

Be Well, Stay Well

Know When to Call Your Provider When You Have COPD

Chronic Obstructive Pulmonary Disease (COPD) is a lung disease that keeps your lungs from working normally. People with COPD cough a lot and often have mucus.

As COPD gets worse, even simple activity can cause you to be out of breath. It is very important for people with COPD to see their provider at least two times a year.



Call your provider if you:

- Have increased trouble breathing.
- Cough up blood.
- Have a fever or feel like you have the flu.
- Cough up more mucus than usual or it looks different.
- Have swelling in your legs or belly.

Ask your provider what you should do if your symptoms get worse and when you should call 911 or go to the emergency room.

If you go to the emergency room or urgent care make sure you follow up with your provider.

Contact Us

Neighborhood Member Services



ACCESS/Rlte Care,
TRUST/Rhody Health Partners
1-800-459-6019 (TDD/TTY 711)
Mon-Fri 8AM-6PM

Marketplace Plans
1-855-321-9244 (TDD/TTY 711)
Mon-Fri 8AM-6PM

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

INTEGRITY/Medicare-Medicaid Plan
1-844-812-6896
Mon-Fri 8AM-8PM; 8AM-12PM on Sat

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

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Take Coronary Artery Disease Seriously

Coronary artery disease, or CAD, is something to take seriously. Having CAD raises your risk for a heart attack and other problems. The good news is that living in a healthy way can help. While it is not always easy to change habits, it is possible. Begin with small steps and build from there.

Try these small steps:

- Instead of taking the elevator or the escalator- take the stairs
- Instead of eating a cheeseburger- eat a turkey sandwich
- Instead of eating potato or corn chips- eat popcorn popped in olive oil
- Instead of using salt- use fresh herbs
- When you are worried- draw or color to keep your mind busy
- Instead of sitting and watching TV- put on music and dance

Talk to your provider before making any big changes and learn the signs of a heart attack. Visit www.cdc.gov and search “heart attack symptoms” for more information.



Get Your Flu Shot to Protect Yourself

The best way to prevent the flu is by getting your flu shot every year. Getting a flu shot is the most important step in protecting yourself against flu viruses. Flu shots do not contain the live flu virus. Flu shots will not cause you to get the flu.

The flu is also called Influenza. It 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 be more dangerous for people with chronic conditions like:

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

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. This shot is needed every five years.

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





Neighborhood's Member Advocates are Here To Help



Neighborhood has Member Advocates to help our members with problems.

These are some of the things our Member Advocates can help with.

- If you have lost your insurance. Especially if you are getting treatment for a serious medical problem.
- Hear your concerns and experiences when trying to get health care services.
- Make sure you get the services you need.
- Neighborhood's appeals process.

For more information or if you need help with a problem, feel free to call 1-401-459-6172 or 1-401-427-7658 (TDD/TTY 711).



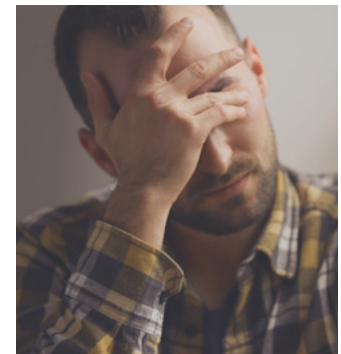
Living with a Chronic Condition Can Be Hard

Health problems and diseases that last a long time are called "chronic." Some examples are heart disease, chronic obstructive pulmonary disease (COPD), and diabetes. It can be hard to live with a chronic condition. Sometimes people who have chronic conditions also suffer from depression. Depression is more than feeling sad.

Ask Yourself:

Over the last 2 weeks have you:

- felt down, sad, or hopeless?
- had trouble falling or staying asleep, or been sleeping too much?
- been eating too much or too little?



If you answered "yes" to any of these questions, you may have depression. Depression can be treated and Neighborhood can help.

What to Do:

Neighborhood offers behavioral (mental) health benefits through our partner Beacon Health Options (Beacon). Talk to your provider about how you are feeling. You may also call Beacon yourself at 1-800-215-0058. This number is also on your Neighborhood ID card. Beacon is available to you 24 hours a day, 7 days a week. They will find a provider in your area. You do not need a referral.





Living Well Rhode Island is a Program That Can Help

Living Well Rhode Island (LWRI) is a program offered by the Rhode Island Department of Health (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 for anyone ages 18 and older.

LWRI helps 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 HEALTH Information Line at 1-401-222-5960 (TTY 711).



There Is Help in Your Community

It can be hard to focus on your health when you have things going on in your life. There may be resources available to help if you find your worries are keeping you from taking care of your health.

Neighborhood has social care staff that can help you find resources in your community. Resources may be available for issues like food, housing and utilities.

Call Neighborhood Member Services for more information.

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

Neighborhood Health Plan of Rhode Island is a health plan that contracts with both Medicare and Rhode Island Medicaid to provide benefits of both programs to enrollees.

