



# POSITIVE OUTLOOK

Health and Wellness Information for Members

Summer 2026



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## Stay Healthy This Summer!

Summer is a great time to enjoy the outdoors, spend time with family and friends, and stay active. Hot weather can also affect your health. If you are living with HIV, taking your medicine every day and taking care of yourself can help you stay healthy all summer long.

### Tips for a Healthy Summer

- Take your medicine every day as prescribed.
- Check your medicine before you run out. Ask for a refill early if you need one.
- Keep your medicine in its original bottle and store it away from heat and direct sunlight.
- Drink plenty of water, especially on hot days.
- Wear sunscreen, a hat, and light-colored clothing when you are outside.
- If you feel dizzy, weak, or too hot, move to a cool place right away and drink water.

### Need a Cool Place to Go?

Hot weather can be dangerous, especially for people with ongoing health conditions. Los Angeles County offers Cooling Centers where you can stay cool during extreme heat.

Visit LA County Heat Safety to find a Cooling Center near you and learn more about staying safe during hot weather: <https://ready.lacounty.gov/heat/>

**Have a safe, healthy, and happy summer from PHC California!**



P.O. Box 46160, Los Angeles, CA 90046  
[www.phc-ca.org](http://www.phc-ca.org)

Member Services  
Mon - Fri, 8:00 am to 8:00 pm  
(800) 263-0067 TTY: 711



## A Healthy Smile Starts with You

Taking care of your teeth and gums helps keep your whole body healthy. If you are living with HIV, good oral health can help lower your risk of infections and support your overall health.

### Your Medi-Cal Dental Benefits

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 may include:

- Routine checkups and cleanings
- Dental X-rays
- Fillings for cavities
- Emergency dental care
- Tooth extractions
- Fluoride treatments to help protect your teeth

Most covered dental services are available at no cost or a low cost to eligible members.

**Please note:** You cannot be enrolled in both a Dental Managed Care Plan and a PACE or SCAN plan.



### Easy Ways to Keep Your Smile Healthy

- Brush your teeth twice a day with fluoride toothpaste.
- Floss every day.
- Visit your dentist every six months, even if your teeth feel fine.
- Drink more water and choose healthy snacks.
- If you notice mouth sores, bleeding gums, or tooth pain, call your dentist as soon as possible.

### Need Help?

PHC California Member Services

Phone: 1-800-263-0067 (TTY: 711)

Hours: Monday–Friday, 8:00 AM–8:00 PM



## AHF Food for Health

Food for Health is a free AHF program that helps people living with HIV and their families get healthy food. The program offers fresh groceries, nutritious meals, and nutrition support to help you stay healthy.

### Visit a Food Pantry

AHF has pantry locations throughout Los Angeles County where you can receive healthy food and nutrition support.

You can also find additional food assistance programs and community food resources through Los Angeles County.

### Learn more:

- [www.foodforhealthahf.org](http://www.foodforhealthahf.org)
- [www.homeless.lacounty.gov/food-assistance-resources](http://www.homeless.lacounty.gov/food-assistance-resources)

### Need help finding food?

PHC California Member Services

Phone: 1-800-263-0067 (TTY 711)

Hours: Monday–Friday, 8:00 AM–8:00 PM



## Medical Supplies and Equipment

PHC California covers many medical supplies and equipment when your doctor orders them for you. Some supplies are covered by Medi-Cal Rx instead of PHC California. Your doctor or pharmacy can help you get the supplies you need.

### You May Be Able to Get:

- Blood pressure monitors
- Diabetes testing supplies
- Wheelchairs
- Walkers
- Other medical supplies your doctor orders

### Items That Are Not Covered

Medi-Cal does not cover everyday household items such as:

- Adhesive tape
- Rubbing alcohol
- Cotton balls and cotton swabs
- Cosmetics
- Tissue wipes
- Witch hazel
- Dry skin lotions
- Hydrogen peroxide
- Non-prescription shampoos
- Other everyday items that are not used to treat a medical condition

### Need Help?

PHC California Member Services

Phone: 1-800-263-0067 (TTY 711)

Hours: Monday–Friday, 8:00 AM–8:00 PM



## Know Your Rights and Responsibilities

As a PHC California member, you have rights. You also have responsibilities. We are here to help you get the care you need.

