

Be Well, Stay Well

Asthma and COPD: Know When You Are Getting Worse

When you have asthma or Chronic Obstructive Pulmonary Disease (COPD), there will be times when your condition gets worse. Knowing when this is happening and what to do when it happens can help you manage your condition and make changes to feel better.



Signs that your asthma is getting worse:

- Symptoms become harder to deal with
- Symptoms happen more often
- Symptoms stop you from doing your daily activities
- You are using your quick-relief medication more often
- Your medications do not work as well
- You have gone to an emergency room or an urgent care center for an asthma attack

Signs that your COPD is getting worse:

- Changes in your cough
- You are coughing up more mucus
- Mucus is a different color
- You are short of breath more often
- Swollen ankles
- Feeling very tired
- Having to sit up to sleep
- Having to use many pillows to sleep
- Headaches
- You feel dizzy in the morning

Ask your provider what you should do if your symptoms get worse.

Contact Us

Neighborhood Member Services
Monday through Friday, 8:30AM to 5PM



ACCESS / Rlite Care,
TRUST / Rhody Health Partners
1-800-459-6019 (TDD/TTY 711)

Marketplace Plans
1-855-321-9244 (TDD/TTY 711)

UNITY / Rhody Health Options
1-855-996-4774 (TDD/TTY 711)
Mon-Fri 8AM-6PM

Beacon Health Strategies
(Behavioral health services)
1-800-215-0058
(TDD/TTY 1-781-994-7660)



Website: www.nhpri.org



Asthma



Heart Failure



COPD



Coronary Artery Disease



Diabetes

INSIDE THIS ISSUE

Controlling your Asthma.....p3

Living Well Rhode Islandp4

Protecting Yourself from the Flu.....p5

Make the Most of Provider Visitsp6

RAFFLE: Get a Fitbit Zip™p6



Chronic Conditions Can Be Hard to Cope With

When you have a chronic condition, you often have to make many changes in your life. Some of these changes can be hard, and may cause you to feel sad.



While everyone feels sad at some point in their life, depression is different.

Depression can:

- Make you feel down or sad for days at a time.
- Make it hard for you to do normal daily activities.
- Stop you from enjoying the things that you used to enjoy.
- Feel like it's hard to just get through the day.

People who have chronic conditions are more likely to have depression.

If you think you have depression, ask yourself these two questions. During the past month, have you:

- Had little interest or pleasure in doing the things you usually enjoy?
- Felt down, depressed or hopeless?

If you answered yes to one or both of these questions, you may have a problem with depression.

For more information or to get help call your provider or call Beacon Health Options (Beacon) at 1-800-215-0058. Beacon is Neighborhood's behavioral health provider, and they are here to help you, just like we are.



Could You Be at Risk for Coronary Artery Disease?

Coronary Artery Disease (CAD) is a disease of the heart that causes plaque to build up inside your arteries. This causes the arteries to become narrower, so less blood gets to the heart muscle.

These things can put you at risk for CAD:

- High cholesterol
- High blood pressure
- Smoking
- Diabetes
- Being overweight
- Not being active
- Family history

Talk with your provider to find out things you can do to prevent CAD.



There Is Help in Your Community

It can be hard to focus on your health when your basic needs are not being met.

Neighborhood has social care staff that can help you find resources in your community. Help may be available for necessities such as food, housing and utilities.

Call Neighborhood Member Services to ask about help.

If you have an urgent social need when Neighborhood is closed call the United Way's 24-hour help line at 2-1-1.



Could You Be At Risk for Diabetes?

Diabetes is a condition that makes your blood sugar (also called blood glucose) level high. Diabetes usually cannot be cured, but it can be treated and managed. Are you at risk for diabetes?

Some risk factors include:

- Being overweight or obese
- Not being active
- Having family members who have diabetes
- An unhealthy diet that is high in fat and sugar
- Drinking a lot of sugar-sweetened drinks
- Having high cholesterol levels
- Race or ethnic background (some races/ethnicities are more likely to have diabetes)
- Getting older
- If you had diabetes when you were pregnant

You can change some of these risks!

These are the things you can do to lower your risk of getting diabetes:

- Keep a healthy weight. Talk to your provider about what your healthy weight is.
- Be more active.
- Keep high blood pressure under control.
- Eat a healthy diet.
- Keep your cholesterol under control.

Talk to your provider about your risk for diabetes, and be sure to ask about things you can do to help prevent diabetes.



Controlling Your Asthma

How do you know if your asthma is under control? By remembering the “Rules of Two,” you can stay aware of your condition and know when you might need help managing it. With the “Rules of Two,” you simply ask yourself the following questions.

Do you:

- Have asthma symptoms or use your quick-relief inhaler more than two times a week?
- Refill your quick-relief inhaler more than two times a year?
- Have asthma symptoms that wake you up at night more than two times a month?
- When you have asthma symptoms, is your peak flow less than 20% from baseline?

If you answered yes to any of these questions, your asthma is not under control, and you should talk to your provider about how they can help you get your asthma under control with an asthma action plan. An asthma action plan is a written plan that you develop with your provider to help control your asthma. If you do not have an asthma action plan, ask your provider to help you make one.





Living Well Rhode Island is Here to Help You



Living Well Rhode Island (LWRI) is a program offered by the Rhode Island Department of Health. This program helps people manage their chronic conditions. This program is also for people who are caregivers and who take care of others.

LWRI workshops are provided in English and Spanish. Anyone 18 years of age or older can attend.

LWRI can help you:

- Develop skills to deal with your condition
- Manage your symptoms
- Manage your medication
- Communicate with your providers
- Solve problems
- Eat well
- Exercise safely
- Set goals to improve your health

For more information, call the Department of Health Information Line at 1-401-222-5960 (TTY 711).



