



POSITIVE OUTLOOK

Health and Wellness Information for Members

Summer 2025



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Summer Fun: Stay Safe, Pack Smart, and Don't Forget Your Meds!

Traveling This Summer?

Whether you're off to the beach or visiting family, don't forget to take care of your health. Bring your medicine so you can stay safe and feel good during your trip!

How to Get Your Medicine Ready:

- Check your medicine one week before your trip.
 - Ask for a refill if you're running low — talk to your doctor if you need help.
 - Write down the names of your medicines and how to take them. Keep this list in your carry-on bag.
 - Keep your medicine in the original bottles when you travel.
 - Going to another country? Make sure your medicine is allowed there.
 - Bring your health insurance card in case you need to see a doctor.
- * Emergency and urgent care is covered in the United States and its territories.*



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 Food for Health

Fresh Food for a Healthier You

AIDS Healthcare Foundation (AHF) supports people living with HIV. Staying healthy means more than going to the doctor — it also means eating good food!

What is Food for Health?

It's a free program that gives groceries, hot meals, and food education to people and families who need it.

When You Visit:

- Be on time (within 5 minutes of your appointment)
- Bring your ID, confirmation number, and your own bags
- Food is first-come, first-served
- If you come after 11:00 AM, you might still get food — but only if supplies are left
- You'll get things like milk, eggs, bread, grains, fruits, and vegetables!

How to Join:

Bring:

- A proof of address (like a bill or letter)
- A photo ID (any ID with your name)

A staff member will check your details. No copies are saved.

Your membership lasts for 6 months.

Make an Appointment:

- Appointments open every Monday at 12 PM
- Go to: foodforhealthahf.org/pantry

Have Questions?

Visit: foodforhealthahf.org/los-angeles

Your Smile Matters — So Does Your Health

Did you know that problems with your teeth and gums can lead to serious health issues like diabetes, heart problems, or infections? That's why PHC California, through Medi-Cal, gives you dental care to help keep your smile—and your body—healthy.

What Dental Care Can You Get with Medi-Cal?

As a PHC California member, you can get dental services through Medi-Cal. You can stay with Fee-for-Service Dental or choose a Dental Managed Care plan.

Dental Services You Might Get for Free or Low Cost:

- Check-ups, X-rays, and cleanings
- Emergency dental care if you're in pain
- Tooth extractions
- Fillings for cavities
- Fluoride treatments to protect your teeth
- Most services have no cost or a very small fee.

You can't be in both a Dental Managed Care plan and a PACE or SCAN plan.

Easy Tips for a Healthy Smile:

- Brush your teeth twice a day with fluoride toothpaste
- Floss every day to clean between teeth
- Go to the dentist every 6 months, even if your teeth feel fine
- Eat fewer sugary snacks and skip soda or juice
- Drink more water to help keep your mouth clean

Need Help or Have Questions?

Call PHC California Member Services: (800) 263-0067 (TTY 711). 8:00 am to 8:00 pm, seven days a week

Visit: www.phc-ca.org

Call Health Care Options: (800) 430-4263

To choose or change your dental plan





Member Rights and Responsibilities

As a member of PHC California, you have important rights — and we're here to protect them.

Your Rights

We must:

- Treat you with respect and protect your privacy
- Provide information in your preferred language or format
- Help you choose a primary care provider (PCP)
- Support your right to make decisions about your care
- Provide access to care, even outside the network when allowed
- Let you file complaints or appeals
- Allow access to your medical records and let you request changes
- Provide materials in formats like Braille or large print
- Protect you from unfair treatment or discrimination

Contact Member Services if you feel your rights are not respected.

Your Responsibilities

As a member, please:

- Learn and follow your plan benefits
- Keep regular appointments and follow your provider's care plan
- Be respectful to providers and staff
- Tell us if you move or your contact info changes
- Never share your member ID or misuse your benefits

Questions?

**Call PHC California Member Services at (800) 263-0067 (TTY 711)
Monday–Friday, 8:00 AM – 8:00 PM**

Over-the-Counter (OTC) Pharmacy Benefit

PHC members can order up to \$200 in OTC items per year at no cost.

How to order:

- Download and complete the OTC Pharmacy Order Form
- Submit your order by mail, fax, or phone through Member Services
- Need more forms? Contact Member Services for copies

What's included?

- A wide range of items like vitamins, pain relievers, cold medicine, and personal care products
- The list may change throughout the year — check the most recent OTC form for updates

PHC Member Services: (800) 263-0067 (TTY: 711).

Visit: www.php-ca.org/for-members/otc



You can also see the newsletter online @:

www.php-ca.org/newsletter

HIV in California: Updates You Should Know

The **California HIV/AIDS Research Program (CHRP)** gives money to doctors and scientists to help stop HIV. In 2025, CHRP is paying for two big projects:

New Ideas for HIV Care

CHRP wants to find better ways to help people stay healthy and stop the spread of HIV.

