

# Be Well, Stay Well



## Try These Things to Help You Relax

Sometimes we don't give ourselves time to relax. It is important to listen to your body. It will tell you when you need to slow down and take it easy.

Finding ways to relax can help you deal with your chronic condition. Relaxing can help both your body and your mind.

Ways to help you relax:

- Take a few slow deep breaths – in through your nose and out your mouth.
- Clear your mind for ten seconds by imagining a relaxing or favorite place.
- Listen to relaxing music.
- Read a book.

- Take a short walk
- Make a list of the things you are grateful for or that make you happy.
- Think of three good things that happened in the last two weeks, even little things.

The benefits of relaxing:

- Reduce stress
- Feel calm
- Reduce pain
- Think more clearly
- Feeling more positive

Learning to relax takes practice. The best way to know what works for you is to try a few of these suggestions and continue to use the ones that work for you.

Talk to your health care provider before trying any physical activity to help you relax.

## Contact Us

### Neighborhood Member Services



**ACCESS/Rlte 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**  
1-401-443-5997 TTY 711



**Website:** [www.nhpri.org](http://www.nhpri.org)



Asthma



Heart Failure



COPD



Coronary Artery Disease



Diabetes

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# Coronavirus (COVID-19) and Chronic Conditions

COVID-19 is an illness caused by a virus that can spread from person to person.

Everyone is at risk of getting COVID-19 but older adults and people of any age who have serious medical conditions like diabetes, chronic lung disease, asthma, heart conditions and more may be at higher risk for more severe illness.

Older adults and those with chronic medical conditions should be extra careful.

### Some ways to protect yourself:

- Stay home as much as possible.
- Avoid close contact with other people.
- Wear a cloth face covering that covers your nose and mouth in public.
- Wash your hands often with soap and water for at least 20 seconds.

It is very important to know all the facts about COVID-19 so you can stay healthy.

For more information visit:  
[www.cdc.gov/coronavirus](http://www.cdc.gov/coronavirus) or  
<https://health.ri.gov/diseases/ncov2019/>

For information on what Neighborhood is doing during this time, visit  
[www.nhpri.org/coronavirus-update](http://www.nhpri.org/coronavirus-update)



## Make Sure You Have Your A1C Test

An A1C test is a simple blood test but very important when you have diabetes. The A1C test gives you an idea of your average blood sugar level over the past two to three months.

The results of this test helps your health care provider know how well your diabetes treatment is working. It also helps them figure out the best plan to manage your condition.

Your health care provider will tell you how often you need to have an A1C test. Some people have the test at least twice a year. If your diabetes is not under good control, you may need to get an A1C test more often.

Talk with your health care provider about your A1C and your test results.



## When You Have Diabetes You Need a Sick Day Plan

When you have diabetes and you get sick it can make your blood sugar go very high and can be harder to control. This can be dangerous. It can cause problems that could even put you in a coma.

The best way to prevent these problems is to have a sick day plan. Talk with your provider before you get sick so you know what to do when it happens. Your primary care or diabetes provider can help you make a sick day plan.

### A diabetes sick day plan should include:

- How often to measure your blood sugar.
- How often to measure your urine ketones.
- What medications to take.
- How and what to eat.
- When to call your provider.
- Your provider's phone number.

Talk with your provider about a sick day plan.





## Know When Your Asthma or COPD is Getting Worse

When you have asthma or Chronic Obstructive Pulmonary Disease (COPD) there will be times when your condition gets worse.

It is important to know when this is happening. You should also know what to do when this happens.

### Signs that your asthma is getting worse:

- Symptoms become more severe
- Symptoms happen more often
- Symptoms prevent you from doing your daily activities
- 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
- Coughing up more mucus
- Mucus is a different color
- Increased shortness of breath
- Swollen ankles
- Feeling really tired
- Having to sit up to sleep
- Having to prop yourself up to sleep
- Having headaches
- Feeling dizzy in the morning

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



## Oxygen Safety Tips

Some people with breathing disorders can't get enough oxygen naturally. They may need oxygen therapy. They may need to have a portable oxygen tank or machine in their home.

When you use oxygen, you need to be very careful. Oxygen can be a fire risk.

### Tips for using oxygen safely at home:

- Never smoke or allow anyone else to smoke around oxygen.
- Keep oxygen tanks at least 5-10 feet away from any source of heat, open flames or electrical things.
- Do not use candles, matches or wood stoves.
- Never use aerosol sprays like hair spray or air fresheners.
- Do not use hand lotions that have Vaseline or oil in them.
- Put a NO SMOKING sign at the entrance of your home.
- Keep your oxygen in an area where air can move around.
- DO NOT use extension cords.
- Make sure you have smoke detectors and they are working.
- Have a fire extinguisher nearby.
- Be careful not to trip over the oxygen tubing.



