

Healthy You

SUMMER 2021



Keep Safe During COVID *p2*

Complex Care Management *p4*

Be Safe in Hot Weather *p6*

Back-to-School Immunizations *p6*

LunaYou for Healthy Pregnancies *p7*



**Neighborhood
Health Plan**
OF RHODE ISLAND™



Keep Safe during the COVID-19 Pandemic

By Dr. Christopher Ottiano MD, Medical Director

Everyday more and more Rhode Islanders are being vaccinated and this will help us beat COVID-19. All Rhode Islanders age 12+* are encouraged to get the COVID-19 vaccine. If you need help getting a vaccine appointment, call **Neighborhood Member Services**.

Get your COVID-19 vaccine TODAY!

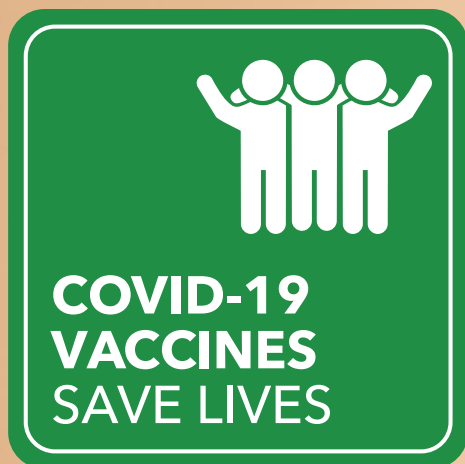
The vaccine will help protect you from getting COVID-19. Plus it will not cost you anything to get it.

How to Get Your Shot:

- 1-844-930-1779
- covid.ri.gov/vaccination
- Vaccines are also available at many stores like **CVS, Walmart, Walgreens** and **Stop & Shop**.

You may also call your city or town for information about local vaccination sites.

*Adolescents age 12 to 15 can now schedule appointments for the Pfizer vaccine.



Need a Ride to Your Vaccine Appointment?

Anyone enrolled in Medicaid or older than 60 can use the Non-Emergency Medical Transport Service provided by MTM. Transportation can be booked online at www.mtm-inc.net/mtm-link or by calling MTM at 855-330-9131 (TTY 711) at least two business days before the appointment. In some cases, MTM may be able to provide same-day transportation for COVID-19 vaccine appointments. If you have a vaccine appointment and need a ride, contact MTM or Neighborhood Member Services. Neighborhood Member Services can also help with setting up or coordinating transportation if you need it.

We all still need to do our part to keep our friends, family and the community safe. Remember to:



Use soap and water for 20 seconds.



A mask should have two or more layers and completely cover your nose, mouth and chin.



Stay at least 6 feet apart (2 arms lengths) from people who do not live in your home.



Complex Case Management for Members

This program coordinates services and treatment for members who have had a critical event or diagnosis. Neighborhood helps these members access resources and coordinate their health care needs.

Who Might Benefit from Complex Care Management Services?

- High Risk Newborns discharged to home from a Level II nursery.
- Members with an inpatient stay greater than 21 days.
- Members discharged from an acute rehabilitation or skilled nursing facility.
- Members who have been discharged to home after having a transplant.
- Members taking multiple medications with complicated treatment plans.
- Pregnant women with past/present substance use history with a recent inpatient stay.

What can the Neighborhood Complex Care Managers do for members?

