



POSITIVE OUTLOOK

Health and Wellness Information for Members

Winter 2013



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Stay Strong with Bone Health

Healthy bones are vital to a long and healthy life. Bones give your body support and shape to move, walk and do your daily routine. They help protect your heart, lungs and brain from injury.

How Bones Grow

Bones are living tissue that your body will produce over your whole lifetime. Strong bones grow when you eat well and stay active. Calcium and Vitamin D might help you build strong bones and protect you from bone disease or brittle bones.

Simple Steps to Bone Health

You can improve your bone health at any age. Take these steps to prevent bone loss and disease.



- **Get enough Calcium.** The best foods to eat to get calcium are low-fat milk, yogurt and cheese and green leafy veggies like spinach, cabbage or broccoli. You can take calcium pills if you do not get enough from your diet. Your body needs 1000-1200 mg each day. Time in the sun helps your body absorb the calcium you eat.
- **Get enough Vitamin D.** Sunlight is a good way to get Vitamin D. You can also eat fish and foods with Vitamin D added (cereal, dairy products, orange juice), or take vitamin D as a pill.
- **Talk to your doctor about your ARTs and other meds.** Your doctor can tell you how to take your meds and keep your bones safe.
- **Weight training.** Lifting weights makes bones stronger. Lift weights twice a week to strengthen bones and prevent falls. The weights can be as light as a can of soup.



P.O. Box 46160
Los Angeles, CA 90046

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

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- **Exercise.** Try to get at least 30 minutes of activity each day. You can walk, dance, garden, swim or do what you enjoy to keep you active. Things like yoga and tai chi also help your balance to prevent falls.
- **Keep a healthy weight.** You are more likely to break a bone if you weigh too little. Ask your doctor what weight is healthy for you.
- **Do not smoke tobacco.** When you smoke, you lose bone faster. If you would like to quit smoking, call our free Quit for Life program at 1-855-252-4871 or visit www.quitnow.net/ahf
- **Drink little or no alcohol.** Alcohol use puts you at risk for a broken bone. If you drink, try to drink safely-up to one drink per day for women and men over 65 and two drinks per day for men.

What does one drink mean?



One mixed drink with 1.5 fl oz (44mL) of 80-proof liquor (such as vodka, gin, scotch, bourbon, brandy, or rum)



5 fl oz (148 mL) of wine



12 fl oz (355 mL) of beer or wine cooler

Bone Disease

At age 30, you start to lose more bone than you can grow. Your body needs more calcium to build new bone as you age. People with weak bones are at high risk for bone disease.

Osteoporosis (brittle bones) is the most common bone disease. It causes bones to break easily and can be very painful. If you are older, broken bones and fractures can be deadly. When an older person breaks a hip, they are 4 more times likely to die within 3 months. Many people with hip fractures must live in a nursing home for a long time.

Are you at risk for bone disease?

Most people do not know they have weak bones until one breaks. Talk to your doctor about your risk for bone disease. There are tests to measure the strength of your bones. Some groups are more at risk. These include:

- Women
- People over 50
- People living with HIV/AIDS
- Small body size
- People who have family members with brittle bones
- Some HIV treatments can increase bone loss
- People who drink alcohol
- People who smoke

Injuries from falls are less likely when your bones are strong and healthy. Follow these bone health tips to keep your body sturdy for years to come.

Learn more:

American Academy of Orthopedic Surgeons:
orthoinfo.aaos.org/topic.cfm?topic=A00578

Project Inform:

www.projectinform.org/pdf/bone.pdf

Beat the Blues This Winter

It is common for people with HIV to feel sad, lonely, anxious or depressed at any time of the year. But winter can be a tough time of year. The shorter days and colder weather get some people down. For others, the holidays are hard.

Depression is the most common mental health problem in the U.S. A group of Health Plan members told us that more than 80% had some form of depression. The good news is there are things you can do to help you feel better!

Steps You Can Take

1. **Stay positive.** Focus on the things that are going well in your life.
2. **Connect with others.** Friends and loved ones can be a good source of support. Join a group or club that interests you.
3. **Lend a hand.** You can volunteer or help someone with a project. This adds value to your life and makes you feel good. Check out www.voa.org or call (800) 899-0089 for ways to get involved.
4. **Create joy in your life.** Find a hobby or fun things to do. Laugh! Watch funny movies or hang out with friends.
5. **Stay in touch with your spirit.** Some people go to church or temple. Others meditate, do yoga or read. Find what speaks to you and practice it in your life.
6. **Deal better with hard times.** Avoid drugs and limit alcohol. They do not help you cope. Talk to your RNTCM or doctor if you need help to stop.
7. **Get active.** Exercise for 30 minutes or more 5 times a week. This helps get rid of stress and lifts your mood.
8. **Get enough sleep.** Your mind and body will be more balanced and ready to face life's challenges when you get at least 7-9 hours of sleep each night.
9. **Eat well.** The food you eat can keep you healthy or make you sick. Pick the right food! Be sure to drink lots of water to help with your HIV meds.
10. **Stick with your HIV treatment.** Your HIV meds help you feel better and live healthier.
11. **Get help if you need it.** You are not alone! If you feel down or sad, talk to your nurse care manager and doctor. They can help!





