



POSITIVE OUTLOOK

Health and Wellness Information for Members

Spring 2025



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January is Cervical Health Awareness Month

Did you know that regular cervical cancer screenings can help detect potential issues early, when they are most treatable?

Vaccinate early

Cervical cancer is linked to infection with the human papillomavirus (HPV). The HPV vaccine protects against the types of HPV that cause about 90% of cervical cancers. The Centers for Disease Control and Prevention recommend vaccination at ages 11-12, but women can be vaccinated up to age 26. Starting early is best up to age 14, only two doses are needed. From ages 15-26, a three-dose series is recommended.

Screen Regularly

Each year, nearly 14,000 women are diagnosed with cervical cancer in the United States. Yet cervical cancer is one of the most preventable cancers today. Early detection is the key. Starting at age 21, women should be screened with a Pap test. Then at age 30, there are three choices: an HPV test alone, co-testing with an HPV test and a Pap, or a Pap test alone.

Reminder: Schedule Your Cervical Cancer Screening with Your PCP

Regular cervical cancer screenings are essential for maintaining your health. If it's been some time since your last screening, we encourage you to schedule an appointment with your primary care provider (PCP) today. Early detection is key to preventing complications, and your PCP is here to support you every step of the way. **Call your PCP** to make an appointment. Don't wait—take control of your health today!



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

AHF is responding to those affected by the devastating fires in the Los Angeles area

In addition to all the hard work you are doing to keep services going and patients in care, AHF is also joining LA relief responses and providing humanitarian assistance.

Through our Food for Health program, we've provided water and meals and will serve 1,000 hot meals daily starting Thursday to evacuees in Pasadena and fire personnel in the Palisades. Out of the Closet Thrift Stores stepped in to donate clothing, and PHD's Long Beach Community Table is delivering sleeping bags and emergency blankets to evacuees. At the request of local officials and first responders, Food for Health also will provide meals to personnel fighting the Palisades fire.



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.



Resources for Californians impacted by Los Angeles Fires

Essential resources and information you can access immediately.

How can I get help?

Individual assistance available through FEMA:

- Three ways to register for FEMA Assistance:
- Online at <https://www.disasterassistance.gov/>
Applying online is the easiest, fastest, and most convenient way to apply
- On the FEMA App for mobile devices.
- Call the FEMA helpline at 1-800-621-3362: 4 a.m. to 10 p.m. (PST). Help is available in most languages.



Assistance for small businesses available through the federal Small Business Administration (SBA)

<https://www.sba.gov/funding-programs/disaster-assistance>

Visit Disaster Recovery Centers for help with federal aid applications, housing and rental support, and access to services. A list of open disasters centers <https://news.caloes.ca.gov/los-angeles-county-disaster-recovery-centers-open-tuesday-for-hurricane-force-firestorm-survivors/>



What is individual assistance?

Individual assistance consists of multiple federal programs to help disaster survivors start to recover.

These programs include, but are not limited to:

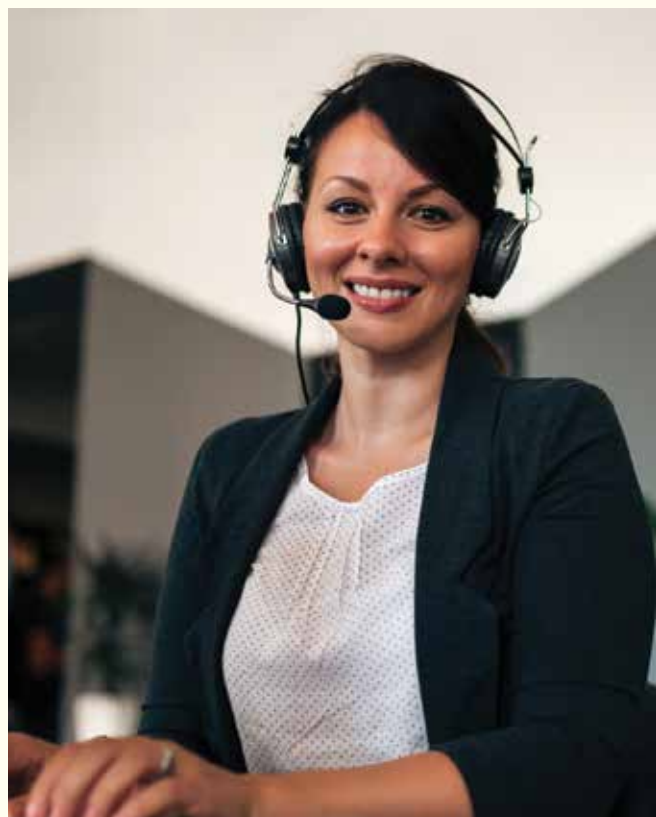
- Advanced Financial Assistance
- Housing and Rental Assistance
- Funds for Repair / Replacement of Damaged Homes
- Disaster Legal Services
- Disaster Unemployment Assistance
- Other Needs Assistance

How do I file an insurance claim?

