

Be Well, Stay Well



Change is Hard, Even When it is Good for You

When you have a chronic condition there are often many changes you need to make. These changes are important in helping you manage your condition.

Some changes may be:

- Eating a special diet
- Taking medications
- Testing blood sugars and writing down the results
- Weighing yourself every day
- Quit Smoking

You may be able to make some small changes. Each small change will help you better manage your chronic condition.

Talk to your provider about small changes you can make that will help you feel better.



Get the Most Out of Your Provider Visit


When you go to an appointment with your provider, it is good to be prepared. Know what you want to tell your provider and what you want to ask.

These are some things to help you have a better visit with your provider:

- Bring a list of the things you want to talk about.
- Bring a list of questions you want to ask.
- Bring a list of all your medications including how much you take and when you take it.
- Ask questions when you do not understand.
- Write down notes so you don't forget.
- Always be honest with your provider.

Contact Us

Neighborhood Member Services

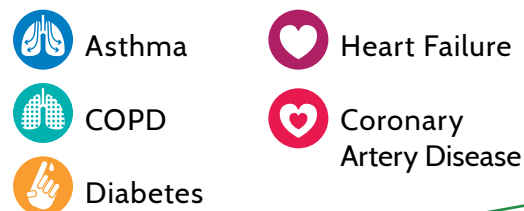
 **ACCESS/Rite Care, TRUST/Rhody Health Partners**
1-800-459-6019 (TDD/TTY 711)
Mon-Fri 8AM-6PM

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

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

Behavioral Health Services
1-800-215-0058
(TDD/TTY 1-781-994-7660)

 **Website:** www.nhpri.org



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Sleep Apnea and Chronic Conditions

Sleep apnea is a sleep disorder where you stop breathing on and off during the night.

People who have sleep apnea also wake up many times during the night. This causes poor sleep and causes a person to feel tired all the time.

Sleep apnea can get worse or lead to:

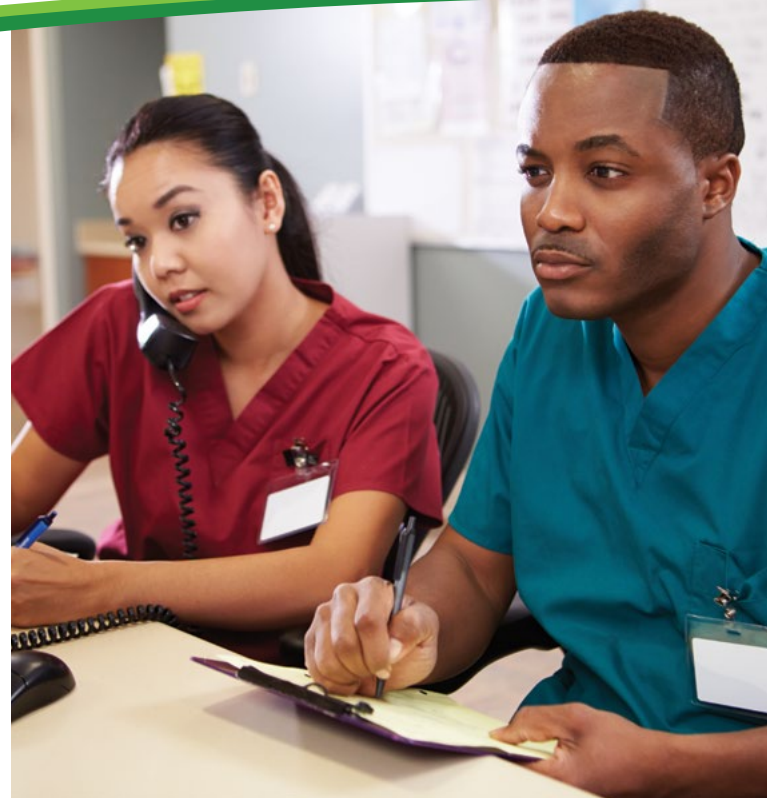
- Diabetes
- Asthma
- Heart failure
- High blood pressure
- Heart attack
- Stroke
- Coronary Artery Disease (CAD)

Snoring and feeling sleepy during the day are two of the most common symptoms of sleep apnea.

Other possible sleep apnea symptoms include:

- Snoring loudly
- Waking up often during the night
- Dry throat after waking up
- Headaches
- Gasping, choking or coughing at night
- Being irritable or moody

If these things are happening to you, talk to your provider to see if you need to be tested for sleep apnea.



Call Our Nurse Advice Line When You Have Questions

Our Nurse Advice Line is available to all Neighborhood members. Nurses are available to talk to you 24 hours each day, 7 days a week.

If you would like to talk to a nurse you can call the Neighborhood Nurse Advice Line at 1-844-617-0563 (TTY 711).

The nurse can help you:

- Decide where to go for care; like your doctor, urgent care or the emergency room.
- Answer questions about your health concerns or medications.
- Take care of your health at home.

The Nurse Advice Line is not an emergency service. Call 911 if you think you are having an emergency.



Make a Plan to Quit Using Tobacco

Using tobacco is bad for your health and it is dangerous.

