



POSITIVE OUTLOOK

Health and Wellness Information for Members

Spring 2024



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Respecting Our Members

How Should We Address You? Pronouns, Gender Identity & Sexual Orientation.

When you call Member Services at (800) 263-0067, agents will ask for your:

- Preferred Pronouns (he/him, she/her, and they/them, etc.)
- Sex Assigned at Birth (Female, Male, Unknown)
- Gender Identity (Woman, Man, Non-binary, etc.)
- Sexual Orientation (Straight/Heterosexual, Gay or Lesbian, Bisexual, etc.)

For all options, you can also choose not to answer the questions.

Why are we asking?

PHP values health equity. Lesbian, Gay, Bisexual, Transgender, and Queer (LGBTQ+) people are sometimes not treated well in health care. This can lead to worse health outcomes. Like everyone else, LGBTQ+ people deserve quality care. Asking for this data helps members get the best care and to feel safe and respected.

PHP supports our LGBTQ+ community!



P.O. Box 46160, Los Angeles, CA 90046

Visit us 24/7 on the web

www.php-ca.org

Member Services

Mon - Fri, 8:00 am to 8:00 pm

(800) 263-0067

TTY: 711



988: Mental Health Help

Did you know there is a number to call or text when you or someone you care about are having a mental health crisis? 988 is a Number for Mental Health Support.

988 is the three-digit number that you can call or text. When you contact 988, connect to the National Suicide Prevention & Mental Health Crisis Lifeline. 988 is available to anyone who is feeling depressed, going through a hard time, needs to talk, or is thinking about suicide. 988 has trained crisis counselors who will listen to you, understand how your problem is affecting you, provide support, and share resources that may be helpful.

All outreach to 988 is free and confidential. 988 is available 24 hours a day, 7 days a week, across the United States. You can also chat with a mental health professional through [988california.org](https://www.988california.org).

If you are thinking about suicide, in need of emotional support, or are worried about a friend or loved one, please reach out to 988. For ongoing mental health services, you can call Magellan Healthcare at 1.800.480.4464 where you will get connected to a live person who can provide you with referrals to a therapist or psychiatrist that are trained to help with your behavioral health needs.

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

PHP Provides Dental Services to Members

Your PHP Dental Benefit:

\$0 copay for Medicare covered preventive dental services such as oral exams, cleanings, fluoride treatments and dental x-rays, and other dental services.

In addition to the preventive services above, plan covers up to \$1,200 a year for comprehensive dental services such as non-routine, diagnostic, and restorative services; endodontics, periodontics, and extractions; and prosthodontics, oral and maxillofacial surgery, etc.

How Can You Protect Our Oral Health?

To protect your oral health, take care of your mouth every day.

- Brush your teeth at least twice a day for two minutes each time. Use a brush with soft bristles and fluoride toothpaste. Brush your tongue too.
- Clean between your teeth daily with floss, a water flosser, or other products made for that purpose.
- Eat a healthy diet and limit sugary food and drinks.
- Replace your toothbrush every 3 to 4 months. Do it sooner if the bristles are worn or flare out.
- See your dentist every six months for checkups and cleanings. Your dentist may suggest visits or cleanings more often, depending on your situation. You might be sent to a gum specialist, called a periodontist, if your gums need more care.
- Don't use tobacco.





Health Equity

A Pathway to Wellness

Health equity is achieved when every person has the opportunity to attain his or her full health potential and no one is disadvantaged from achieving this potential because of social position or other socially determined circumstances.

There are three major modifiable health risk behaviors that are responsible for many early deaths related to chronic diseases are:

- Tobacco use
- Poor nutrition
- Lack of physical activity

6 in 10 Americans live with at least one chronic disease

These health disparities related to chronic conditions may be seen in the following groups:

- People of color
- People with disabilities
- People living in rural communities
- Older adults
- People with mental or substance use disorders
- People with less than a high school education
- People with low income and those experiencing poverty
- People who identify as lesbian, gay, bisexual, or transgender (LGBT)

PHP and AHF offer free resources for free healthy food, physical activity, and quitting smoking

Food Distribution

Curtis Tucker Center for Community Wellness
123 W. Manchester Blvd., Inglewood, CA 90301
Food for Health: Tuesdays and Thursdays, 9am-12pm

- WALK UP ONLY
- FIRST COME FIRST SERVED
- WHILE SUPPLIES LAST

Health and Wellness Benefit

PHP members may select a gym membership at one of the following gym chains listed below AND up to \$550 worth of over-the-counter (OTC) pharmacy (non-prescription drug) items every plan year for no cost and no copayment. To make or change your gym selection, contact Member Services 800 263-0067

Smoking Cessation

Quit for Life® Smoking Cessation Program support members to help you stop using tobacco.

To sign up for Quit for Life:

Call: 1-855-252-4871

Join online: www.quitnow.net/ahf

May 5th Is World Hand Hygiene Day

How Germs Spread

Washing hands can keep you healthy and prevent the spread of respiratory and diarrheal infections. Germs can spread from person to person or from surface to person when you:

- Touch your eyes, nose, and mouth with unwashed hands
- Prepare or eat food and drinks with unwashed hands
- Touch surfaces or objects that have germs on them
- Blow your nose, cough, or sneeze into hands and then touch other people's hands or common objects

Key times to wash your hands:

- Before, during, and after preparing food
- Before and after eating food
- Before and after caring for someone at home who is sick with vomiting or diarrhea
- Before and after treating a cut or wound
- After using the toilet
- After changing diapers or cleaning up a child who has used the toilet
- After blowing your nose, coughing, or sneezing
- After touching an animal, animal feed, or animal waste
- After handling pet food or pet treats
- After touching garbage



Share Your Views: 2024 CAHPS Survey

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!



You can also see the newsletter online @:

www.php-ca.org/newsletter



Need Help Paying Rent or Utility Bills?

Emergency Financial Assistance (EFA) program can help.

Eligibility:

- Los Angeles County resident
- HIV-positive
- Current income is less than 500% below the Federal Poverty Level
- Not currently receiving any other form of emergency financial assistance

Services:

- Rent
- Utilities (including cell phone and Wi-Fi)
- Food

For more information contact:

Please contact the AHF Benefits Specialist (BSS) at 818-448-1116 OR ask your PHP Case Manager for an application.

Think About Joining a Trial!

New drug trials and treatment studies start all the time. This helps to 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 AHF Research at 1-323-913-1033.



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 care team if English is not the 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 (800) 263-0067, 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 • (800) 263-0067 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. Go to www.php-ca.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.

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 California. 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!

The PHP committee meets quarterly via ZOOM

To RSVP, call Member Services (800) 263-0067

Gift cards are provided for attendance.

Questions?

Contact Your RN Care Manager

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

Nurse Advice Line

24 hours a day/7 days a week • (800) 797-1717

In California, contact Magellan for Behavioral Health Needs

24 hours a day/7 days a week • (800) 480-4464