# Understanding Your Chronic Condition

Have you ever left your health care provider appointment feeling like you didn't really understand what you were told? You are not the only one.

Health care providers may not always know that they have used words that are too medical for you to understand. It is ok to tell your health care provider that you don't understand. In fact, you should.

If you don't understand something it's important to ask questions. Health care providers will only know that you don't understand if you tell them. The best medical advice won't do you any good if you don't understand it.

It's important that you understand your chronic condition and how it will be treated. You also need to know the things you can do to help manage your condition. This will help you be the healthiest that you can be.

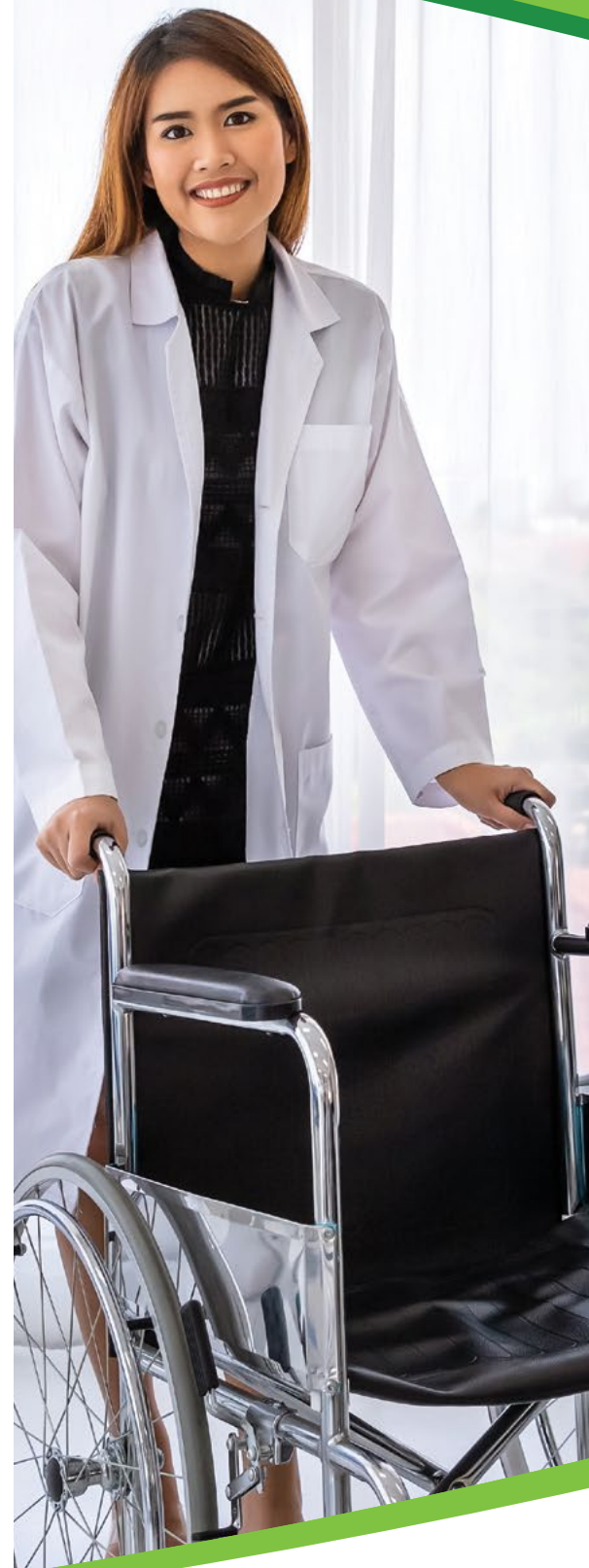
Call your health care provider if you have any questions about your chronic condition.



# Your Health Information and Your Caregiver

A caregiver is someone who helps take care of you and your health. Caregivers often need to know some or all of your medical information. This helps them do their best to take care of you.

It is your decision who your health information can be shared with. This is something you should talk about with your health care provider. If you would like your information shared with your caregiver your health care provider will help you with this.





# Are You Experiencing Depression?

Everyone feels sad at certain times during their life.

Difficult things happen in life that can cause you to feel sad. Sadness is a natural reaction to those situations and usually goes away over time.

Depression is different.

## Depression can:

- Make you feel down or hopeless for days at a time.
- Affect your ability to do your normal daily activities.
- Prevent you from enjoying the things that you used to enjoy.
- Affect your eating and sleeping habits.
- Make it hard to just get through the day.

People who have chronic conditions are more likely to have depression. It is one of the most common complications of many chronic conditions.

Depression is not your fault. It can happen to anyone. Depression is not something you should ignore.

If you think you may have depression, you should talk to your health care provider about how you are feeling.

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).



## 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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