



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.php-ca.org

Member Services
8:00 am to 8:00 pm, seven days a week
(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

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 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!

You may qualify for free or low-cost dental care, including:

- Cleanings (2/year)
- X-rays (1/year)
- Fluoride treatments (2/year)
- Oral exams
- Other services: Fillings, extractions, dentures & more

Annual limit for comprehensive dental care: \$1,200.

Need a dentist?

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

Everyone deserves to smile with confidence.





Member Rights and Responsibilities

As a member of PHP (HMO SNP), 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 PHP Member Services at 1-800-263-0067 (TTY: 711)
Monday–Friday, 8 AM – 8 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

HIVE Connections (APLA Health) — For Adults 50+ Living with HIV

What it is:

APLA Health's HIVE (HIV-Elders) is a program designed for people 50 years and older living with HIV. It creates a safe and supportive space to build connections, reduce stigma, and improve overall well-being.

Why it matters:

HIVE helps members address stigma, social isolation, and empowerment while staying connected to others who understand their journey.

What you'll find each month:

- Support groups and peer connection
- Fun activities like bingo, trivia, movie nights, and hikes
- Special events such as bowling nights, cruises, and guest speakers

How to get involved:

Check the monthly calendar to see upcoming activities and find what interests you.

Learn more:

aplahealth.org/events/hive-connections-support-group-2



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.

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:

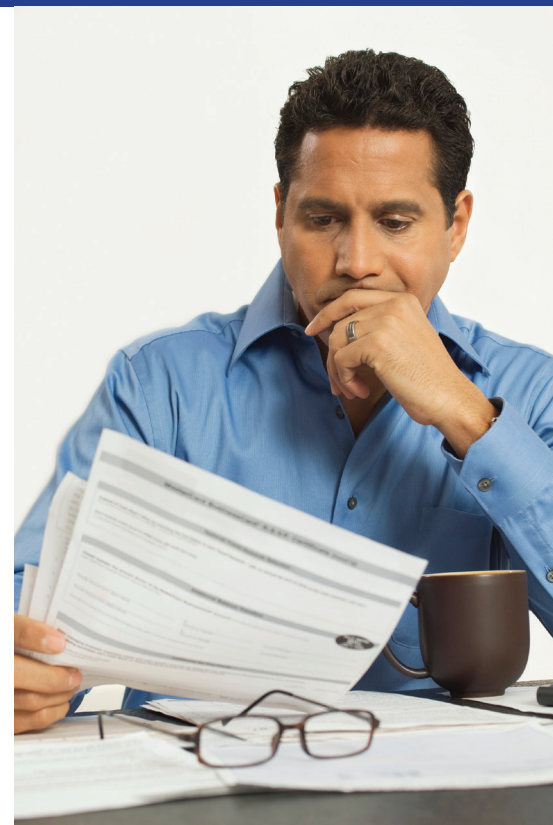
- Ask better questions at appointments
- Take your medicine the right way
- Use services that are available to you
- Feel more confident about your care

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

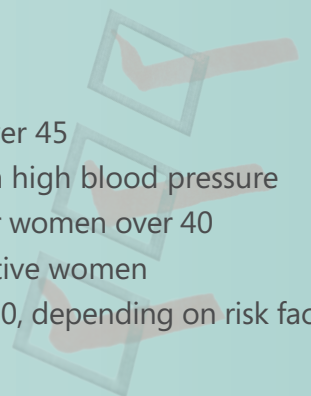
Try this when you step outside, drink your morning coffee, or before bed.



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:** 98% of members are getting their regular doctor visits.
- **Care for Older Adults:** Pain Assessment: 91% of members had their pain checked.
- **Care for Older Adults:** Function Assessment: 85% of members had their daily living needs assessed.
- **Statin Therapy for Diabetes:** 87% of members are taking medicine to protect their hearts.
- **Statin Therapy for Cardiovascular Disease:** 97% of members received their recommended therapy.
- **Colorectal Cancer Screening (ECDS):** 69% of members are up to date.
- **Depression Screening (ECDS):** 63% of members were screened.

Needs Improvement

- **Advance Care Planning:** Only 29% of members had a plan documented.
- **Antidepressant Medication Management:** 50% of members stayed on treatment.
- **Blood Pressure Control (Diabetes):** 75% of members kept their blood pressure under control.
- **Controlling High Blood Pressure:** 74% of members are meeting the target.
- **Mental Health Care:** 59% of members with a mental health diagnosis got follow-up care.
- **Eye Exams for Diabetes:** Only 47% of members had an exam this year.
- **Kidney Health Evaluation (Diabetes):** 67% of members received their check.
- **Adherence to Antipsychotic Medication:** 56% of members stayed on treatment.
- **Transitions of Care – Medication Reconciliation:** 30% of members had their medicines checked after leaving the hospital.
- **Depression Follow-Up (ECDS):** Only 36% of members who screened positive had a follow-up.
- **Breast Cancer Screening (ECDS):** 57% of eligible members got a mammogram.



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.
- Managing chronic conditions like high blood pressure and diabetes helps prevent serious illness.

What You Can Do

- Ask your doctor if you're due for a cancer screening, eye exam, or kidney test.
- 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 PHP California Member Services at
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 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: 1-800-263-0067 (TTY: 711)
Monday–Friday, 8:00 AM–8:00 PM

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

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 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 1-800-263-0067, 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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