Visit <https://www.insurance.ca.gov/01-consumers/140-catastrophes/WildfireResources.cfm> (California Department of Insurance) for multi-lingual tips on preparing for an insurance claim.



Another helpful resource is https://www.insurance.ca.gov/01-consumers/140-catastrophes/TopTenTips_WildfireClaimants.cfm



You can also see the newsletter online @:

www.php-ca.org/newsletter

PPCAC: Get Involved with your Health Plan

PHC California Medi-Cal Members

We are 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.

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.

All meetings will be held remotely via Zoom.

All PPCAC members who attend will receive a \$50 gift card.

If you are interested in learning more, please call Member Services to register at: 1-800-263-0067 (TTY 711).



Share Your Views: 2025 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!

Member Services: Your Go-To Team for Support!

Need help navigating your PHC benefits? That's what we're here for! Our Member Services team is dedicated to making sure you get the care, support, and answers you need—quickly and easily.

What We Can Do for You:

- **Get Your Questions Answered** – Confused about your benefits? We'll break it down for you, no jargon, just clear info.
- **Need a Ride to Your Appointment?** – We can help set up transportation, so you never have to miss a doctor's visit.
- **Language Support** – Whether you prefer another language or need sign language services, we'll connect you with an interpreter.
- **Concerns About Your Care?** – If something doesn't seem right, we're here to help with grievances, appeals, and getting issues resolved.

Reach Out Anytime!

Call Us: 1-800-263-0067 (TTY: 711)

Hours: Monday – Friday, 8:00 AM – 8:00 PM

We're not just a phone number—we're your team, here to support you every step of the way. Let's make sure you're getting the most out of your health plan!

Annual Medi-Cal Certification: Stay Covered, Stay Healthy!

Each year, Medi-Cal members must complete annual recertification to keep their coverage active. This process, known as Medi-Cal Redetermination, ensures that you continue receiving essential healthcare benefits without interruption.

What You Need to Know:

- **Watch for Your Renewal Notice** – The County Department of Public Social Services (DPSS) will mail you a renewal form. Be sure to open and review it right away.
- **Submit Required Information** – Some members will need to provide updated income, residency, or household details. If requested, submit your documents before the deadline.
- **Need Assistance?** – If you're unsure about the process, PHC Member Services can help guide you through the steps.

Don't Risk Losing Your Coverage!

Keeping your Medi-Cal benefits ensures continued access to:

- Doctor visits, hospital care & medications
- Preventive screenings & immunizations
- Emergency and urgent care services
- Transportation to medical appointments

How to Renew:

- **Online:** Visit BenefitsCal.com to check your renewal status.
- **By Mail:** Complete and return the form using the prepaid envelope.
- **By Phone:** Call your local DPSS office or PHC Member Services for assistance.
- **PHC Member Services:** 1-800-263-0067 (TTY: 711)
- **Hours:** Monday – Friday, 8:00 AM – 8:00 PM

Tip:

Even if you don't receive a notice, check your renewal status online or call DPSS to avoid losing coverage. Stay informed, stay insured!



Social Determinants of Health

What are social determinants of health?

Social determinants of health (SDOH) are the conditions in the environments where people are born, live, learn, work, play, worship, and age that affect a wide range of health, functioning, and quality-of-life outcomes and risks.



SDOH can be grouped into 5 domains:

- Economic Stability
- Education Access and Quality
- Health Care Access and Quality
- Neighborhood and Built Environment
- Social and Community Context

Social determinants of health (SDOH) have a major impact on people's health, well-being, and quality of life.

Examples of SDOH include:

- Safe housing, transportation, and neighborhoods
- Racism, discrimination, and violence
- Education, job opportunities, and income
- Access to nutritious foods and physical activity opportunities
- Polluted air and water
- Language and literacy skills

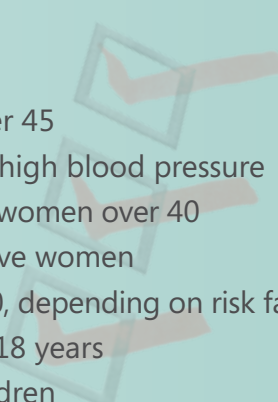
SDOH also contribute to wide health disparities and inequities. For example, people who don't have access to grocery stores with healthy foods are less likely to have good nutrition. That raises their risk of health conditions like heart disease, diabetes, and obesity — and even lowers life expectancy relative to people who do have access to healthy foods.

