and how you wish to be cared for. A living will let you have more power and control over what happens to you when you are very sick.

We will be holding a virtual Five Wishes Class every month. This will help you complete this process and answer any questions about advance directives.

5 Wishes 2023 (last Friday of every month except November and December)

Date	Time
31-Mar	12:30 PST/3:30 EST
28-Apr	12:30 PST/3:30 EST
26-May	12:30 PST/3:30 EST
30-Jun	12:30 PST/3:30 EST
28-Jul	12:30 PST/3:30 EST
25-Aug	12:30 PST/3:30 EST
29-Sep	12:30 PST/3:30 EST
27-Oct	12:30 PST/3:30 EST
17-Nov	12:30 PST/3:30 EST
15-Dec	12:30 PST/3:30 EST

For more info call: 323-436-5027

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

Heart Disease - February is American Heart Month

February is American Heart Month. During the month, the nation spotlights heart disease as the No. 1 killer of Americans.

Throughout February, we focus on the importance of heart health and the risks of heart disease. It is important to learn more about heart health and prevention to ensure that millions of people live longer and healthier.

During the COVID-19 pandemic, many people have delayed or avoided going to hospitals for heart attacks and strokes. Also, during the pandemic, more people have engaged in unhealthy lifestyle behaviors, such as eating poorly, drinking more alcohol, and limiting physical activity, which can contribute to heart disease.

In most cases, heart disease is preventable when you adopt a healthy lifestyle, which includes not smoking, maintaining a healthy weight, controlling blood sugar and cholesterol, treating high blood pressure, getting at least 150 minutes of moderate-intensity physical activity a week, and getting regular checkups.

Learn more about some of the risks and keep your heart healthy:

Heart Attack Symptoms

Chest Discomfort

Most heart attacks involve discomfort in the center of the chest that lasts more than a few minutes, or that goes away and comes back. It can feel like uncomfortable pressure, squeezing, fullness or pain.

Discomfort In Other Areas Of The Upper Body

Symptoms can include pain or discomfort in one or both arms, the back, neck, jaw or stomach.

Shortness Of Breath

with or without chest discomfort.

Other Signs

may include breaking out in a cold sweat, nausea or lightheadedness.

Stroke Symptoms

Spot a stroke F.A.S.T.

F- Face Drooping

Does one side of the face droop or is it numb? Ask the person to smile.

A-Arm Weakness

Is one arm weak or numb? Ask the person to raise both arms. Does one arm drift downward?

S-Speech Difficulty

Is speech slurred, are they unable to speak, or are they hard to understand? Ask the person to repeat a simple sentence, like "the sky is blue." Is the sentence repeated correctly?

T- Time To Call 911

If the person shows any of these symptoms, even if the symptoms go away, call 911 and get them to the hospital immediately.

Cardiac Arrest Symptoms

Sudden Loss Of Responsiveness

No response to tapping on shoulders.

No Normal Breathing

The victim does not take a normal breath when you tilt the head up and check for at least five seconds.

It is important to know about heart health in February and every month as well!





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

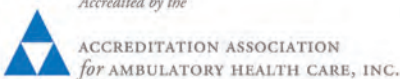
Compliance Hotline

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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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