



POSITIVE OUTLOOK

Health and Wellness Information for Members

Fall 2025

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Fall Wellness: Stay Warm, Stay Healthy, Stay Prepared!

Fall is Here!

Cooler weather, shorter days, and the holidays are on the way. Here are some easy ways to take care of yourself and enjoy the season.

How to Stay Well This Fall:

- **Get Your Flu Shot:** Protect yourself before flu season.
- **Wear Layers:** Mornings can be cold and afternoons warm, bring a sweater or jacket.
- **Eat Fall Foods:** Apples, pumpkin, and sweet potatoes are tasty and good for you.
- **Keep Moving:** Go for a walk, stretch at home, or play outside.
- **Stay Connected:** Call or visit family and friends, you don't have to do everything alone.
- **Plan:** The year is almost over, make doctor visits or check your benefits before December.

Quick Tip:

This season is about giving thanks. Try writing down one thing you're thankful for each day it can make you feel good!



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



Being Alive Support Groups

Living with HIV can feel tough, but you don't have to walk the path alone. Being Alive is a nonprofit in Los Angeles that provides support, education, wellness, and connection for people living with HIV.

Who They Are

- Founded in 1986 by three friends who wanted an organization run by people living with HIV, for people living with HIV.
- Their mission is to end new HIV infections by fighting stigma, helping people stay healthy, and removing barriers to care.
- Being Alive is led by and for people living with HIV/AIDS.

What They Offer

- Support groups and counseling to help with stress, stigma, and daily challenges
- Education on treatment and self-care
- Mental health services, including therapy and counseling
- Wellness and harm reduction programs for people who need extra support

Why It Matters

Being Alive reminds us that no one has to face HIV alone. Support, care, and community are always within reach.

Learn more Visit: beingalivela.org

Reach out today—support is here for you!

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:
1-800-263-0067
(TTY 711)
Monday–Friday,
8:00 AM–8:00 PM

Visit: www.phc-ca.org
Call Health Care
Options:
1-800-430-4263
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
1-800-263-0067 (TTY 711)
Monday–Friday, 8:00 AM – 8:00 PM

Flu Season is Here

Colder weather means flu season is back. Getting your flu shot is one of the best ways to stay healthy. Protect yourself and your loved ones this fall.

How to Get Your Flu Shot:

- Ask your doctor or clinic for a flu shot
- Many local pharmacies offer flu shots, often with no cost
- Shots are safe and quick; most people are in and out in minutes

Why It Matters:

- Flu shots lower your chance of getting very sick
- Protects people around you, including kids, elders, and those with HIV or other health conditions
- Helps you stay strong through the holidays

Remember:

You only need one flu shot each year. Make your plan today!

For more information, visit: [cdc.gov/flu](https://www.cdc.gov/flu)



You can also see the newsletter online @:

www.php-ca.org/newsletter

Real Story: Megan's Journey with HIV



challenges and explored new options as medical advances became available. Recently, Megan switched to a long-acting injection that she only needs once every two months. She says this change has been life-changing because she no longer has to think about HIV every day. Instead, she can focus on living her life.

Megan also shares that she feels hopeful about the future:

"I really feel like there's going to be a cure in my lifetime. The progress has been incredible from three pills a day to just one shot every other month. That gives me hope."

What Megan Wants Others to Understand:

HIV is not a plague—there are effective treatments that allow people to live long, healthy lives. Staying connected to care and following treatment makes a huge difference. The biggest challenge today is still stigma—people's negative attitudes and judgments about HIV.

Megan's Message to Others Living with HIV:

Stay in care, talk openly with your doctor, and remember that you are not alone. With the right support and treatment, living well with HIV is possible—and the future is brighter than ever.

Would you like to share your story?

Email: k.gomez@ahf.org

When Megan was first diagnosed with HIV, she was overwhelmed. She remembers feeling isolated, worried about her future, and afraid of how people might treat her if they knew. At that time, HIV treatment was not as simple as it is today. Megan had to take three different pills every single day to manage her health. She described it as a constant reminder of her diagnosis, making it difficult to feel "normal."

Over the years, Megan stayed connected to her doctors and care team. Together, they worked through

Housing Help for Members

If you don't have housing, or you might lose your housing, there are programs that can help. You do not need a doctor's referral. Just tell your Care Coordinator or staff member, and they can connect you.

