

POSITIVE OUTLOOK

Health and Wellness Information for Members

Winter 2023



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A Message from PHC California Member Services!



Learn About Your Healthcare Coverage

When you first join PHC California, and then every year after, you will receive a Member Handbook from Member Services. This has important information about your health care coverage for the current calendar year. Please read it and call us on our toll-free numbers if you have any questions.

You can also visit our PHC California's website at www.phc-ca.org/members/pubs or scan the QR code for detailed information listed below:



Basic Information

- What benefits and services are covered under PHC California
- What benefits and services are not covered under PHC California
- 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
www.phc-ca.org

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

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Special Programs

PHC California 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 Pharmacy items 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 PHC California protects and uses your personal health information
- How to get help if you speak a different language

If you would like a paper copy of the Member Handbook, please call us at 1-800-263-0067 (TTY 711), Monday through Friday, 8 a.m. to 8 p.m.

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

Flu Season is Here!

The winter season is prime time for the cold, flu, and COVID-19 cases.

Both the flu and the common cold are highly contagious viruses! The virus is passed from one person to another through laughing, coughing, sneezing, or just talking to one another. Sometimes it may seem hard to avoid getting sick during this season. However, there are many ways that you can limit their spread and improve your health.

Prevention:

- Get the flu shot every year
- Limit contact with those that are sick
- Cover mouth and nose when coughing or sneezing
- Wash and sanitize hands frequently, especially after covering a cough or sneeze!
- Avoid touching eyes, mouth, and nose
- Clean surfaces that are touched often

Ways to Battle Being Sick:

- Use of over the counter medications for symptoms
- Rest at home
- Drink lots of fluid

As your health plan, we offer the flu and COVID vaccines to you, free of charge. If you are experiencing symptoms and want to be tested, you can contact your PCP.

The most effective way to prevent the spread of the flu and COVID-19 is to make sure that you and your loved ones get vaccinations. The flu vaccine is not something to be scared of! Because this disease is always evolving, it is also extremely important that we are proactive in getting vaccinated every year! COVID-19 vaccines and boosters are available in many places around you, including the AHF clinics, and local pharmacies.

Protecting our communities from the flu, COVID-19, and the common cold is essential. These illnesses may seem common but they can actually lead to very serious sicknesses. There can even be deadly complications for immunocompromised people. Stay safe and stop the spread!



Language Line Services

Good communication is a big part of our patient care. If you have limited English proficiency or are hearing impaired, we provide interpretation services at no cost to you.

It is vital to make sure you and your doctor understand each other. Your health care team will work with you to get you the right services for your needs. We offer LanguageLine in all of our facilities. This translation service gives members access to more than 290+ languages — 24 hours a day, seven days a week.

We strive to meet the needs of our diverse membership population, and help ensure health equity for all. If you feel that we have not provided you with satisfactory interpretation services or have denied you an available translated document, please contact Member Services to give us your feedback. Call 1-800-263-0067 (TTY 711), Monday through Friday, 8 a.m. to 8 p.m.



Tobacco Products Cause Cancer

Tobacco Smoke

Smoke from cigarettes, cigars, and pipes has at least 70 chemicals that can cause cancer. Every time you breathe in that smoke, those chemicals get into your bloodstream. It can then carry the chemicals to all parts of your body. Many of these chemicals can damage your DNA. This controls how your body makes new cells and directs each kind of cell to do what it is made for. Damaged DNA can make cells grow differently from how they are supposed to. These unusual cells can turn into cancer.

Secondhand Smoke

People who smoke are not the only people who can get cancer from tobacco smoke. Secondhand smoke can affect the people around them who breathe in that smoke too. This can be kids, partners, friends, coworkers, and others.

Smokeless Tobacco Products

Smokeless tobacco products, such as dipping and chewing tobacco, can cause cancer, too. This includes cancers of the esophagus, mouth, throat, and pancreas

Electronic Cigarettes

Electronic cigarettes make a mist (often called a cloud) by heating a liquid that contains flavorings and chemicals. These are harmful. The liquid usually contains nicotine, the addictive drug in regular cigarettes and other tobacco products. Users inhale the mist into their lungs. People nearby can also breathe in this mist. E-cigarettes are not safe for youth, young adults, pregnant women, or adults who don't use tobacco products.

If you don't use tobacco—don't start! If you do use tobacco—quit!

No matter how long you have used tobacco, quitting can reduce your risk for cancer and other chronic diseases. Many people who use tobacco become addicted to nicotine. This can make it hard to quit using tobacco. Most people who use tobacco try to quit several times before they succeed. There are proven steps that can help you quit.

Call AHF Quit for Life program. A trained counselor can help you stop smoking or stay on track.

You can call: 1-855 252-4871, scan the QR code, or visit: www.quitnow.net/ahf.





HEDIS Information and Rates

On the road to great health!

PHC California is on a mission to improve the quality of care for all of our members.

Each year we complete a HEDIS® (Healthcare Effectiveness Data and Information Set) report to track the care that our members. This includes required screenings and information that may help your provider with prevention and early diagnosis. This may also help you to get the needed treatment for any disease or condition, and can help you to feel better. We care about you and your health so we strive for 100%. Your health is our mission!

If you have not completed a screening you need based on the timetable shown below, please do so today!

These screenings are free to members.

Screening	Name of Screening Test	Gender and Age Range for Screening	How Often
Breast Cancer Screening	Mammography	Women 50 through 74 years of age	Every 2 Years
Colorectal Cancer Screening *	Colonoscopy Or Cologuard	All members 45 through 75 years	Every 10 Years or Every 3 Years
Controlling Blood Pressure	Blood Pressure	All members 18 years of age and older	Every Year
Advance Care Directive	Advance directive, five wishes, living will or surrogate decision maker	All members 66 years of age and older	Every Year
HgA1c Test	Glycated hemoglobin & glycosylated hemoglobin test	All members 18-75 years of age with diabetes	Every Year
Kidney Health Evaluation	eGFR lab test Creatinine/Albumin ratio (urine test)	All members 18-75 years of age with diabetes	Every Year
Retinal Eye Exam	Dilated eye exam	All members 18-75 years of age with diabetes	Every year

These screenings are eligible for a gift card. Contact Member Services to learn more about the member incentive programs

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 California, 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 that 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.**

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 anytime. 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:
 - www.phc-ca.org/members/complaints
 - Member Services 1-800-263-0067, seven days a week, 8:00 a.m. to 8:00 p.m. TTY 711.



You can also see the newsletter online @:

www.phc-ca.org/members/newsletters



2023 CAHPS Results

Thank you for filling out the CAHPS Member Survey! Here is how you rated us as your health plan for 2023. The PHC California CAHPS results reflect the percentage of people who answered 'Usually' or 'Always' to the survey questions::

CAHPS Results 2023	PHC CA
Getting Needed Care	72.5%
Getting Care Quickly	75.3%
Customer Service	93.2%
How Well Doctors Communicate	96.5%
Coordination of Care	96.7%

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!

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 1-323-913-1033





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 • 1-800-263-0067 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: 1-800-AIDS-HIV • 1-800-243-7448.

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.

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 1-800-263-0067

Gift cards for attendance.



ATTENTION: This information is available for free in other languages. Please contact our customer service number at 1-800-263-0067, 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)

Questions?

Contact Your RN Care Manager

Mon-Fri, 8:30am-5:30pm

Tel: 1-800-474-1434

Nurse Advice Line

Available 24 hours a day, seven days a week.

Tel: 1-800-797-1717