



# 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.php-ca.org](http://www.php-ca.org)

Member Services  
8:00 am to 8:00 pm, seven days a week  
(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](https://foodforhealthahf.org/pantry)

#### Have Questions?

Visit: [foodforhealthahf.org/los-angeles](https://foodforhealthahf.org/los-angeles)

## Your Smile Matters — So Does Your Health

### Good oral health helps protect your whole body!

Gum disease and cavities can lead to bigger health issues like heart disease and diabetes. That's why PHP (HMO SNP) is committed to helping all members access the care they need.

#### Tips for a Healthy Smile:

- Brush twice a day
- Floss daily
- Visit the dentist every 6 months
- Choose water over sugary drinks

### PHP Dental Benefits – All at \$0 Copay!

All members get the following preventive dental benefits:

- Cleanings (2/year)
- X-rays (1/year)
- Fluoride treatments (2/year)
- Oral exams (unlimited)

All members also get \$1,200 per year for comprehensive dental services like fillings, extractions, crowns, and more.

#### Need a dentist?

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

**Everyone deserves to smile with confidence.**





## Member Rights and Responsibilities

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

### Your Rights

**We must:**

- Provide information in a way that works for you (e.g., other languages, Braille, large print)
- Treat you with fairness, dignity, and respect at all times
- Make sure you get timely access to care and prescriptions
- Keep your personal health information private
- Give you clear information about your plan, providers, and benefits
- Support your right to make choices about your health care
- Hear your concerns — you can file a complaint or appeal a decision

**If you feel your rights are not being respected, please contact Member Services.**

### Your Responsibilities

**As a member, we ask that you:**

- Learn what your plan covers and how to use your benefits
- Let us know if you have other health or prescription coverage
- Tell your providers that you're enrolled in our plan
- Share information, ask questions, and follow your care plan
- Be respectful to providers and staff
- Pay any amounts you owe
- Update us if you move or change contact information

**Need help or have questions? Call Member Services at (800) 263-0067**

## Over-the-Counter (OTC) Pharmacy Benefit

**PHP members can order up to \$550 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

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

**Visit: [www.php-ca.org/for-members/otc](http://www.php-ca.org/for-members/otc)**



**You can also see the newsletter online @:**

[www.php-ca.org/newsletter](http://www.php-ca.org/newsletter)



## HIV in California: Updates You Should Know

### California is Funding New HIV Research

The California HIV/AIDS Research Program (CHRP) is helping doctors and scientists find better ways to prevent and treat HIV. In 2025, CHRP is giving money to support two big projects:

#### New Ideas for HIV Care

CHRP is looking for smart new ways to help people prevent HIV and take care of their health if they are living with HIV. This includes programs that support mental health, community care, and services that work for people from different backgrounds.

#### Helping New Researchers

CHRP is also helping young scientists with new ideas about HIV treatment or cure. These smaller projects could lead to big discoveries in the future!

#### Support for the LGBTQ+ Community

HIV affects the LGBTQ+ community more than others. CHRP is focused on making sure these communities get the support and care they need, through research and new programs.

#### Want to Learn More?

You can learn more about CHRP's work and see how California is helping people with HIV by visiting: [californiaaidsresearch.org](https://californiaaidsresearch.org)



## Medicare Diabetes Prevention Program (MDPP)

***Free for eligible Medicare members through all Medicare health plans***

The MDPP helps you take control of your health and lower your risk for type 2 diabetes. This free program includes:

- Support for healthy eating
- Tips to increase physical activity
- Strategies to overcome obstacles
- Tools to maintain weight loss long-term

It's a **year-long lifestyle change program** proven to help members build lasting habits for better health.

Call Member Services at (800) 263-0067 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](http://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

Getting to your appointment should never be a burden. That's why we offer:

- \$0 copay for 24 round trips per year
- Rides to plan-approved medical locations, clinics, and pharmacies

Transportation keeps you connected to the care you need.

#### 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.

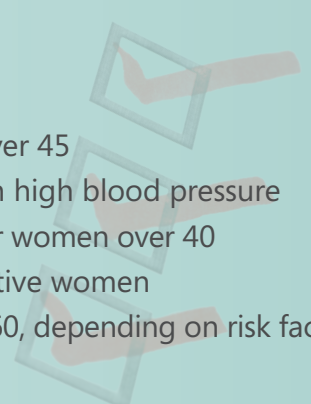
Call PHP Member Services (800) 263-0067 (TTY: 711) 8:00 a.m. to 8:00 p.m., seven days a week.

**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 Special Benefits for Members with Chronic Illnesses (SSBCI)

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

### AIDS-Related Neuropathy

- **Benefit:** Two (2) one-hour therapeutic massages per month
- **Purpose:** Improve blood circulation and relieve neuropathy symptoms

### Diabetes

- **Benefit:** Up to two (2) diabetic meals per day
- **Purpose:** Support blood sugar control for those without access to healthy food

### Congestive Heart Failure (CHF)

- **Benefit:** Up to two (2) low-sodium meals per day
- **Purpose:** Help manage CHF through heart-healthy nutrition

### Asthma or Chronic Pulmonary Conditions (due to pest infestations)

- **Benefit:** Pest control services
- **Annual Limit:** Up to \$1,000 per year
- **Purpose:** Reduce asthma triggers from pests like cockroaches, mice, or rats

### Asthma or Chronic Pulmonary Conditions (due to poor air quality)

- **Benefit:** Air filter devices and replacements
- **Annual Limit:** Up to \$200 per year
- **Purpose:** Improve air quality and reduce breathing issues at home

### Assistance with Daily Living

- **Benefit:** Laundry services
- **Monthly Limit:** Up to \$156 per month
- **Purpose:** Help members who are unable to do their own laundry due to medical conditions



# 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

PHP 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)  
**8:00 a.m. to 8:00 p.m., seven days a week.**

## Medication Therapy Management Program (MTMP)

As a PHP member, you are automatically enrolled in the **MTMP**. This program helps members who take multiple medications:

- Lowers the chance of medication mistakes or bad reactions
- Coordinates care between your doctor and healthcare team
- Reviews your medications for safety and side effects
- Provides a care plan with your RN Care Manager
- Helps you understand how and when to take your meds

*Your nurse care manager will work with you on a clear, personalized action plan.*

## Drug Safety for Older Adults

Some medications can be risky for older adults. To find a list of high-risk medications and safer alternatives: Visit: [www.php-ca.org/for-members-education](http://www.php-ca.org/for-members-education)  
Look under Prescription Medications

## Compliance Hotline: Report Fraud or Abuse

Help us protect Medicare!  
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 (MAC)

The **Member Advisory Committee** is your chance to share feedback and help improve your health plan.

- Open to all PHP members in California
- Share your ideas, concerns, or suggestions
- Hear from health plan leaders
- Gift cards are provided for attendance

## 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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