

Be Well, Stay Well



Continue to Get Your Medical Care During COVID-19

It is more important than ever to get your regular check-ups and continue to get the medical care you need to stay well. It is also important to take your prescription medications. Your health care provider is taking every precaution to keep you safe at your appointments. Remember to wear your mask and practice social distancing and good hand hygiene.

Chronic Conditions and COVID-19 Risks

Having one or more chronic conditions is known to increase your risk of severe illness from COVID-19.

Severe illness from COVID-19 can be:

- Hospitalization
- Admission to the intensive care unit at the hospital
- Needing a breathing tube to help you breathe
- Needing a ventilator that pumps air and extra oxygen into your lungs
- Death

Everyone should do their best to protect themselves and others from getting COVID-19. One of the best ways to protect yourself is to sign up to get vaccinated as soon as possible. You can sign up at www.vaccinateri.org.

If you are not able to register online you can get help by calling 1-844-930-1779 or by dialing 2-1-1.

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



Asthma



Heart Failure



COPD



Coronary Artery Disease



Diabetes

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Healthy Habits Can Slow The Spread of COVID-19



Get Accurate Information about the COVID-19 Vaccine

Do you have questions before you get your COVID-19 vaccine? It's best to talk with your health care provider if you have questions.

Here is some helpful information from the Centers for Disease Control and Prevention:

- You will not get COVID-19 from the COVID-19 vaccine. None of the authorized vaccines contain the live virus that causes COVID-19. This means you cannot get COVID-19 from the vaccine.
- All of the COVID-19 vaccines are safe and found to be highly effective.
- No steps involving safety have been skipped when developing the COVID-19 vaccines.

Even though some people with COVID-19 have only a mild illness, others may get a severe illness, have long-term health effects or even die.

Getting the COVID-19 vaccine is one of the best ways to protect yourself. You can get the vaccine at no cost to you at a pharmacy, a community health center, a community vaccination site or a state vaccination site.

To get more information about the vaccine distribution plan in Rhode Island, visit covid.ri.gov.

Stay Informed

It is important to stay informed about COVID-19. Neighborhood wants to make sure you have the information you need about COVID-19.

Visit our COVID-19 Resource page for:

- Vaccine information and how to sign up for a vaccine
- Health tips
- Benefit information
- Vaccine and testing information from Rhode Island Department of Health
- Resources to keep you and your family healthy



www.nhpri.org/coronavirus-update/



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.
- There are farmers markets happening all year.

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



A Healthy Diet for Your Heart

A healthy diet and lifestyle is the best way to prevent heart disease. Read food labels. This will help you understand what you are eating. How much you eat is just as important as what you eat.

For a Healthy Heart:

1. Eat less salt: Add less salt to your food. Avoid canned or processed foods (soups or frozen dinners). Try to eat fresh foods.
2. Reduce saturated fat: Limit saturated fat and trans fat found in foods like cookies, cake, frozen dinners or fried food. Choose food cooked in olive oil or canola oil and try things like nuts, fish, avocados, and seeds.
3. Eat more fiber: Fiber can help lower cholesterol levels. Whole grains are a good source of fiber.
4. Eat less sugar: Limit sugar by drinking water instead of soda or juice.
5. Limit alcohol use: Drinking too much alcohol can raise the levels of some fats in the blood (triglycerides).
6. Eat fruits and vegetables: This may help control your blood pressure and weight.



Know Your Asthma Triggers

Asthma triggers are things that make your asthma worse or cause an asthma attack. A trigger for one person can be different for another person.

Know your triggers and learn how to stay away from them. Be careful when you cannot avoid your triggers.

Common triggers:

- **Tobacco smoke** – When you are smoking
- **Second-hand tobacco smoke** – When people around you are smoking
- **Dust mites** – Tiny bugs too small to see or feel (found in mattresses, carpets, bedding and cloth furniture)
- **Strong smells** – Perfume, air fresheners, cleaning products, and others
- **Pets**
- **Mold**
- **Pollen from trees, grasses, and weeds**
- **Cockroaches and mice**

Do your best to stay away from your asthma triggers. If you have an inhaler make sure you have it with you.



Dealing With Chronic Conditions Can be Stressful

Dealing with stress from a chronic condition is not easy. You may worry about all the things you have to do and how you are going to get them done. Being tired or in pain can also make stress worse. Learning to control or reduce your stress can help.