This includes:

- Mental health support
- Community programs
- Services that help people from different cultures and backgrounds

Helping New Researchers

CHRP is also giving support to young scientists who have new ideas for treating or curing HIV. Even small projects could lead to big changes in the future!

Support for the LGBTQ+ Community

HIV affects LGBTQ+ people more than others. CHRP is making sure these communities get the help, care, and programs they need.

Want to Learn More?

Visit: californiaaidsresearch.org to learn how California is helping people with HIV.



Diabetes Prevention Program (DPP)

Free for eligible PHC California members

The Diabetes Prevention Program (DPP) is a 12-month lifestyle change program designed to help members with prediabetes prevent or delay the onset of Type 2 diabetes. This evidence-based program combines education, group support, and real-life tools to help you build healthier habits that last.

The program includes:

- One-on-one support from a peer coach
- Education on healthy eating and physical activity
- Tips for self-monitoring and problem solving
- Encouragement and regular feedback
- Goal tracking, including routine weigh-ins
- Informational handouts to support your progress

Some members who qualify may also be eligible for a second year in the program.

Call PHC California Member Services at (800) 263-0067 (TTY 711) Monday–Friday, 8:00 AM – 8:00 PM

Visit www.phc-ca.org to find out if you qualify and how to get started!

LGBTQ+ Pride Month



June is LGBTQ+ Pride Month, a time to honor the resilience, diversity, and contributions of the LGBTQ+ community. At PHP and AHF, we proudly stand in solidarity with our LGBTQ+ members and allies, reaffirming our commitment to health equity and inclusive care for all.

Shop, Support, and Stay Healthy at Out of the Closet

Looking for cool clothes or fun stuff? Check out Out of the Closet! It's a thrift store that gives back. When you shop here, **96¢ of every \$1 helps people with HIV and AIDS** through free testing and care. It's all run by AIDS Healthcare Foundation (AHF).

Stop by our Los Angeles locations today!

Out of the Closet - Atwater

3160 Glendale Boulevard, Los Angeles, CA 90039, US

Out of the Closet - Glassell Park

2425 North San Fernando Road, Los Angeles, CA 90065, US

Out of the Closet - Hollywood

4905 Hollywood Boulevard, Los Angeles, CA 90027, US

All locations open from 10:00am-7:00pm

What you'll find:

- Clothes for all ages
- Books, furniture, and more
- One-of-a-kind items
- Free and fast HIV testing
- AHF Pharmacy on-site

Join AHF at Pride Events Nationwide!

This Pride Month, AHF is participating in celebrations across the country, offering:

- Free HIV testing
- Complimentary condoms
- Exclusive Pride-themed giveaways
- Engaging activities and health resources

Look for AHF booths and teams at local Pride festivals and parades—it's a great way to connect, celebrate, and access important health services.

Stand Against Hate

In response to the challenges faced by the LGBTQ+ community, AHF's Pride campaign sends a powerful message of unity, inclusion, and resistance to discrimination. Together, we affirm our support for a more just and equitable society.

Find an AHF Pride Event Near You

Visit www.ahfevents.org to see where AHF will be celebrating Pride this year. You can find event dates, locations, and how to get involved!



Have stuff to donate?

Bring it to the store or schedule a pickup for big items. Your donation helps others!

All Are Welcome!

Everyone is treated with kindness and respect.

Health Equity

Health equity means that everyone should have a fair chance to be healthy — no matter where they live, how much money they make, or who they are.

Some people face more challenges because of things like poverty, unsafe housing, or not having nearby doctors or healthy food. These challenges can lead to serious health problems like diabetes, heart disease, and cancer.

That's why PHP offers services like rides to the doctor, healthy meals, and gym memberships to help remove barriers and support your health every step of the way.

Resources Available to You

Meal Benefit

If you're recovering from a hospital stay or have a chronic condition that makes it hard to grocery shop or cook, we've got you covered:

- Up to 2 meals per day for 28 days
- Meals delivered to your home
- No cost to you

Good nutrition supports healing and long-term health.

Transportation Services

This benefit requires prior authorization and is offered at \$0 copay to eligible members.

- Benefit: Transportation to Medi-Cal-covered medical and pharmacy appointments for members who cannot use a car, bus, train, or taxi due to a medical condition
- Purpose: Help members with medical needs get to their appointments safely and on time
- How to Access: Ask your doctor, dentist, podiatrist, or mental health/substance use provider to assess your need and complete a medical transportation request form for PHC California
- Approval Duration: Once approved, the benefit is valid for up to 12 months depending on your medical condition

- Usage: You can receive as many rides as needed within the approval period
- Renewal: Your provider must reassess your condition and, if appropriate, re-approve transportation for another term (up to 12 months)

Gym Membership

Staying active is one of the best ways to manage your health. As a PHP member, you can choose from:

- 24 Hour Fitness
LA Fitness / Esporta Fitness (excluding Signature Clubs)
- AHF Fitness Center

Physical activity supports heart health, reduces stress, and helps manage chronic conditions — all at no cost to you.