Stress Can Make Chronic Conditions Worse

We all feel stress at some point. Stress can be caused by work, family, money, illness and many other things.

A little stress every now and then is not something to worry about. But when there is too much stress, or stress lasts a long time, it can make you sick.

If you already have a chronic condition like asthma, diabetes or COPD, stress can make your condition worse.

Long periods of stress can cause you to:

- Get sick more often
- Have problems concentrating
- Have trouble sleeping
- Feel anxious or sad
- Not take good care of your health
- Have worse symptoms of your chronic condition

It is important to try to control your levels of stress. Here are some things you can try:

- Take slow, deep breaths
- Talk to someone
- Listen to music
- Be active
- Eat healthy
- Get enough sleep
- Say “no” sometimes to plans or obligations that might make you more stressed



When stress affects your life or makes your chronic condition worse, talk with your provider. Your provider can help you learn about other ways to reduce your stress.



Our Member Advocate is Here For You

Neighborhood has a Member Advocate to help our members with problems.

These are some of the things our Member Advocate can help with:

- Getting treatment for a serious medical problem if you have lost your insurance.
- Hearing your concerns and experiences when trying to get health care services.
- Making sure you get the services you need.
- Understanding and completing the Neighborhood appeals process.

For more information or if you need help with a problem, call our Member Advocate at 1-401-459-6172 (TTY 711).



Prevent Heart Failure

Heart Failure (HF) is a condition where the heart cannot pump the amount of blood your body needs. If you have HF, your heart's pumping action becomes weaker, and sometimes, your heart cannot fill with the blood it needs to work.

Heart Failure happens over time. It is a serious condition that needs medical care.

The best way to prevent HF is to make healthy changes to your lifestyle, such as:

- Not smoking
- Eating healthy foods
- Staying physically active
- Keeping a healthy weight
- Reducing and managing your stress
- Keeping diabetes under control
- Keeping high blood pressure under control



Talk to your provider about changes you can make to your lifestyle to prevent HF.

Protect Yourself From the Flu



The flu, also called influenza, is an infection of the nose, throat and lungs. The flu is more serious than a cold, and can make people very sick. The flu can even cause death. The best way to prevent the flu is by getting your flu shot every year. Flu shots do not contain the live flu virus, and flu shots will not cause you to get the flu.

The flu can be more dangerous for people with chronic conditions like:

- Asthma
- Chronic Obstructive Pulmonary Disease (COPD)
- Diabetes
- Heart failure

When you have these chronic conditions you are at a higher risk of getting pneumonia.

There is a shot to help decrease your chance of getting pneumonia. The shot is called a pneumococcal vaccine, and should be given every five years.

Ask your provider when you should get your flu and pneumococcal (pneumonia) shots.





Making the Most of Your Provider Visits

When you have a visit with your provider, you may feel like you did not have enough time, or that you did not get a chance to talk about all the things you wanted to. With a little planning, you can have a better visit with your provider next time.



For example, you can:

- Bring a list of questions and things you want to talk about.
- Talk about what is most important first.
- Tell your provider if you are worried about something.
- Bring a list of all your medications and how much you take.
- Ask how to reach the doctor if you have questions or concerns.
- If you don't understand something — ask questions. Providers are there to help you.
- Always be honest with your provider.
- If you have a caregiver, give your provider permission to share your information with them.
- Decide what you want most from the visit, and work together with your provider.
- Do not forget to talk with your provider about your feelings. Your emotional health is important too. Your emotional health can affect you physically.



RAFFLE: Get a Fitbit Zip™

Win a Fitbit Zip™ and track your health! This small, fun gadget will track the number of steps you walk and count the calories you burn. Neighborhood members may call 1-401-427-6706 (TTY 711) by November 18, 2016 to enter the raffle. Leave your name, address, phone number and Neighborhood member ID number to be entered to win a Fitbit Zip™.

If you need help understanding this information in your language, please call us at 1-401-459-6009 and ask for Member Services.

Si necesita ayuda para comprender esta información en su idioma, llámenos al 1-401-459-6009 y solicite hablar con el servicio de atención al cliente.

Si vous avez besoin d'aide pour comprendre ces informations dans votre langue, appelez-nous au 1-401-459-6009 et demandez le Service aux membres.

Se precisar de ajuda para entender estas informações no seu idioma, telefone para 1-401-459-6009 e solicite o Serviço de Atendimento aos Participantes.

Чтобы получить информацию на родном языке, обратитесь в отдел по работе с клиентами (Member Services) по телефону 1-401-459-6009.

បើលោកអ្នកត្រូវការជំនួយយល់ដឹងអំពីព័ត៌មាននេះជាភាសារបស់លោកអ្នក សូមហៅទូរស័ព្ទមកឃើងខ្ញុំតាមលេខ 1-401-459-6009 ហើយសាកសួររដ្ឋាករសេវាកម្មសមាជិក (Member Services)។

ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອ ເພື່ອໃຫ້ເຂົ້າໃຈຂໍ້ມູນນີ້ເປັນພາສາຂອງທ່ານ, ກະລຸນາໂທຫາພວກເຮົາທີ່ເບີ 1-401-459-6009 ແລະໃຫ້ຖາມຫາໜ່ວຍບໍລິການສະມາຊິກ.

Nếu cần được giúp đỡ để hiểu thông tin này bằng ngôn ngữ của quý vị, xin gọi cho chúng tôi theo số 1-401-459-6009 và yêu cầu được nói chuyện với Dịch Vụ Hội Viên.