Just promoting healthy choices won't eliminate these and other health disparities. Instead, public health organizations and their partners in sectors like education, transportation, and housing need to take action to improve the conditions in people's environments.

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





February 7 is National Black HIV/AIDS Awareness Day (NBHAAD)

Theme: Engage, Educate, Empower: Uniting to End HIV/AIDS in Black Communities.

February 7 is National Black HIV/AIDS Awareness Day (NBHAAD), which was first observed in 1999. This observance is a day to acknowledge how HIV disproportionately affects Black people. Black communities have made great progress in reducing HIV. Yet racism, discrimination, and mistrust in the healthcare system may affect whether Black people seek or receive HIV prevention services. These issues may also reduce the likelihood of engaging in HIV treatment and care. NBHAAD is an opportunity to increase HIV education, testing, community involvement, and treatment among Black communities.

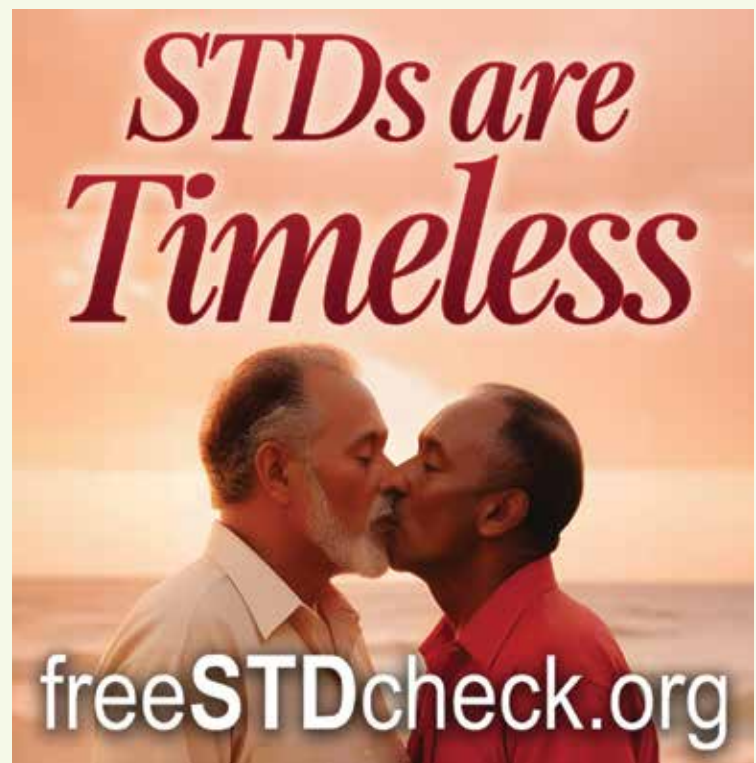
STDs are Timeless

AIDS Healthcare Foundation (AHF) has rolled out a national outdoor advertising campaign reminding older adults that “STDs are Timeless.” The ads feature a variety of older couples kissing on the beach with an idyllic golden sunset behind them. The “Timeless” headline is accompanied by the URL for AHF’s freeSTDcheck.org website which makes it easy to find one of AHF’s free, nonjudgmental STD testing and treatment locations.

Sexually transmitted infections (STIs) are reaching historic levels across the United States, including among older Americans. According to the Centers for Disease Control and Prevention (CDC), diagnoses of sexually transmitted infections (STIs) among individuals 55 and older exploded in the decade between 2012-2022. Chlamydia jumped from 6,084 cases to 19,776 cases—a 225% increase. Gonorrhea diagnoses in the senior population went from 3,874 to 18,804 cases—a 385% hike. Syphilis diagnoses jumped an astounding 585%, increasing from 1,678 to 10,325 cases.

Chlamydia, gonorrhea, and syphilis rates increased over five years among Americans aged 55 and older. In fact, compared to younger Americans, chlamydia rates increased fastest among people 55 or older!

Syphilis rates also increased by 54 percent among the oldest Americans. This is part of a larger nationwide trend: syphilis cases are actually higher today than they were in the 1950s, which is alarming to public health officials.





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 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)

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. If you suspect Medi-Cal fraud or abuse, call our Compliance Hotline.

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!

The PHC California committee meets quarterly via ZOOM

To RSVP, call Member Services 1-800-263-0067

Gift cards are provided for attendance.



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