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 PHP!

PHP HMO SNP

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

Take Care of Your Smile!

Good oral health helps keep your whole body healthy. PHP offers dental benefits to help you care for your teeth and gums.

Preventive Dental Care

Covered services include:

- Oral exams
- Up to 2 cleanings each year
- Up to 2 fluoride treatments each year
- 1 dental X-ray each year

There is no cost for covered preventive dental services.

More Dental Services

You may also have coverage for services such as:

- Fillings
- Gum care
- Crowns and bridges
- Tooth extractions
- Root canals
- Dentures
- Dental implants
- Oral surgery

PHP provides up to $1,550 each year for covered comprehensive dental services. Some dental services may require approval before you receive care.

Need a Dentist?

Call PHP Member Services
Member Services is available 8:00 a.m. to 8:00 p.m., seven days a week Phone: 1-800-263-0067 (TTY 711)

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
- www.homeless.lacounty.gov/food-assistance-resources

Need help finding food?

PHP Member Services
Member Services is available 8:00 a.m. to 8:00 p.m., seven days a week.
Phone: 1-800-263-0067 (TTY 711)
Hours: Monday–Friday, 8:00 AM–8:00 PM

Extra Benefits for Eligible Members

PHP offers extra benefits for some members with long-term health conditions.

Laundry Service

If you need help with daily activities and cannot do your own laundry, you may qualify for laundry service.

- No cost to eligible members
- Up to $156 each month for laundry services

Transportation

If you have a serious health condition and need regular rides to your medical appointments, PHP may provide transportation. This benefit may help members with conditions such as:

- Cancer
- Kidney disease
- Mental health conditions
- Other serious health needs
- No cost to eligible members
- Transportation must be approved by PHP before your ride is scheduled.

Need Help?

PHP Member Services
Member Services is available 8:00 a.m. to 8:00 p.m., seven days a week Phone: 1-800-263-0067 (TTY 711)

Know Your Rights and Responsibilities

As a PHP 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 PHP 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 PHP 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?

PHP Member Services
Member Services is available 8:00 a.m. to 8:00 p.m., seven days a week Phone: 1-800-263-0067 (TTY 711)

You can also see the newsletter online @:
www.php-ca.org/newsletter

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.

Medicare Diabetes Prevention Program (MDPP)

If you have prediabetes, you may qualify for the Medicare Diabetes Prevention Program (MDPP). This free program can help you lower your risk of getting Type 2 diabetes by teaching healthy habits.

The Program Can Help You:

- Eat healthier foods
- Be more active
- Lose weight in a healthy way
- Stay healthy over time
- Learn ways to overcome everyday challenges

There is no cost for eligible members. You do not pay a copay, coinsurance, or deductible for this benefit.

Want to Learn More?

PHP Member Services
Member Services is available 8:00 a.m. to 8:00 p.m., seven days a week Phone: 1-800-263-0067 (TTY 711)

Visit https://positivehealthcare.net/california/php/ 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?

PHP Member Services
Member Services is available 8:00 a.m. to 8:00 p.m., seven days a week Phone: 1-800-263-0067 (TTY 711)

Language Services for You

PHP 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

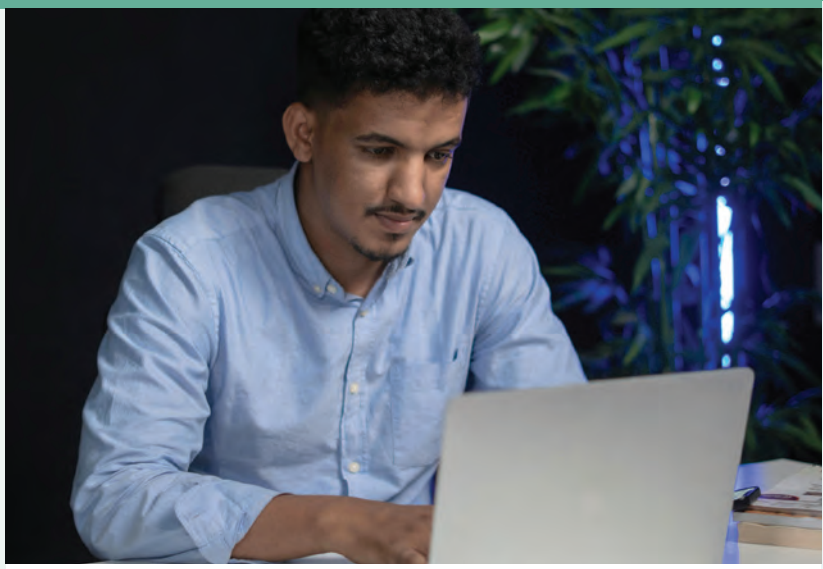
We offer free services to help you understand your health care, including:

- 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 PHP members.

