

Be Well, Stay Well



Flu Season is Here! Get Your Flu Shot – Not the Flu

Protect Yourself From the Flu

If you got your flu shot – great!
If you did not get your flu shot – get it now!

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 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 you against flu viruses. Flu shots do not contain the live flu virus. Flu shots will not cause you to get the flu.

Neighborhood members can get a flu shot with no cost to you at:

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

- Your provider’s office
- A pharmacy such as Walgreens or CVS

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

Protect yourself and your family from the flu!

Call your provider if you have a chronic condition and have not had your flu shot.

Contact Us

Neighborhood Member Services



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

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

INTEGRITY/Medicare-Medicaid Plan
1-844-812-6896 (TTY 711)
Mon-Fri 8AM-8PM; 8AM-12PM on Sat

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



Website: www.nhpri.org



Asthma



Heart Failure



COPD



Coronary Artery Disease



Diabetes

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Quit Smoking For Your Health

One of the most important things you can do to improve your health is to quit using tobacco.

Tobacco use is bad for your health and it is dangerous. It is even more dangerous when you have a chronic condition.

If you use tobacco and have a chronic condition you are at risk for:

- More complications of your chronic conditions.
- More hospital stays.
- Higher risk of death.

Neighborhood has a tobacco cessation program called Quit for Life.

The Quit for Life program provides:

- Counseling and support over the phone.
- Education by mail.
- Tips to stay smoke free.

Call Neighborhood Member Services at 1-800-459-6019 if you are interested in getting help to quit tobacco.



Get Rewards for Taking Care of Your Health

Neighborhood's ACCESS, TRUST and Commercial members may be eligible for our member rewards program. You must be an active member of Neighborhood for three months in a row to be eligible for our member rewards program.*

You may be eligible to receive gift cards to Walmart, Stop & Shop, Walgreens or iTunes for completing healthy behaviors like having your yearly check-up or joining a gym.

Members who meet the criteria on the reward forms are eligible to receive Neighborhood REWARDS one time per year.

Neighborhood REWARDS can include:

- \$25 gift cards for healthy behaviors like getting a yearly check-up
- Up to \$50 in a gift card for a 3-month gym membership.
- Up to \$40 in gift cards for getting certain visits during pregnancy and after giving birth.

To find out more about Neighborhood REWARDS visit our website at www.nhpri.org/rewards

*Restrictions Apply



Managing Your Diabetes

Diabetes can affect almost every part of your body.

If you manage your diabetes and keep it under control, you may be able to avoid complications.

Things that help you manage your diabetes:

- Check your blood glucose levels.
- Keep your blood pressure under control.
- Maintain a healthy cholesterol level.
- Stop smoking.
- Follow your diabetes meal plan.
- Take your medicine exactly as your provider told you to.
- Be physically active.
- Keep a healthy weight.

You can have a better quality of life if you keep your diabetes under control.

Talk with your provider about a plan for you to help manage your diabetes.



Neighborhood Has a Nurse Advice Line

The Nurse Advice Line is available to all Neighborhood members. Nurses are available to talk to you 24 hours a 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 with:

- Deciding where to go for care; like your provider, urgent care or the emergency room.
- Questions about your health concerns or medications.
- Taking 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.





Healthy Habits Can Help Chronic Conditions

Chronic conditions can be hard enough to deal with.

Unhealthy behaviors can make your chronic conditions worse. It is important to try to be as healthy as you can. This may help your chronic conditions.

Ways you can be healthier:

- 1. Be a non-smoker**
 - » If you smoke, get help to quit smoking. It is never too late to quit.
 - » Avoid secondhand smoke.
- 2. Eat healthy foods**
 - » Eat lots of fresh fruits and vegetables. Eat a high-fiber, low-fat diet.
 - » Follow a special diet if it is recommended by your provider.
- 3. Achieve and keep a healthy weight**
 - » Being at a healthy weight is important for your health. Talk to your provider about a healthy weight for you.
 - » Eating healthy and being active can help.
- 4. Be physically active**
 - » Find an activity that you like and can do, such as walking, going up and down the stairs or stretching.
 - » Your provider can help you with ideas on how to be active.
- 5. Limit how much alcohol you drink**
 - » If you drink alcohol ask your provider how much alcohol is safe.
- 6. Reduce your stress**
 - » Try deep breathing and meditation.
 - » Listen to calming music.
- 7. Follow your provider's instructions for your medication and testing.**



Respiratory Infections: Have a Plan

Not all respiratory infections are the same. Some infections can make you sicker than others. Without the right care an infection can get worse.

Let your provider know if you develop any of these warning signs:

- Increased shortness of breath, trouble breathing or wheezing.
- Coughing-up large amounts of mucus.
- Strange colored mucus.
- Fever (temperature over 101°F) or chills.
- Feeling more tired or weaker than usual.
- Sore throat, scratchy throat, or pain when you swallow.

Make a plan with your provider about what to do if you think you have a respiratory infection.



Weigh Yourself Every Day When You Have Heart Failure

People who have heart failure need to track their weight carefully.

Weight gain can be one of the first signs that your heart failure is getting worse. Weight gain can mean your body is retaining fluid; this causes your heart to work harder.

Keep track of your weight:

- Weigh yourself at the same every day.
- Morning is usually the best time.
- Make sure you weigh yourself on a flat, hard surface.
- Keep a record of all your weights and bring it to all provider visits.
- Tell your provider right away if you gain more than 2 or 3 pounds in one day.
- Tell your provider right away if you gain more than 5 pounds in one week.

You can retain fluid in any part of your body including:

- Ankles
- Lower legs
- Feet
- Waist or belly
- Fingers

Talk to your provider about monitoring your weight.

Neighborhood's Member Advocate Is Here to Help

Neighborhood has a Member Advocate who is here to help with member problems.

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

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

For more information or if you need help with a problem, call Neighborhood Member Services at 1-800-459-6019. (TTY 711).



There Is Help in Your Community

It can be hard to focus on your health when you have other things going on in your life.

Sometimes your worries can prevent you from taking care of your health. There may be resources available to help.

United Way 211 in Rhode Island is a free, confidential service that provides you with information and community resources. This service is also available in many languages.

There are trained professionals who will help you find agencies in the community that can provide support and help you with things like food, housing and child care.

United Way 211 is available every day of the year.

All you have to do is call 211. TTY: 401-519-0374



Asthma: Rescue and Maintenance Inhalers

Not everyone with asthma uses the same medicine.

The right medicine for you depends on a number of things like:

- Age.
- Symptoms.
- Asthma triggers.
- What works best to keep your asthma under control.

There are two types of asthma medicines:

1. Long-term control or maintenance medicines:

- » These medicines are used every day. They help keep your asthma under control and help prevent asthma attacks.

2. Quick relief or rescue medicines:

- » These medicines help you during an asthma attack. If you find yourself using these often, let your provider know. You may need a long-term control medicine.

The goal is to have less asthma attacks. Medicines should always be used exactly as your provider told you.

Ask your provider about an Asthma Action Plan. You and your provider will put together a plan to help keep your asthma under control.

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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