### Your Rights

You have the right to:

- Be treated with respect.
- Have your privacy protected.
- Get information in your preferred language or another format, such as Braille or large print.
- Choose your primary care provider (PCP).
- Help make decisions about your health care.
- Get covered care, including care outside the PHC California network when approved.
- File a complaint or an appeal if you have a concern.
- See your medical records and ask for changes if needed.
- Be treated fairly and without discrimination.

If you think your rights have not been respected, please contact Member Services.

### Your Responsibilities

As a PHC California member, you should:

- Learn about your health plan benefits.
- Keep your appointments and follow your doctor's care plan.
- Treat your doctors and healthcare staff with respect.
- Tell us if you move or change your phone number or address.
- Keep your Member ID card safe and do not let anyone else use it.

### Need Help?

PHC California Member Services

Phone: 1-800-263-0067 (TTY 711)

Hours: Monday–Friday, 8:00 AM–8:00 PM

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

<https://positivehealthcare.net/california/phc/members/newsletters>

## Looking Back: March Women's Health Day

In March, AHF hosted a Women's Health Day to support the health and wellness of the community. AHF was proud to support this community wellness event hosted by our community partners. Guests had access to free mammograms through the City of Hope Mobile Mammography Unit, wellness activities, and helpful health resources. We are proud to share community events like these because they help people learn about healthy habits, connect with local resources, and make preventive care easier to access.

A special thank you to our AHF affiliates and community partners who helped make this event possible, including FLUX, Food for Health, Somos Loud, BLACC, Out of the Closet, and the City of Hope. Working together helps us reach more people and build healthier communities.

Getting regular health screenings is one of the best ways to take care of your health. Screenings can help find health problems early, often before symptoms begin. When a condition is found early, treatment may be easier and more successful. Talk with your health care provider about the screenings that are right for you.

**Thank you to everyone who attended and helped make this event a success.**







## Lower Your Risk for Type 2 Diabetes

### Free Diabetes Prevention Program

Do you have prediabetes? This means your blood sugar is higher than normal, but not high enough to be diabetes. PHC California offers a free Diabetes Prevention Program (DPP) for eligible members. The program can help you lower your risk of getting Type 2 diabetes.

The program lasts 12 months and helps you build healthy habits that can last a lifetime.

### The Program Includes

- One-on-one support from a health coach
- Tips for healthy eating
- Easy ways to be more active
- Help setting health goals
- Regular check-ins to help you stay on track
- Simple handouts with helpful tips

Some members may also be able to stay in the program for a second year.

### Want to Learn More?

PHC California Member Services

Phone: 1-800-263-0067 (TTY: 711)

Hours: Monday–Friday, 8:00 AM–8:00 PM

Visit <https://positivehealthcare.net/california/phc/> to learn more or find out if the program is right for you.

## National Immunization Awareness Month

August is National Immunization Awareness Month. Vaccines are a safe and effective way to help protect you from serious diseases and keep you healthy.

If you are living with HIV, staying up to date on recommended vaccines is especially important. HIV can affect your immune system, making it harder for your body to fight certain infections. Vaccines can help lower your risk of getting sick and may help prevent serious health problems.

Talk with your health care provider about which vaccines are right for you. They may recommend vaccines such as the flu, COVID-19, pneumonia, shingles, or hepatitis vaccines based on your health and medical history. Take Action: Ask your health care provider if your vaccines are up to date and schedule any that you may need.

**Protecting your health starts with prevention.**

### Need Help?

PHC California Member Services

Phone: 1-800-263-0067 (TTY 711)

Hours: Monday–Friday, 8:00 AM–8:00 PM



## Language Services for You

PHC California wants every member to understand their health care. If English is not your first language or you need help communicating, we are here for you.

### Free Services Available

We offer free services to help you understand your health care, including:

- Interpreters for many languages
- Sign language interpreters
- Written information in other languages
- Large print materials
- Braille
- Audio and electronic formats

These services are free for all PHC California members.

### Need Language Help?

PHC California Member Services

Phone: 1-800-263-0067 (TTY 711)

Hours: Monday–Friday, 8:00 AM–8:00 PM



## Help Improve Health in Los Angeles County

The 2026 Los Angeles County Health Survey is now open. If you receive an invitation in the mail, please take the survey. Your answers can help the Los Angeles County Department of Public Health learn more about the health needs of our communities.

