



POSITIVE OUTLOOK

Health and Wellness Information for Members

Fall 2026



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Stay Healthy This Fall!

Fall is here! Cooler weather and shorter days can change your daily routine. A few simple steps can help you stay healthy this season.

Tips for a Healthy Fall

- Take your medicine every day as prescribed.
- Keep your doctor appointments.
- Drink plenty of water.
- Stay active by walking, stretching, or exercising indoors.
- Wash your hands often to help prevent illness.
- Get enough sleep.
- Ask your doctor if you are due for any vaccines or health screenings.

Have a safe, healthy, and happy fall from PHP!



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

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

Thinking about quitting smoking or vaping? Quit For Life® can help.

Eligible members can get help at no extra cost.

Get Help to Quit

Support may include:

- Help from a quit coach
- Support by phone, text, or online
- Tips to help with cravings
- Help making a plan to quit
- Information about nicotine patches and gum

Ready to learn more?

Talk to your Care Coordinator to find out how to get started.

Call 1-866-QUIT-4-LIFE (1-866-784-8454).

Need Help?

PHP Member Services

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

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

What happens when you quit nicotine

Quit For Life® is designed to give you the confidence you need to quit for good. Here's a timeline of all the positive effects on your body after your last cigarette or vape.

The bigger picture



1 Year

Your excess risk of coronary heart disease is half that of a continuing smoker.



2 to 5 Years

Your risk of having a stroke is reduced.



15 Years

Your risk of coronary heart disease is close to that of a nonsmoker.

Quit For Life gives you a personalized Quit Plan and 1:1 access to coaches via phone, chat, or text. Plus group video sessions, nicotine replacement therapy, and more. All at **no additional cost** to you.



20 Minutes

Your heart rate drops.

36 Hours

Carbon monoxide levels in your blood may decrease to normal.

48 Hours

Nerve endings start to regrow, and the ability to smell and taste is enhanced.

14-90 Days

Your heart attack risk drops, and your lung function begins to improve.

1 to 9 Months

You may cough less and not experience shortness of breath as easily.



Get started at quitnow.net or scan the QR code.
1-866-QUIT-4-LIFE (866-784-8454)

Take Care of Your Health & Earn Gift Cards

PHP members may be able to earn gift cards for completing certain health screenings and services.

Available Gift Cards

- Colonoscopy: \$100
- Cologuard: \$40
- Mammogram: \$100
- HIV Well Visit: \$100
- Diabetic Retinal Eye Exam: \$20
- Health Risk Assessment (HRA): \$20

Important: Check Before You Get a Service

Each gift card has rules that must be met. Not every member will qualify for every gift card. You may not qualify if you do not meet the rules or if you already received a gift card for that service during the allowed time.

Before you complete a service, talk to your Care Coordinator. Your Care Coordinator can:

- Check if you qualify.
- Explain the rules.
- Tell you which gift cards may be available to you.

PHP Member Services

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

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



Free Things to Do This Fall!

Looking for something fun to do? Here are free ways to get out, meet people, and connect with the community this fall.

AIDS Walk Los Angeles 2026

Join thousands of people in supporting the HIV community at AIDS Walk Los Angeles.

Sunday, October 18, 2026

West Hollywood Park

Come walk, support a friend, visit community booths, and enjoy the day. The event helps support HIV care and services in Los Angeles.

Learn More – AIDS Walk Los Angeles: www.aidswalkla.org



Circa: Queer Histories Festival

Celebrate LGBTQIA+ history and community this fall! Circa offers events across Los Angeles, including talks, films, performances, comedy, and programs about LGBTQIA+ and HIV/AIDS history.

Many events are free.

Check the schedule before attending.

Some events may require registration.

Explore Circa Events: www.2026.circafestival.org



Stay Warm This Fall: Clothing Resources

**Need a sweater, jacket, or other clothing?
These community resources may be able to help.**



Out of the Closet offers low-cost clothing at thrift stores throughout Los Angeles. Some current AHF clients may also qualify for a clothing voucher with approval and a referral from their case manager. Please visit the website for store locations and more details. www.outofthecloset.org

PROJECT ROPA®

Project Ropa provides free new and gently used clothing and hygiene items to people in need. Their Grab & Go program is available in Central Hollywood. Please visit the website for the latest dates, times, locations, and more details.

Project Ropa – Grab & Go: www.projectropa.org

You can also see the newsletter online @:

www.php-ca.org/newsletter

Your Mental Health Matters



Taking care of your mental health is part of taking care of your overall health.

Life can be stressful. Changes in your health, relationships, work, money, or daily life can affect how you feel. Losing someone you care about can also bring feelings of sadness, anger, worry, or loneliness.

Check In with Yourself

You may want extra support if you:

- Feel sad, worried, stressed, or alone for a long time
- Have trouble sleeping
- Stop enjoying things you usually like
- Spend less time with friends or family
- Have a hard time dealing with daily stress
- Are having a hard time after losing someone you care about

It is okay to ask for help. You do not have to wait until things feel too hard.

Mental Health and Grief Support

Your Care Coordinator can help you find mental health services and other resources.

PHP Member Services

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

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

Los Angeles County Department of Mental Health

LA County offers mental health support and can help connect you to services. Resources are also available for grief and loss, LGBTQ+ communities, suicide prevention, veterans, people with disabilities, and more.