Colorectal Cancer Screening

Colorectal cancer (CRC) is a disease of the colon and rectum. These are parts of the body that help get rid of waste. CRC is the third most common type of cancer in the US. It is more common in older people. People living with HIV and AIDS have a much higher risk of this cancer.

Get tested

This cancer can be treated better if it is found early. Your doctor might do a blood test each year to check for blood in your stool. Another type of test is a colonoscopy that is often done every 10 years. A doctor will use a camera to look for any growths in your colon and rectum. These growths are called polyps. Your risk of cancer is reduced when these small growths are found and removed. Ask your doctor for a test to screen for CRC if:

- You are 50 years or older.
- There is cancer in your family
- You have problems with your bowels

Screening tests are tools and for tools to work they must be used. Talk with your doctor about which tool is best for you.

Protect yourself

You can help protect against many types of cancer and other health problems with these simple tips for healthy living:

- Eat more fresh fruits and veggies
- Avoid foods that are burnt or fatty
- Exercise for at least 30 minutes 5 days a week
- Do not smoke or use tobacco
- Limit your use of alcohol

If you have any questions or need help with healthy lifestyle choices, talk to your doctor or RN Care Team Manager.

Sexual Health and You

Sex should be healthy, fun and safe. It is important for you and your partner to be protected from violence or infection.

How can I protect my partner and myself?

Use condoms every time you have sex. You can help prevent the spread of HIV by 80-95% when you use latex or plastic condoms the right way, each time you have sex.

- Encourage your partners to get tested.
- Take your medications and keep track of your viral load. You are less likely to infect a partner when your viral load is low or undetectable.
- Use dental dams or flavored condoms for oral sex.
- Have sober sex. Alcohol and drugs increase the chance that you will have unsafe sex.
- Only have sex with one person who only has sex with you. Choose not to have sex. You can reduce your risk of getting or spreading STIs (sexually transmitted infections) and HIV with fewer partners.

Share Your Status

Talking about HIV lessens the stigma, or negative view, of HIV. Being honest is a good first step to protect yourself and your partners.

- Tell your past sex partners about your HIV status. This can be hard but there are groups that can help. Partners need to know so they can get tested. People are less likely to spread HIV when they know they have the virus.
- Tell any new partners your status. Safer sex will protect you both.

What if my partner also has HIV?

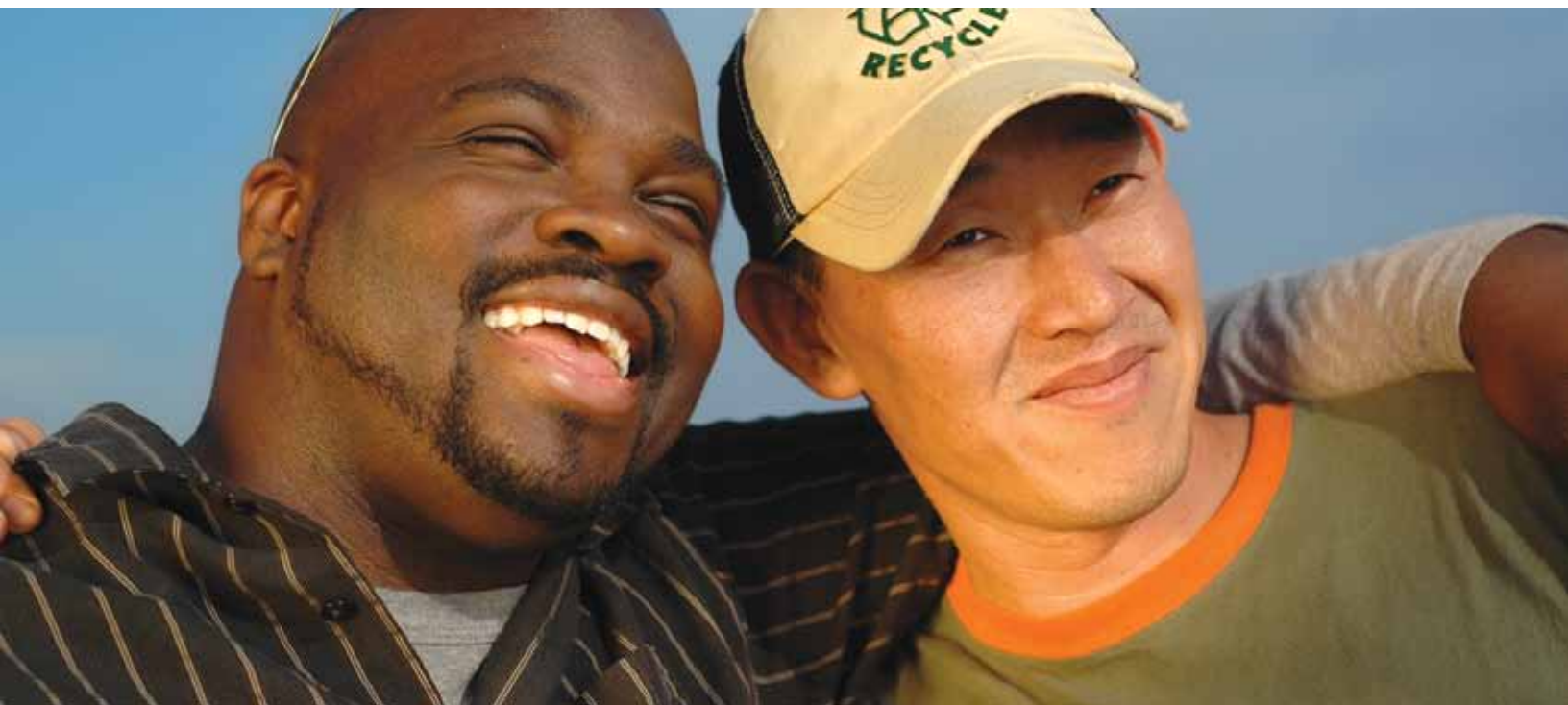
Practice safer sex even if your partner has HIV.