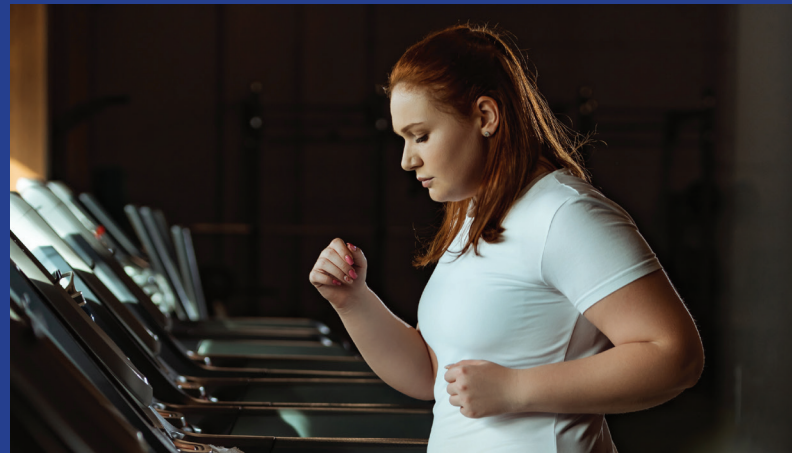
We're Here for You

These services are designed to help you take control of your health, remove barriers, and feel supported every step of the way.

Call PHC Member Services (800) 263-0067 (TTY: 711)

Monday – Friday, 8:00 AM – 8:00 PM

Your health is your right. Let us help you protect it.



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



Mindfulness Minute

Take one minute to relax your mind.

Feeling stressed, tired, or overwhelmed? Try this easy 1-minute breathing exercise to help you feel calm and focused.

Try This:

1. Sit still and close your eyes (if you want to).
2. Breathe in through your nose slowly — count to 4
3. Hold your breath — count to 4
4. Breathe out through your mouth slowly — count to 6
5. Repeat two times

When you're done, notice how your body feels. Are your shoulders softer? Is your mind a little quieter?

Tip: Do your Mindfulness Minute once a day. It can help you feel better, think clearer, and stay calm.

Did you know about Environment Accessibility Adaptations (EAA)

Environment Accessibility Adaptations (EAA) are changes made to your home to help keep you safe and healthy. These changes can make it easier for you to move around and do things on your own, so you don't have to live in a hospital or care facility.

These benefits require prior authorization and are offered at \$0 copay to eligible members.

Environment Accessibility Adaptations (EAA)

- **Benefit:** Home modifications such as ramps, grab bars, stair lifts, and widened doorways
- **Purpose:** Ensure the health, safety, and independence of members with physical limitations and help them avoid institutional care

If you need help or want to find out what Community Supports might be available for you, call 1-800-263-0067 (TTY 711). Or call your health care provider.



A Message from Your Health Plan

Test It Out – Join a Health Trial!

New drug trials and treatment studies start all the time. These help create better treatments for all people living with HIV/AIDS. There are many types of clinical trials, and one may be right for you.

Your doctor may ask you to join a trial—**think about it!**

For more info, call AHF Research at (323) 913-1033

Keep Your Contact Info Up to Date

PHC cares about your health and well-being. If you move or change your phone number, **please call Member Services** to update your record.

Member Services: (800) 263-0067 (TTY: 711)
Monday–Friday, 8:00 AM–8:00 PM

Compliance Hotline: Report Fraud or Abuse Help us protect Medical!

If you see something wrong on your Explanation of Benefits, or suspect fraud or abuse:

Call Member Services (800) 263-0067 (TTY: 711)
Or our Compliance Hotline at
1-800-AIDS-HIV (800) 243-7448

Join the Member Advisory Committee (PPCAC)

PHC California is looking for members who want to make a difference in their health plan and community.

As a PPCAC member, you can:

- Learn how the healthcare system works
- Share your ideas, concerns, and suggestions
- Help PHC California improve its services and member experience
- Hear directly from health plan leaders
- Receive a gift card for attending

Who can join?

Open to all PHC California Medi-Cal members in California.

How it works:

The committee includes PHC staff, members, providers, and community advocates. Meetings are held quarterly via Zoom and focus on health plan performance, benefits, policies, and educational materials.

To RSVP, call Member Services at (800) 263-0067 (TTY 711) Monday–Friday, 8:00 AM – 8:00 PM

Your voice matters. Help shape the future of your health care. **Meetings are held via Zoom**

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

Support for Members with 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.**

Call Member Services to request help

Language Access Notice

ATTENTION: This information is available for free in other languages.

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

Hours: 8:00 AM – 8:00 PM, seven days a week

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)

Questions?

Contact Your RN Care Manager Mon-Fri,
8:30am-5:30pm Tel: (800) 474-1434

Nurse Advice Line Available 24 hours a day,
seven days a week. Tel: (800) 797-1717

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)

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