



POSITIVE OUTLOOK

Health and Wellness Information for Members

Spring 2023



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Understanding your Health Plan

PHP is a Medicare Advantage Prescription Drug health plan specifically for Medicare beneficiaries who are living with HIV and reside in Duval, Broward, and Miami-Dade Counties.

What you get with your Membership



DOCTOR'S OFFICE VISITS

Doctor's Office Visits
Outpatient services and doctor's office visits are covered with no copay from you.



NURSE ADVICE HOTLINE

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



VISION COVERAGE

Vision Coverage
We cover vision exams with no copay from you and a \$100 eyewear benefit.



DENTAL BENEFITS

Dental Benefits
Dental exams, cleanings, and x-rays are covered with no copay from you.



TRANSPORTATION

Transportation
All plans offer a transportation benefit to help get you to and from your medical appointments.



GYM MEMBERSHIP

Gym Membership
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

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

Additional plan features include:

Zero-premium therapeutic massage for AIDS-related neuropathy, acupuncture, unlimited transportation to and from medical appointments for no copay, and in-home support services after hospital discharge, for no copay.



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.

Member Referral Program

There is a new referral program for current PHP members! If you know someone eligible for the plan, has HIV, lives in Duval, Broward, or Miami-Dade Counties. and has Medicare or is turning 65 and will get Medicare, tell them about PHP!

If they request more information about our PHP plan you'll receive a \$15 gift card.

Be sure to have them identify you when they request information and your gift card will be on its way to you within 30 days. Requesting PHP information is easy.

Have them visit www.positivehealthcare.net or call us at 888-456-4715 (TTY 711) 7 days a week, 8 am to 8 pm!



*Must be Medicare eligible. Maximum 3 offers per person. Available to individuals not already enrolled in a PHP Medicare Advantage plan. Quantities are limited.

This gift is subject to CMS guidelines and is not contingent upon enrollment. gift is subject to CMS guidelines and is not contingent upon enrollment.

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 (888) 456-4715





Get Involved with your Health Plan

Looking for PHP 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 PHP can improve its services? PHP is looking for people to join the Member Advisory Committee (MAC). As a MAC member, you can help PHP meet the needs of the communities we serve. Your voice can make a difference in improving health care for the other members and processes.

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

2023 PHP FL MAC 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: 1-888-456-4715 (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

PHP is always working hard to improve the benefits and services for our members. This year we have made more changes to better your needs and reduce costs.

PHP (HMO SNP) has updated some of the medical services listed below. The information below describes these changes. For more details about the coverage and costs for these services, see Chapter 4, Medical Benefits Chart (what is covered and what you pay), in your 2023 Evidence of Coverage. This can be found on our website: <https://positivehealthcare.net>



Cost	2022 (last year)	2023 (this year)
Dental Services	<p>You pay nothing for limited Medicare-covered dental services (this does not include services in connection with care, treatment, filling, removal or replacement of teeth). Referral and authorization required.</p> <p>Comprehensive dental services are limited to \$850 every year. No referral or authorization required for preventive or comprehensive dental services.</p>	<p>You pay nothing for limited Medicare-covered dental services (this does not include services in connection with care, treatment, filling, removal or replacement of teeth). Referral and authorization required.</p> <p>Comprehensive dental services are limited to \$1,150 every year. No referral or authorization required for preventive or comprehensive dental services.</p>
Diagnostic Services/Labs/Imaging	<p>You pay nothing for the following services:</p> <ul style="list-style-type: none"> • Diagnostic radiology services, e.g., MRI, CT, PET scans • Lab services • Diagnostic tests and procedures • Outpatient x-rays • Colonoscopy, sigmoidoscopy, endoscopy <p>Referral required. Some tests and services require authorization. If diagnostic, lab or imaging services are done at a hospital facility, you will be subject to an outpatient hospital copay of a \$100.</p>	<p>You pay nothing for the following services:</p> <ul style="list-style-type: none"> • Diagnostic radiology services, e.g., MRI, CT, PET scans • Lab services • Diagnostic tests and procedures • Outpatient x-rays • Colonoscopy, sigmoidoscopy, endoscopy • Radiation therapy <p>Referral required. The following services require authorization: • Certain diagnostic procedures and tests • Certain diagnostic radiological services • Certain therapeutic radiological services The following services do not require authorization: • Lab • X-rays</p>
Hearing Services	<p>You pay nothing for the following services every year:</p> <ul style="list-style-type: none"> • One routine hearing exam • One fitting-evaluation for a hearing aid • Up to two hearing aids \$1,000 plan coverage limit for up to 2 hearing aids every year. <p>Authorization required.</p>	<p>You pay nothing for the following services every year:</p> <ul style="list-style-type: none"> • One routine hearing exam • One fitting-evaluation for a hearing aid • Up to two hearing aids \$2,500 plan coverage limit for up to 2 hearing aids every year. <p>Authorization required</p>
Outpatient Hospital Services	<p>You pay \$100 copay per outpatient hospital service, i.e., outpatient surgery and surgery services and diagnostic radiology services, tests and procedures done at a hospital facility. Some services require referral and authorization.</p>	<p>You pay nothing for outpatient hospital services. Some services require referral and authorization.</p>
Vision Care	<p>\$200 plan coverage limit for eyewear every year.</p>	<p>\$250 plan coverage limit for eyewear every year.</p>

