

# Be Well, Stay Well



## Getting Your Flu Shot is More Important Than Ever

Most people are focused on COVID-19 right now, and you should be. But there is another virus that needs your attention right now. The flu, also called “Influenza.”

It is more important than ever to get your flu shot this year. It is not known how COVID-19 will affect the flu season. The CDC has said that people can get the flu and COVID-19 at the same time, so it is very important to get the flu shot this year.

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.

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

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

You can get your flu shot at no cost to you at:

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

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

Neighborhood wants you to get your flu shot, not the flu.

### 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**  
1-401-443-5997 (TTY 711)



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



Asthma



Heart Failure



COPD



Coronary Artery Disease



Diabetes

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# Taking Your Medication is Important for Your Health

## Your medication will not work if:

- You do not take it.
- You do not take it correctly.

Not taking your medications exactly as your health care provider told you to can cause your condition to become worse. It can also lead to more problems from your condition. This may cause emergency room visits or hospital stays and more.

## Things that can help remind you to take your medication:

- Keep a written schedule for all your medications
- Check off your medications so you know you took them
- Set daily routines
- Put up reminders, such as a note
- Use a daily pill organizer
- Keep medications where you will notice them
- Refill your medications before you run out

Talk to your health care provider about your medications. The more you know about your medications, the more you understand why it is important to take them.

**Call your health care provider or your pharmacist if you have questions about your medications.**



# 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.

## 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.

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



# Neighborhood's Member Advocate Is Here to Help You

Our Member Advocate is here to make sure you have the best health care experience possible.

## You should call the Member Advocate if you:

- Were referred by member services
- Lose your benefits and are receiving care for a critical condition
- Have trouble getting medication you need to stay well
- Need to see a certain provider
- Need help filing a complaint

If you need her help call 1-401-427-7658 (TTY 711)





## Managing Your Asthma

There is a lot you can do to help manage your asthma. Taking an active role in managing your asthma can improve the quality of your life.

### Ways you can help manage your asthma:

- Stop smoking or using tobacco
- Avoid asthma triggers (things that make your asthma worse)
- Use a long-term control medication (medication you take every day to help prevent asthma attacks)
- Use your quick-relief medication when you are having symptoms (this gives you short term relief from your asthma symptoms)
- Follow your asthma action plan

An asthma action plan is a written plan that you develop with your health care provider. This plan will help you know how to better control your asthma and help prevent asthma attacks.

Your Asthma Action Plan will be specific to you and your needs. Talk with your health care provider if you have asthma and do not have an Asthma Action Plan.



## Get Rewards for Taking Care of Your Health

Neighborhood's ACCESS, TRUST and Commercial Plan members may be eligible for our member rewards program.\* You may be eligible to receive gift cards to Walmart for completing healthy behaviors.

### Healthy behaviors can include:

- Getting your yearly check-up.
- Having a 3-month gym membership.
- Getting a certain number of visits during pregnancy.
- Getting your postpartum check-up after giving birth.

To find out more about Neighborhood REWARDS visit our website at [www.nhpri.org/rewards](http://www.nhpri.org/rewards)

\*Restrictions apply



# Do Your Part in Managing Your Diabetes

When you have diabetes, it is important to take good care of yourself. People with diabetes are more likely to develop other health problems.

This is why you need to be a part of managing your diabetes.

There are things that your health care provider does to help manage your diabetes. There are also things you can do.

## Your health care provider will check you:

- Weight
- Blood pressure
- A1C –This is a blood test to measure how your blood sugar has been for the last 3 to 4 months
- Cholesterol level
- Urine
- Your health care provider may send you to a specialist for your eyes, feet and teeth

## Things you should be doing:

- Checking your blood sugar as often as your provider tells you to
- Taking your medicine exactly as prescribed
- Eating a healthy diabetic diet
- Being physically active
- Maintaining a healthy weight
- Having regular check-ups with your health care provider

Talk with your health care provider about the best way for you to manage your diabetes.



# 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 and wellbeing. There may be resources available to help you.

United Way 211 in Rhode Island is a confidential service that can provide you with information and resources for things like food, housing and child-care. This service is available in many languages.

United Way 211 is available every day of the year. All you have to do is dial 2-1-1 (TTY: 1-401-519-0374).



# Smoking or Using Tobacco Affects Chronic Conditions

Quitting smoking or other tobacco use is very hard but it can be done.

If you smoke or use tobacco, you may have thought about quitting. Most people try to quit many times before they actually quit for good. Like many other things, it takes practice.

Most people know that using tobacco is bad for your health. You may not know that it is even worse when you have a chronic condition like asthma, COPD, diabetes or heart failure.

Smoking or using tobacco when you have a chronic condition can cause complications. It can cause you to end up in the emergency room or in the hospital more often.

## There are programs in Rhode Island that can help you quit smoking:

- 1-800-Quit-Now (1-800-784-8669). This is a telephone quit line where coaches are trained to help you quit smoking or using tobacco.
- Quit for Life is Neighborhood’s quit smoking program which also provides help over the phone.

For more information about Quit for Life, please call us at the member services phone number on the back of your Neighborhood ID card.

## One of the best things you can do for your health is to quit smoking or using tobacco.

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 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).

**Khmer:** សូមយកចិត្តទុកដាក់៖ ប្រសិនបើអ្នកមានភាសាខ្មែរ ឬមានស្ថានភាពមិនជំនាញ យើងផ្តល់ជូនសេវាជំនួយភាសាដើមឱ្យបានឥតគិតថ្លៃ សម្រាប់អ្នក។ សូមទូរស័ព្ទទៅលេខសេវាអតិថិជនរបស់យើង 1-844-812-6896 (៧៧៧ 711) ចាប់ពីម៉ោង ៨ ព្រឹកដល់ ៨ យប់ ថ្ងៃច័ន្ទ - សុក្រ ម៉ោង ៨ ព្រឹកដល់ ១២ យប់នៅថ្ងៃសៅរ៍។ នៅរៀងរាល់រសៀលថ្ងៃសៅរ៍ ថ្ងៃអាទិត្យ និងថ្ងៃឈប់សម្រាក អ្នកអាចត្រូវបានស្នើសុំឱ្យទូរស័ព្ទការបរិបាក កន្លងត្រូវបានគេហៅត្រឡប់មកវិញក្នុងថ្ងៃច័ន្ទ ការបន្ត បើការទូរស័ព្ទគិតគត់ថ្លៃ។



## 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
- Coronary Artery Disease (CAD)
- Heart failure

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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