You can get this information for free in other languages. Please call Member Services at 1-844-812-6896 (TTY 711), 8AM to 8PM, Mon-Fri; 8AM to 12PM on Saturday. On Saturday afternoons, Sundays and federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free.

Esta información está disponible de forma gratuita en otros idiomas. Por favor llame a nuestro Departamento de Servicios para Miembros al 1-844-812-6896 (TTY 711) de 8AM a 8PM, lunes-viernes; sábados de 8AM a 12PM. Los sábados por la tarde, domingos y días festivos federales, se le pedirá que deje un mensaje. Su llamada será devuelta dentro del siguiente día laborable. La llamada es gratuita.

Estas informações estão disponíveis gratuitamente noutros idiomas. Por favor telefone para os Serviços dos Membros em 1-844-812-6896 (TTY 711), das 8 às 20 horas, de Segunda a Sexta-feira; e das 8 às 12 (meio-dia) aos Sábados. Nos Sábados à tarde, Domingos e feriados federais, poderá ser-lhe pedido que deixe uma mensagem. A sua chamada será respondida no próximo dia útil. Esta chamada é grátis.

Neighborhood Health Plan of Rhode Island complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Spanish: ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-812-6896 (TTY: 711).

Portuguese: ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-844-812-6896 (TTY: 711).



Preventing Problems When You Have Heart Failure

Heart failure, also known as congestive heart failure (CHF), is when the heart muscle does not pump blood as well as it should. In addition to making healthy changes (see “Take CAD Seriously” article on page 2), here are things to you can do to take care of yourself.

- Be honest with your provider. If you have trouble making healthy changes, let them know. They may have ideas to help.
- Think of Neighborhood. We have programs for our members. You can find everything online at www.nhpri.org; Go to Current Members, then to Your Health, then to Clinical Programs for Members. Or call Neighborhood Member Services.
- Make a list of the medications you take and keep it with you. Show the list to any providers who treat you.
- Do not stop taking any medications without talking to your provider. If you are having side effects, talk with your provider.

Do not use certain over-the-counter (OTC) medications. Some things like ibuprofen (Advil®, Motrin® IB, others), naproxen sodium (Aleve®) and diet pills, may make heart failure worse and lead to fluid build-up.

Ask your provider which medications you should not be taking.



Preventing Lung Infections

Preventing lung infections is very important for everyone. When you have asthma or COPD it is especially important. Colds and flu can very quickly develop into a more serious illness like pneumonia.



To Prevent Infections:

- **Wash your hands often.** Keep your hands away from your face. This helps keep germs from getting into your nose, mouth, and lungs.
- **Stay away from people who are sick.** Ask people to get well before visiting. Wear a face mask in crowded places.
- **Keep your airways clear.** Talk with your doctor about controller inhalers, nasal sprays, and cough medication to reduce congestion.
- **Drink fluids to stay hydrated.** Water helps keep mucus thin. Fluids also help flush germs out of the body.

Even when you are very careful you may still get sick. Make a plan with your provider about what to do if you think you have a respiratory infection.



Asthma Medicines: Long-Term Control and Rescue

Not everyone with asthma uses the same medicine. Sometimes you have to try a few different medicines to find what works for you.

Some asthma medicines are quick relief medicines and some are for long-term control. Some medicines are breathed in and some are taken as a pill.

Quick-relief medicines are sometimes called “rescues.” These help during an asthma attack. If you find yourself using these often, let your provider know. You may need a long-term control medicine.

Long-term control medicines help prevent asthma attacks. They are usually taken daily. The goal is to have less asthma attacks. Medicines should always be used exactly as your provider told you.

If you use inhalers or other breathing machines, have your provider show you how to use them. If you are having trouble using the inhaler, your provider may recommend a spacer. This is a tube that makes space between your mouth and the medicine. This space helps the medicine break into smaller drops making them easier to breathe in.

Talk with your provider about the best way to use your asthma medicines.



Be Well, Stay Well

About this Newsletter

You are receiving this mailing because you or your child appear to be under treatment for one of the following:

- Asthma
- Diabetes
- COPD
- Heart failure
- Coronary Artery Disease (CAD)

Neighborhood Health Plan of Rhode Island (Neighborhood) has disease management programs for our members who have these diagnoses. Our goal is to help you better control your health.

As part of these programs, you will receive this newsletter with information to help you stay well. You also have access to health coaches who are nurses. They can work with you over the phone to teach you ways to help manage your health. These programs are voluntary.

Please call Neighborhood Member Services if you:

- Want to work with a health coach
- Have questions about the disease management programs
- Have questions about the information in this newsletter
- Do not have any of these conditions
- Do not want to be in a disease management program

Neighborhood Health Plan of Rhode Island sends information to help our members learn about their health care. Please work with your providers to decide the treatment that is right for you and your family.

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