Programs Include:

- **Housing Transition Navigation**
Helps you find a safe place to live.
- **Housing Tenancy & Sustaining**
Helps you keep your housing safe and stable.
- **Housing Deposits**
Helps pay for move-in costs like a security deposit, first month's rent, or utility set-up fees.

How to Start:

Tell your Care Coordinator or staff member if you need housing help. They will connect you to the right program.

If you tell your PCP (doctor) or HCC (Health Care Coordinator) about housing needs, they can also refer you. Most often, the HCC will connect you to your RN Care Team Manager (RNCTM), who will then refer you to the Community Supports Program for housing navigation. You do not need a doctor's order or referral to get help.

Call PHC California Member Services at 1-800-263-0067 (TTY 711)

Monday–Friday, 8:00 AM – 8:00 PM
Visit: www.positivehealthcare.org



Take Care of Your Health and Earn Gift Cards

Take Care of Your Health and Earn Gift Cards

You can get up to \$300 in Amazon gift cards by completing important health checkups before December 31, 2025.

Checkups Include:

- Colorectal Cancer Screening (ages 45–75) ➔ Colonoscopy (\$100) or Cologuard kit (\$40)
- Diabetic Retinal Eye Exam (ages 18–75) ➔ \$20
- Mammogram (women ages 40–74) ➔ \$100
- HIV Well Visit (ages 18–75) ➔ \$100 every 6 months
- Health Risk Assessment (ages 18–75) ➔ \$20
- Annual Wellness Visit (18–75) ➔ \$50

How It Works

1. Call Member Services

- Phone: (800) 263-0067 (TTY 711)
- Hours: Monday–Friday, 8 a.m. to 8 p.m.
- They will tell you what checkups you need.

2. Talk to Your Care Coordinator

- Member Services will connect you.
- Your Care Coordinator can help make appointments and fill out the online gift card request form.

3. Complete Your Checkups

- Finish by December 31, 2025.

4. Get Your Gift Card

- After your Care Coordinator submits the form, your card will arrive in 4–6 weeks.



Important: If you already had a checkup and received a gift card for it, you cannot get another card for the same checkup. This program is only for members who have not yet completed their checkups.

Each screening has a set timeframe for when it can be done. Please talk with your Care Coordinator to confirm which screenings you have already completed, and which ones are still pending.

Your Health is Our Mission.

Take care of yourself—and earn rewards along the way! Call PHC California Member Services at 1-800-263-0067 (TTY 711)

Monday–Friday, 8:00 AM – 8:00 PM

October is Health Literacy Month

What is Health Literacy?

Health literacy means understanding health information so you can make good choices about your care. It helps you know what your doctor is saying, how your medicine works, and how to use your health benefits.

Why It Matters:

When you understand your health, you can:

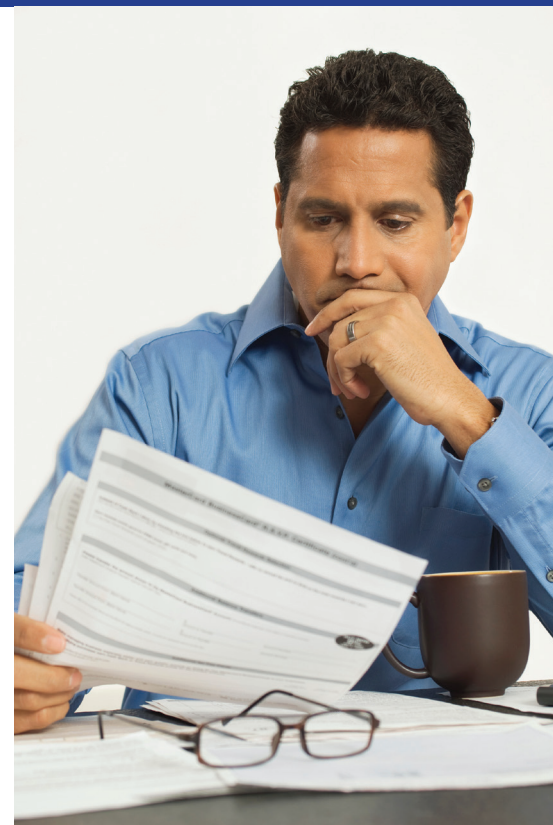
- Ask better questions at appointments
- Take your medicine the right way
- Use services that are available to you
- Feel more confident about your care

Word of the Month:

Health Disparities

This means differences in health between groups of people. Some communities may have higher rates of HIV or other illnesses because they face more barriers to care, like lack of nearby clinics or affordable housing.