24/7 Help Line: 1-800-854-7771

Grief and Loss Resources

Grief can happen after losing someone you care about. Everyone experiences grief differently. LA County offers information and resources that can help, including grief support groups and bereavement resources. Visit the LA County Grief & Loss Resources page to learn more: www.dmh.lacounty.gov/mental-health-resources/grief-loss

988 Suicide & Crisis Lifeline

If you are having a mental health, substance use, or suicide-related crisis, call or text 988.

Help is available 24 hours a day, 7 days a week.

Remember

You do not have to go through a difficult time alone. Asking for help is one way to take care of yourself.

What's New in HIV Research?

Researchers are studying a new HIV treatment that may only need to be taken once a week instead of every day.

A 2026 study looked at a pill that combines two medicines, islatravir and lenacapavir. The study included more than 600 people living with HIV whose virus was already under control.

After about one year, 93% of people taking the once-a-week pill continued to have their HIV under control. The results were similar to people taking HIV medicine every day.

Why Does This Matter?

In the future, some people living with HIV may have more choices for how often they take their medicine.

The once-a-week pill is still being studied and is not yet a standard HIV treatment.

Remember: Always talk to your health care provider before changing or stopping your HIV medicine. Read the 2026 study on PubMed <https://pubmed.ncbi.nlm.nih.gov/42525925/>



Working Together for a Healthier LA County



PHP is committed to helping everyone have a fair chance to be healthy. We know that things like where you live, access to health care, housing, safety, and other community needs can affect your health.

That is why PHP is actively involved in the Los Angeles County Community Health Equity Improvement Plan (CHEIP). CHEIP brings health plans, community groups, LA County Public Health, and other partners together to improve health in communities across Los Angeles County.

How PHP Is Involved

PHP staff take part in CHEIP workgroups and work with community partners to:

- Learn about health needs and barriers in our communities.
- Share ideas and resources that can help members.
- Support efforts to prevent illness and improve access to care.
- Help connect people with health and community services.
- Work together on ways to reduce health differences across communities.

Why Does This Matter?

Working together helps us better understand what our communities need. It also helps PHP support programs and resources that can make it easier for members to get care and stay healthy. Health equity means everyone should have a fair chance to be as healthy as possible. PHP is proud to be part of this work.

Learn more about this plan.

LA County Community Health Equity Improvement Plan (CHEIP)
www.publichealth.lacounty.gov/pie/planning/chip.htm

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

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

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





Community Reinvestment: Investing in Healthier Communities

PHP is committed to improving the health and well-being of our members and the communities we serve.

Through California's Community Reinvestment program, Medi-Cal health plans are investing in programs and services that respond to local health needs and help reduce barriers to care.

What is PHP doing?

PHP is working with Los Angeles County and community partners to support community-based health efforts. Our planned work includes expanding access to HIV and STI testing, prevention, education, and connections to care and other supportive services.

These efforts are designed to reach people where they live, work, and spend time in the community, including areas where access to health services may be limited. PHP's plan includes community outreach across Los Angeles County, including evenings and weekends.

Why does this matter?

Good health is about more than going to the doctor. Having easy access to testing, prevention, education, and support can help people get care earlier and stay connected to the services they need.

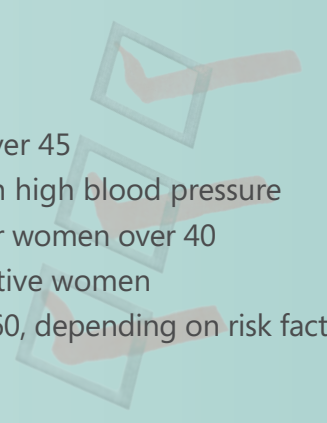
Community Reinvestment is one more way PHP is working to reduce health differences, improve access to care, and support healthier communities.

We look forward to sharing more with our members as this work moves forward.

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



Flu Season Is Here – Get Your Flu Shot

Flu season is here. A flu shot can help protect you from getting very sick.

If you are living with HIV, staying up to date on your vaccines is an important part of taking care of your health.

How to Get Your Flu Shot

- Ask your doctor or clinic.
- Check with your local pharmacy.
- Ask your doctor about other vaccines you may need.

Take Action: Ask your health care provider if you are due for your flu shot.

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



Not Every Health Concern Needs the ER

When you are sick or hurt, it can be hard to know where to go for care. The emergency room (ER) is for serious or life-threatening health problems. For other health problems that need care soon, urgent care or the AHF After-Hours Line may be a better choice.

When should I use urgent care?

Urgent care can help with health problems that need care soon but are not an emergency. Examples include:

- Cold, flu, or COVID-like symptoms
- Sore throat or ear infection
- Sprains and strains
- Minor cuts or burns
- Urinary tract infections (UTIs)
- Mild allergic reactions
- Fever without severe symptoms
- Rashes or skin irritation

When should I go to the ER?

Go to the ER if you have a life-threatening emergency, such as chest pain, trouble breathing, signs of a stroke, or severe bleeding.

Not sure where to go? We can help.

PHP Member Services

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



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 information about AHF Research or to learn about research opportunities, visit: www.aidshealth.org/ahf-research/#form
General AHF inquiries:
www.aidshealth.org/about/contact

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) , 24 hours a day, seven days a week.

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.

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)

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

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. 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.

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.