- Your partner might have a different strain or type of HIV than you do. You could get infected again. Another type of HIV might make you sicker. Or you might not respond to your HIV meds.
- You still need protection from other STIs like gonorrhea, chlamydia and syphilis

Learn more here:

The AIDS InfoNet: www.aidsinfonet.org/fact_sheets/view/151

CDC: www.cdc.gov/sexualhealth



Your Concerns are Our Concerns

The healthcare system can be very complex and, at times, confusing. Doctors, nurses and health plans all have to follow a wide range of rules about how to provide your care. It can be easy to get frustrated when these rules do not match up with how you expect things to work. At PHC CA, our goal is to make sure your concerns are heard.

Your RN Care Team Manager can resolve most issues that come up in the course of your care. They are your first and best partner on your healthcare team. Even if your concern is not about your medical needs, they will work with you to find an answer. Always check with your RNCTM first if you have questions or concerns about your health, your healthcare or your Health Plan.



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:
California: (323) 913-1033

Member Survey Results

Thank you for filling out the 2013 CAHPS Survey! Here is how you rated PHC CA. The number is the percent of members who answered questions with a positive response.

2013 Health Plan Results

	PHC CA
Overall Rating of Health Plan	80%
Overall Rating of Care Received	76%
Coordination of Care	85%
Getting Needed Care	82%
Customer Service	86%
Getting Care Quickly	78%

Please share your feedback in these surveys and at the Client Advisory Committee meetings. When you let us know what you think of the Health Plan, we can work to make changes to serve you better. Your voice counts!



Prevention Points

Prevention is key to a healthy life. Be sure to:

- ✓ Stay in touch with your doctor, nurse care manager and social worker
- ✓ Get labs to check your viral load and CD4 count often
- ✓ Take your HIV medications as prescribed
- ✓ Talk to your doctor about an Advance Directive (Five Wishes Guide)
- ✓ Get a glaucoma test for your eyes
- ✓ Talk to your doctor about tests to check for colon, prostate and rectal cancer
- ✓ Get an anal pap test each year
- ✓ Get a pap test of the cervix (women only)
- ✓ Ask for routine STD screening
- ✓ Work out 30 to 60 minutes, 5 days a week
- ✓ Eat 5 to 9 servings of fruits and veggies daily
- ✓ Practice safer sex
- ✓ Stop smoking
- ✓ Limit alcohol use
- ✓ Stop illegal drug use
- ✓ See friends and be social for mental health and well-being



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. These services are free to you.



A Message from Your Health Plan

Your Contact Information

PHC 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 8:00am-8:00pm
(800) 263-0067 TTY/TTD: 711

Medication Therapy Management Program (MTMP)

As part of PHC CA, 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 RNCTM 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.

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 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!

California - Los Angeles

Tuesday, January 28, 2014 ^a Tuesday, March 25, 2014

6255 W. Sunset Blvd, 21st Floor

To RSVP, **call Santiago at (800) 243-2101**

Food and drinks will be served.

Questions?

Contact Your RN Care Team Manager

Mon-Fri, 8:30am-5:30pm
Tel: (800) 474-1434

Urgent After-Hours Nurse Advice Line

Mon-Fri, 5:30pm-8:30am and 24 hours on Weekends
Tel: (800) 797-1717