Health disparities are not fair. Health equity means working to remove these barriers, so everyone has the same chance to be healthy.



Quit For Life® – Free Help to Quit Smoking or Vaping

Whether it's your first time trying to quit nicotine, or you've tried before, you know it can be hard. Quit For Life® is here to give you judgment-free support and guidance that makes quitting possible.

What You Get with Quit For Life:

- Mobile App – Track milestones and stay motivated on the go
- Chat, Text, or Call – Connect with your coach however you like
- Group Coaching – Peer support and deep-dive conversations
- 24/7 Quit Team – Support anytime, day or night
- Proven Strategies – Personalized to fit your unique needs
- Patches and Gum – Guidance on using nicotine replacement therapy

Cost:

Quit For Life is available to eligible members at **no extra cost** as part of your health benefits.

How to Join:

Call: 1-866-QUIT-4-LIFE

Visit: quitnow.net

Or scan the QR code in your materials

Remember: Quit on your own terms—but not on your own.



Mindfulness Minute

Fall is a season of change cooler air, shorter days, and a chance to slow down. Try this short practice to feel calm and grounded:

1-Minute Fall Reflection

1. Look around you and notice 3 things you see that remind you of fall (like leaves, cozy clothes, or warm drinks).
2. Take a deep breath in through your nose, count to 4.
3. Exhale slowly through your mouth, count to 6.
4. Think of one thing you are grateful for today.
5. Repeat 2 times.

Why it helps:

- Reminds you to enjoy the present moment
- Helps reduce stress and worry
- Brings a sense of peace and gratitude

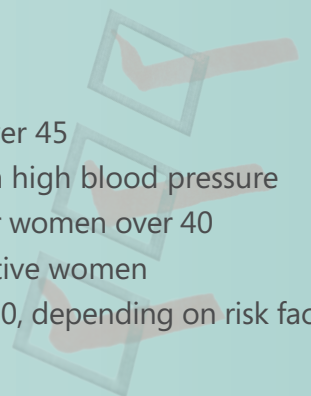
Try this when you step outside, drink your morning coffee, or before bed.



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



How Are We Doing? - HEDIS 2025

Every year, health plans track important checkups and services to make sure members are staying healthy. These are called HEDIS measures. They help us see where we are doing well and where more members can get involved.

Doing Well

- **Adults' Access to Care:** 91% of members are getting their regular doctor visits.
- **Statin Therapy for Diabetes:** 85%+ of members are taking medicine to protect their hearts.
- **Breast Cancer Screening:** 64% of eligible members got a mammogram.
- **Depression Follow-Up:** 65% of members who screened positive had a follow-up.

Needs Improvement

- **Blood Pressure Control:** 61% of members with high blood pressure have it under control.
- **Eye Exams for Diabetes:** Only 43% of members had an eye exam this year.
- **Mental Health Care:** 42% of members with a mental health diagnosis got follow-up care.
- **Colorectal Cancer Screening:** 47% of members are up to date.
- **Depression Screening:** Only 40% of members were screened.

Why This Matters

- Screenings (like mammograms, colon checks, and eye exams) can catch problems early.
- Mental health care is just as important as physical health.
- Regular doctor visits and medicine help prevent serious illness.

What You Can Do

- Ask your doctor if you're due for a cancer screening or eye exam.
- If you're living with high blood pressure or diabetes, keep up with your visits and medicine.
- Complete a mental health screening or follow-up if your doctor recommends it.

Call PHC California Member Services at
1-800-263-0067 (TTY 711)
Monday–Friday, 8:00 AM – 8:00 PM

Remember: Taking small steps now—like scheduling a checkup—keeps you healthier in the future.



We want your feedback!

Scan the QR code to share your thoughts
about the Fall 2025 Newsletter.



A Message from Your Health Plan

Test It Out – Join a Health Trial!

New drug trials and treatment studies start all the time. These helps 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: 1-800-263-0067 (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 1-800-263-0067 (TTY: 711)

Or our Compliance Hotline at

1-800-AIDS-HIV (1-800-243-7448)

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 1-800-263-0067 (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 1-800-263-0067

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: 1-800-263-0067 (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: 1-800-474-1434

Nurse Advice Line Available 24 hours a day, seven days a week. Tel: 1-800-797-1717

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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