Tips to help with stress:

1. Take a deep breath and hold it for a few seconds. Then let it out slowly (3-4 times)
2. Take a short walk
3. Picture yourself in a place that is relaxing and focus on that
4. Write your feelings down on paper
5. Do something that keeps your mind busy like reading or a puzzle

Try not to worry about the things you cannot control. Focus on the things you can do. Do not be afraid to ask for help and to accept help.

Everyone needs help at some time in his or her life. If your stress symptoms are getting worse, call your health care provider.



Manage Coronary Artery Disease

With coronary artery disease (CAD) your heart muscle doesn't get enough blood. This can lead to serious problems such as a heart attack.

There are things you can do to slow down the disease and reduce the risk of future problems.

Things that may help:

- Take your medication
- Quit smoking
- Eat healthy
- Be active
- Lower your stress
- Limit alcohol

Talk to your provider about things you can do to manage your condition.



Taking Care of Your Body When You Have Diabetes

When you have diabetes, your body needs special care to help prevent problems. Taking good care of your feet, skin and teeth is important.

Your Feet:

- Check your feet every day for redness, blisters, cracked skin or cuts
- Use a mirror to check the bottom of your feet
- Wash your feet in warm water—do not soak them
- Use a nail file or emery board to file your toenails even with your toes (you can get a nail file or emery board at your local pharmacy)
- Put a thin layer of lotion on your feet—not between your toes
- Have a podiatrist (foot doctor) cut your nails
- Always wear shoes or slippers—no bare feet
- Make sure your shoes fit correctly
- Change your socks every day

Call your health care provider if your feet are numb or painful or if you have a cut or sore that does not heal in a few days.

Your Skin:

- Take a bath or shower every day
- Dry yourself well— especially between your toes
- Wash any cuts with warm soapy water and cover with a sterile bandage

Call your health care provider if a cut or sore does not heal in a few days or feels warm, itches, is swollen, or has a bad smell.

Your Teeth:

- Brush and floss your teeth every day
- See your dentist twice a year
- Keep your blood sugar at a good level

Join a Neighborhood Member Advisory Committee and Make a Difference

Neighborhood is looking for members to join our Member Advisory Committees (MAC). If you are an INTEGRITY (Medicare-Medicaid Plan), TRUST or ACCESS member, we would love to have you join one of our MACs.

Neighborhood has two committees:

- INTEGRITY MAC
- Medicaid MAC

At these meetings, members are able to:

- Share your opinions
- Tell us about your experiences with Neighborhood
- Let us know what we can do better

We have an active group of members who meet four times per year for an hour and a half. We are currently meeting virtually due to COVID-19.

Neighborhood values diversity and we do our best to have our MAC groups reflect our members and the communities we serve.

If you would like to be part of an active group that comes together to make a difference, please let us know. Committee members will receive a stipend (payment) for their participation.

If you have questions or would like to join a committee, please contact our Member Advocate, Rita Towers at (401) 427-7658 or rtowers@nhpri.org.

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 lingüísticos, grátis. Ligue para 1-844-812-6896 (TTY: 711).

Khmer: សូមយកចិត្តទុកដាក់៖ ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ រឺ មានស្ថានភាពមិនជំនាញ យើងផ្តល់ជូនសេវាជំនួយអនាមិកឥតគិតថ្លៃ សម្រាប់អ្នក។ សូមទូរស័ព្ទទៅសេវាសមាជិកតាមរយៈលេខ 1-844-812-6896 (TTY 711) ចាប់ពីម៉ោង ៨ ព្រឹកដល់ ៨ យប់រៀងរាល់ថ្ងៃ ចន្ទ - សុក្រ ម៉ោង ៨ ព្រឹកដល់ ១២ យប់នៅថ្ងៃសៅរ៍។ នៅរៀងរាល់រសៀលថ្ងៃសៅរ៍ ថ្ងៃអាទិត្យ និងថ្ងៃឈប់សម្រាក អ្នកអាចត្រូវបានស្នើសុំឱ្យទូរស័ព្ទការបំប្រែប្រួលសម្រាប់ការបំប្រែប្រួលប្រព័ន្ធគ្រប់គ្រងសុខភាព និងថ្លៃ ការបន្ទុក ប្រាក់ចំណូល និងសេវាផ្សេងៗទៀត។



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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