You can also see the newsletter online @:

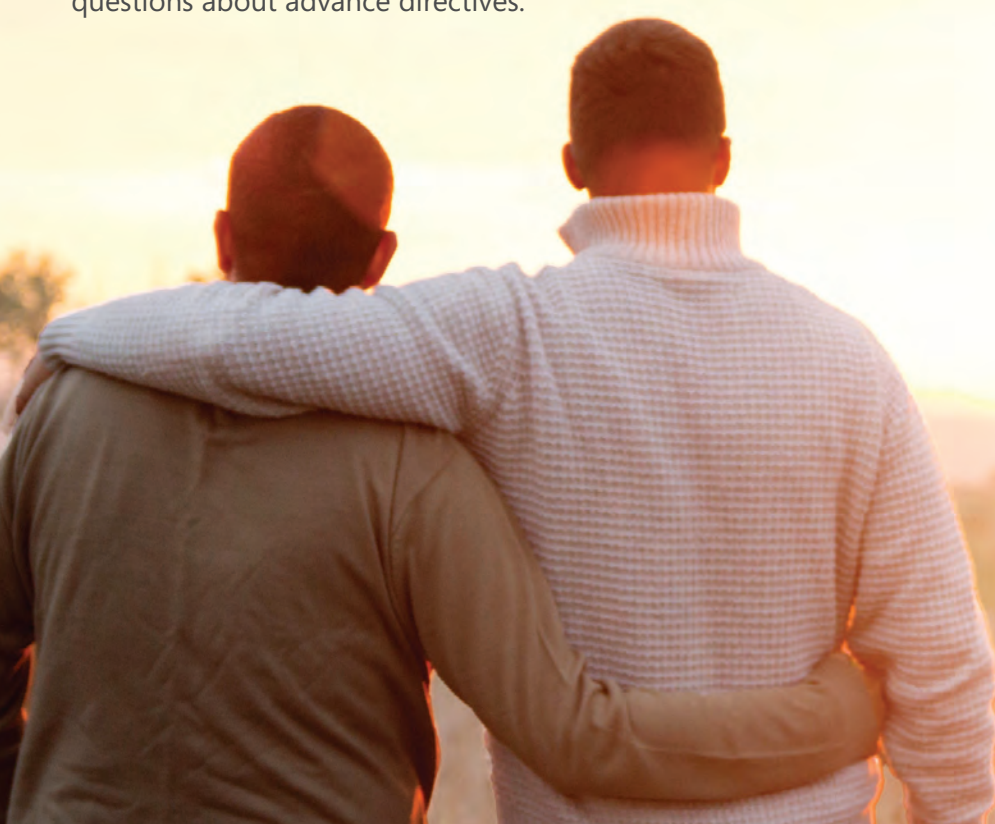
PHP Florida: www.php-fl.org/for-members/newsletters/

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)

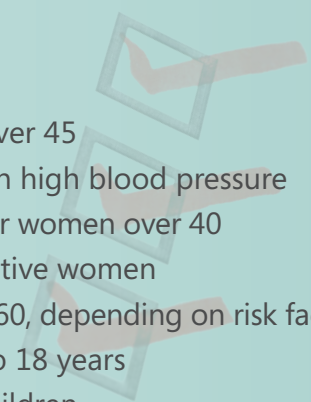
Date	Time
31-Mar	12:30 PST/3:30 EST
28-Apr	12:30 PST/3:30 EST
26-May	12:30 PST/3:30 EST
30-Jun	12:30 PST/3:30 EST
28-Jul	12:30 PST/3:30 EST
25-Aug	12:30 PST/3:30 EST
29-Sep	12:30 PST/3:30 EST
27-Oct	12:30 PST/3:30 EST
17-Nov	12:30 PST/3:30 EST
15-Dec	12:30 PST/3:30 EST

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!



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 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