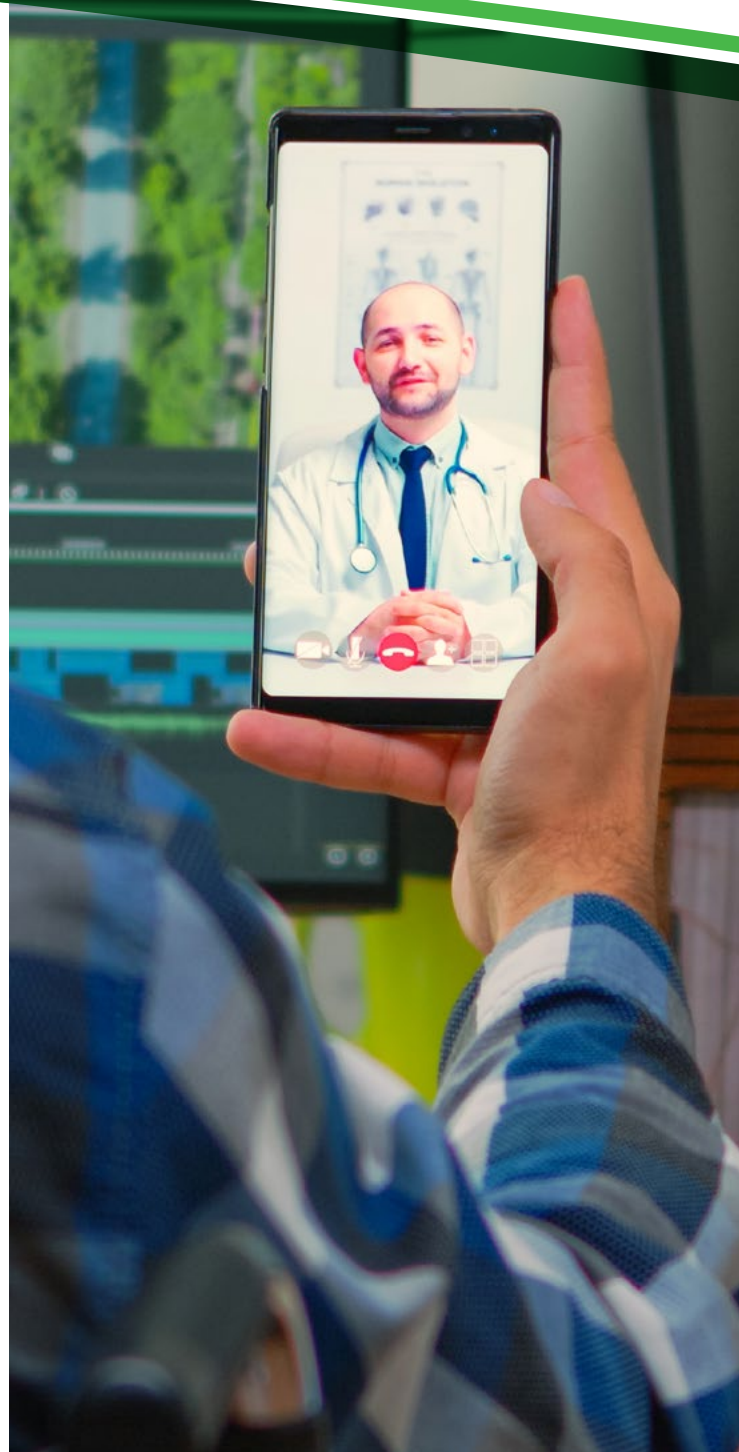
- Support members in their efforts to follow treatment plans recommended by their providers.
- Advocate for members to get the most appropriate health care services available.
- Act as a liaison between all providers to improve communication.
- Educate members, families and providers about benefits, availability of services, community resources and health care alternatives.
- Reduce barriers to help members get the care they need.

For more information or to make a referral to Neighborhood's Care Management program, please contact Neighborhood Member Services.

5 Tips for Telehealth Visits with your Provider

COVID-19 has changed visits with providers. Over the past year, many provider visits have been over the phone or computer instead of in-person. If you have an upcoming appointment here are some tips to help you prepare:

- 1. Write down your symptoms** – If you are sick, it is helpful to share as much information with your provider as possible. Make a list of all of your symptoms.
- 2. Write down questions** – It's easy to forget your questions or get distracted during your appointment. Make a list of all the questions you have for your provider ahead of time so you talk about all of your concerns.
- 3. Have paper and a pen ready** – You will be ready to take notes and write down important information to remember.
- 4. Find a quiet spot** – Try and find a quiet spot for your appointment – remember to turn off the TV or radio so you aren't distracted. Headphones can also help.
- 5. Get your technology ready** – If you are using a smart phone, computer or tablet, make sure it is charged or plugged in and that you are connected to the internet.



Be Safe in Hot Weather

Make sure to be safe in hot weather. Being hot for too long can cause heat stroke and heat exhaustion.

If you want to be active when it's hot outside:

- Check the weather forecast. If it's very hot or humid, go out early in the morning when it's not as hot, exercise inside, or walk in an air-conditioned building like a shopping mall.
- Drink plenty of liquids. Water is the best option. Avoid caffeine and alcohol. If your provider has told you to limit liquids, ask what to do when it is very hot outside.
- Wear light-colored, loose-fitting clothes and wear a hat to keep the sun off your face. Dress in layers so you can remove clothing as your body warms up from activity.
- Know the signs of heat-related illnesses and get medical help right away if you or someone you know has symptoms.