### About the Survey

- Open to adults 18 years and older who receive an invitation by mail.
- Available in English, Spanish, Simplified Chinese, Traditional Chinese, Korean, and Vietnamese.
- Your answers are private and confidential.
- The survey does not ask about your citizenship or immigration status.
- Taking the survey will not affect your benefits or services.

### Learn More

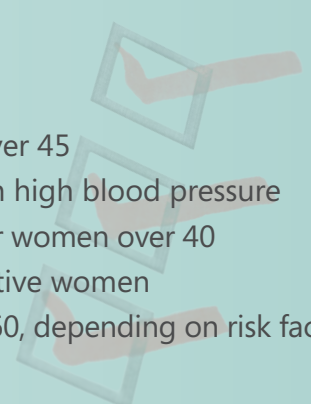
Visit [LACountyHealthSurvey.org](https://LACountyHealthSurvey.org) for more information.



## 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





## Save Money with Your OTC Benefit

As a PHC California member, you can order up to \$200 in over-the-counter (OTC) health products each plan year at no cost to you.

### What Can You Order?

The OTC catalog includes many everyday health items, such as:

- Pain relievers
- Cold and allergy medicine
- Vitamins and minerals
- First aid supplies
- Dental care products
- Blood pressure monitors
- COVID-19 home tests
- Sunscreen
- Condoms
- And many more health products

### How to Order

- Download and complete the OTC Pharmacy Order Form.
- Send your order by mail, fax, or phone using the instructions on the form.
- Need another order form? Call Member Services and we will send one to you.

**Please note:** The list of covered OTC items may change during the year. Check the latest OTC Pharmacy Order Form for the most up-to-date products.

### Need Help?

PHC California Member Services

Phone: 1-800-263-0067 (TTY: 711)

Hours: Monday–Friday, 8:00 AM–8:00 PM

Visit [www.positivehealthcare.net/california/phc](http://www.positivehealthcare.net/california/phc)



## Resources to Help You Stay Healthy

PHC California offers benefits and services to help you stay healthy and make it easier to get the care you need.

### Meal Benefit

If you are recovering from a hospital stay or have a health condition that makes it hard to shop or cook, you may qualify for home-delivered meals.

You may receive:

- Up to 2 meals a day for 28 days
- Meals delivered to your home
- No cost to eligible members

Healthy food can help your body heal and keep you feeling your best.

### Transportation Services

Need a ride to your medical appointment?

If you cannot drive or use public transportation because of a medical condition, PHC California may be able to help.

This benefit may include:

- Rides to doctor visits
- Rides to the pharmacy
- No cost to eligible members

Talk to your doctor to see if this benefit is right for you.

### Free Gym Membership

Being active is good for your health. Eligible PHC California members can choose a free gym membership at:

- 24 Hour Fitness\*
- LA Fitness / Esporta Fitness\*
- AHF Fitness Center

*\*Some locations are not included.*

Regular exercise can help improve your heart health, lower stress, and give you more energy.

### We're Here to Help

If you have questions about these benefits or want to learn if you qualify, call PHC California Member Services

Phone: 1-800-263-0067 (TTY: 711)

Hours: Monday–Friday, 8:00 AM–8:00 PM



# 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 information about AHF Research or to learn about research opportunities, visit: [www.aidshealth.org/ahf-research/#form](http://www.aidshealth.org/ahf-research/#form)

## Keep Your Contact Info Up to Date

PHC California 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 Medi-Cal!

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 Public Policy Community 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 California 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

**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)

**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)

## PPCAC Meeting Dates

Tuesday, March 31 – 11:00 a.m. PST

Thursday, June 18 – 10:00 a.m. PST

Thursday, September 17 – 12:00 p.m.–1:30 p.m. PST

Thursday, December 3 – 10:00 a.m. PST

## 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

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

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## 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

## Questions? We're Here to Help!

If you have any questions or need assistance, please contact Member Services at (800) 263-0067, Monday through Friday, 8:00 a.m. to 8:00 p.m.

TTY users may call 711. You can also email us at [php@positivehealthcare.org](mailto:php@positivehealthcare.org).

## 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 care team if English is not the 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.



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