Need Language Help?

PHP Member Services
Member Services is available 8:00 a.m. to 8:00 p.m., seven days a week Phone: 1-800-263-0067 (TTY 711)



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 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 PHP member, you can order up to $550 in over-the-counter (OTC) health products each plan year at no cost to you.

What Can You Order?

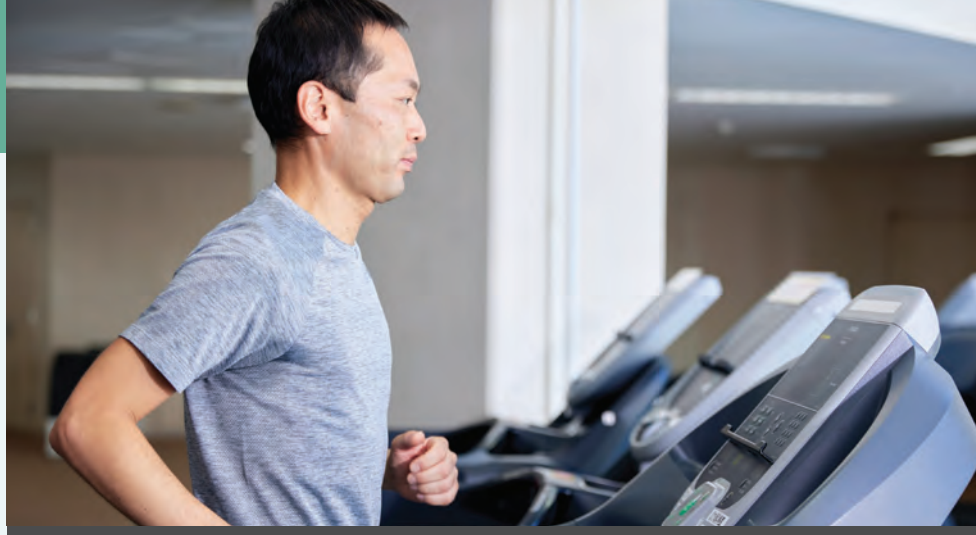
Your OTC benefit includes many everyday health items, such as:

- Vitamins
- Pain relievers
- Cold and allergy medicine
- First aid supplies
- Sunscreen
- Toothbrushes and toothpaste
- Fiber supplements
- Antacids
- And many more health products

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

Need Help?

PHP Member Services
Member Services is available 8:00 a.m. to 8:00 p.m., seven days a week.
Phone: 1-800-263-0067 (TTY 711)
Visit https://positivehealthcare.net/california/php/



Resources to Help You Stay Healthy

PHP 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, PHP 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 PHP 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 PHP Member Services.
Member Services is available 8:00 a.m. to 8:00 p.m., seven days a week
Phone: 1-800-263-0067 (TTY 711)

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

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 records.

PHP Member Services

Member Services is available 8:00 a.m. to 8:00 p.m., seven days a week Phone: 1-800-263-0067 (TTY 711)

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 PHP 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)

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

As a MAC member, you can:

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

Who can join? Open to all PHP members in California.

How it works:

The committee includes PHP 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. Member Services is available 8:00 a.m. to 8:00 p.m., seven days a week Phone: 1-800-263-0067 (TTY 711)

MAC Meeting Dates

Tuesday, May 12 – 11:00 a.m. PST
Tuesday, August 13 – 10:00 a.m. PST
Tuesday, November 19 – 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

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

Questions? We're Here to Help!

If you have any questions or need assistance, please contact Member Services. Member Services is available 8:00 a.m. to 8:00 p.m., seven days a week Phone: 1-800-263-0067 (TTY 711). You can also email us at php@positivehealthcare.org.

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