For more information visit: www.nia.nih.gov/health/safety-tips-exercising-outdoors-older-adults



Summer Checklist: Don't Forget Immunizations!

If you have a child entering Kindergarten or grades 7-12, call your child's provider to see if they are due for any immunizations. Now is a good time to schedule appointments.

A New Program to Support a Healthy Pregnancy



Everyone has questions when they are pregnant, and having someone to support you can help.

LunaYou is a new program for Neighborhood members. With LunaYou you will get:

- Weekly check-ins with a wellbeing coach
- Fitness app
- Blood pressure cuff

We know going to provider appointments can be stressful. LunaYou includes a wellbeing coach to help you prepare for visits, teach you how to set and work toward personal health goals, track your fitness and monitor your blood pressure. Participants are also encouraged to journal to help with stress and remember questions to ask your provider.

LunaYou is available to all members and there is no cost to you to join the program.

Find out if LunaYou is right for you! Call or text **401-400-1161** or visit LunaYou.com/nhpri.

Plus, all pregnant members have access to our Bright Start rewards, which offers \$40 in Walmart gift cards for completing prenatal and postpartum provider visits.

Learn more about Bright Start and LunaYou online or contact Neighborhood Member Services: www.nhpri.org/your-health/programs/bright-start





Gift Card Raffle

Enter for a chance to win a \$25 gift card to Walmart by September 10. Visit www.nhpri.org/newsletter-raffle and fill out the form to enter. One winner will be randomly selected from all entries.

Neighborhood Health Plan of Rhode Island is a health plan that contracts with both Medicare and Rhode Island Medicaid to provide the benefits of both programs to enrollees.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call Member Services at 1-844-812-6896 (TTY 711), 8 am to 8 pm, Monday – Friday; 8 am to 12 pm on Saturday. On Saturday afternoons, Sundays and holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free.

ATENCIÓN: Si usted habla Español, servicios de asistencia con el idioma, de forma gratuita, están disponibles para usted. Llame a Servicios a los Miembros al 1-844-812-6896 (TTY 711), de 8 am a 8 pm, de lunes a viernes, de 8 am a 12 pm los Sábados. En las tardes de los Sábados, domingos y feriados, se le pedirá que deje un mensaje. Su llamada será devuelta dentro del siguiente día hábil. La llamada es gratuita.

ATENÇÃO: Se você fala Português, o idioma, os serviços de assistência gratuita, estão disponíveis para você. Os serviços de chamada em 1-844-812-6896 (TTY 711), 8 am a 8 pm, de segunda a sexta-feira; 8 am a 12 pm no sábado. Nas tardes de sábado, domingos e feriados, você pode ser convidado a deixar uma mensagem. A sua chamada será devolvido no próximo dia útil. A ligação é gratuita.

សូមយកចិត្តទុកដាក់៖ ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ មានសេវាកម្មជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃសម្រាប់អ្នក។ សូមទូរស័ព្ទទៅសេវាសមាជិកតាមរយៈលេខ 1-844-812-6896 (TTY 711) ចាប់ពីម៉ោង 8 ព្រឹកដល់ 8 យប់ថ្ងៃច័ន្ទ – សុក្រ ម៉ោង 8 ព្រឹកដល់ 12 យប់នៅថ្ងៃសៅរ៍។ នៅរៀងរាល់រសៀលថ្ងៃសៅរ៍ ថ្ងៃអាទិត្យ និងថ្ងៃឈប់សម្រាក អ្នកអាចត្រូវបានស្នើសុំឱ្យទុកសារ។ ការហៅរបស់អ្នកនឹងត្រូវបានគេហៅត្រឡប់មកវិញក្នុងថ្ងៃធ្វើការបន្ទាប់។ ការទូរស័ព្ទគិតតម្លៃ។



Healthy You is published by Neighborhood Health Plan of Rhode Island for its members. The information is intended to educate its members about subjects pertinent to their health and is not a substitute for consultation with their provider. ©2021 Printed in U.S.A.
For more health tips and resources, visit www.nhpri.org/your-health or call Neighborhood Member Services at: Medicaid Plans: 1-800-459-6019 (TTY 711) Neighborhood INTEGRITY (Medicare-Medicaid Plan): 1-844-812-6896 (TTY 711) Commercial Plans: 1-855-321-9244 (TTY 711)