It is even more dangerous when you have a chronic condition. When you decide to quit smoking you need to make a plan.

Some important steps in a quit plan:

- **Get ready** – think about your reasons for quitting and write them down.
- **Pick a quit day** – mark it on a calendar and try to cut back on smoking before this day.
- **Get support** – ask family or friends for support and work with a tobacco cessation program.
- **Think about using medicine** – nicotine gum, nicotine patch or other medicines can double your chance of successfully quitting.
- **Prepare for your quit day.**

Quitting can be tough, but Neighborhood is here for you. For help with quitting smoking call the member services number on the back of your member ID card and ask for the Quit for Life program.



Asthma Triggers

Asthma triggers are things that make your asthma worse. Avoiding asthma triggers helps to control your asthma.

D B S E M U F R E P T M
 H U M I D I T Y N S G E
 A P S Z R U B M Q R P D
 N L V T A Y Z O L N Z I
 X Z E L D E T L A B C C
 I L A K Q P M D K E F I
 E J C A O W Z A O H V N
 T C M L H M A D P O C E
 Y S L N K L S R E Y F L
 R E C O L D R D T M A Z
 N L P B R X U E S Y R P
 T S E H C A O R K C O C

Can you find these things in this puzzle that can trigger an asthma attack?

- | | |
|-------------|----------|
| Dust | Pets |
| Mold | Pollen |
| Humidity | Smoke |
| Cockroaches | Cold |
| Perfume | Medicine |
| Food | Anxiety |



Your Provider Can Help You Manage Your Diabetes

Diabetes is a chronic (lifelong) condition. It can lead to serious health problems when it is not controlled.

People who have diabetes should work with their provider to keep their diabetes under control. Your provider can help you learn ways to lower the chances of having complications from your diabetes.

There are important tests and exams you need to have when you have diabetes. These tests can help your provider find problems early. When problems are found early they are easier to treat.

These are the tests and exams you should have:

- Appointment with your primary or diabetes provider (at least every 6 months)
- Weight (every office visit)
- Blood pressure (every office visit)
- Foot exam to check skin condition, blood circulation and nerves (every office visit)
- A1c blood test to measure blood sugar average during the last 3 to 4 months (every 3 to 6 months)
- Cholesterol blood test to measure triglycerides and good and bad cholesterol (once a year)
- Urine test to check how your kidneys are working (once a year)
- Dilated eye exam, when drops are placed in your eyes to check the blood vessels (once a year)
- Exam of gums and teeth (every 6 months)

Talk to your provider about the best way to keep your diabetes under control.



Visit Your Local Farmers Market for Fresh Fruits and Vegetables



Farmers markets are a great way to get fresh fruits and vegetables.

- There are over 40 farmers markets in Rhode Island.
- Some offer lessons on how to shop for and cook affordable fresh foods.
- Farmers markets accept Supplemental Nutrition Assistance Program (SNAP) and WIC.
- Some farmers markets give bonus bucks when you use your SNAP card.

For more information, visit www.farmfresh.org/markets



Chronic Obstructive Pulmonary Disease (COPD) and Seasonal Allergies

Seasonal allergies are allergy symptoms that happen during certain times of the year. They can be caused by things like grass, trees, weeds, pollen and mold.

Many people have seasonal allergies. It is much worse when you have COPD. When you have COPD, seasonal allergies can make it harder to breathe and cause increased wheezing, coughing and phlegm.

Tips to help you avoid complications:

- Know your triggers and what you are allergic to and avoid them if you can.
- Watch the news to find out the pollen and mold count in your area.
- Stay inside when the air quality in your area is bad.
- Talk to your provider about how seasonal allergies affect your COPD.
- Ask your provider what treatments are best for you.

When you have COPD you should make a plan with your provider about how to deal with seasonal allergies.



Visit Your Provider Every Year for a Health Exam

It is important to have regular health exams with your provider. This can help you stay healthy. These exams can help find problems before they become serious.

When you have a chronic condition like diabetes, chronic obstructive pulmonary disease (COPD), asthma or heart failure you may need to see your provider more than once a year.

Talk with your provider about how often you should be seen. These visits may help prevent you from ending up in the hospital.





Why You Need to Take Your Medication

There are many reasons why taking your medication is important.

Not taking your medications or not taking them the right way can make your condition worse.

Benefits of taking your medication:

- Helps keep your chronic condition under control
- Helps control symptoms
- Helps keep you out of the hospital or emergency room

Medication tips:

- Keep medications where you will see them every day.
- Refill your medications before you run out.
- Take your medication exactly as your provider told you.
- Put a note on the refrigerator or bathroom mirror to remind you to take your medications.
- Take a supply of medications when you go out or travel.
- Keep a list of all your medications with you.
- Update the list if your provider makes changes.

Tell your provider if you are having problems or side effects from your medication.

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.

Limitations and restrictions may apply. For more information, call Neighborhood INTEGRITY Member Services or read the Member Handbook.

Benefits as well as the List of Covered Drugs and/or pharmacy and provider networks may change throughout the year. We will send you a notice before we make a change that affects you.

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).



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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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