

Be Well, Stay Well



Getting Your Flu Shot This Year is More Important Than Ever

It is more important than ever to get your flu shot this year. The flu, also called influenza, is a respiratory virus that can affect your breathing. The flu can cause serious illness, hospitalization and even death.

Getting the flu is even more dangerous for people who are over 65 years old and people who have one or more chronic conditions.

Some chronic conditions:

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

The best way to protect yourself and your loved ones is to get the flu shot.

There is no way to know how COVID-19 will affect the flu season. The Centers for Disease

Control and Prevention (CDC) has said that people can get the flu and COVID-19 at the same time, so it is very important to get your flu shot.

The flu vaccine will not prevent COVID-19. It will help prevent getting the flu. The best way to prevent COVID-19 is to get the COVID-19 vaccine. Both vaccines are safe and effective.

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

- Your provider's office.
- A pharmacy like CVS or Walgreens.

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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Take Good Care of Yourself

There are things you can do every day to take care of yourself.

When you take care of yourself, you also help your chronic condition. Taking care of yourself can help prevent your chronic condition from getting worse. It can also help you manage your symptoms.

Managing your chronic condition can be hard, even when you know what to do. It is even harder if you are not sure what to do or how to do it.

Talk to your provider if you:

- Do not understand what you need to do to manage your condition.
- Do not have the things you need to manage your condition.
- Are having a hard time doing the things you need to do, even when you know how.
- Do not think you need to do the things your provider has recommended.
- Have religious or cultural reasons why you do not want to do the things your provider recommends.

It is very important to talk to your provider honestly about these things. Your provider will not know what you need or how they can help unless you tell them.

Talk to your provider about how to take good care of yourself.



Community Health Network Has Classes To Help You

Community Health Network (CHN) is a partnership between the Rhode Island Department of Health (RIDOH) and the Rhode Island Parent Information Network (RIPIN).

RIPIN offers classes that provide you with tools to take control of your health and manage your health conditions.

These classes have been proven to help people with chronic conditions such as:

- Arthritis
- Pre-diabetes
- Diabetes
- Asthma
- Heart disease
- Depression

Classes are also available to:

- Support caregivers
- Improve your balance
- Manage chronic conditions
- Help you quit tobacco

Classes are at no cost or little cost to you, and take place in convenient Rhode Island locations. For more information call **401-432-7217, (TTY 711)**.





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.



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.
- Completing an asthma action plan.
- Having a mammogram.

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

*Restrictions apply



Diabetes Complications: When Your Diabetes is Not Well Controlled

If your diabetes is not well controlled, this can cause diabetes complications. These complications usually develop over a long time and without any symptoms.

The longer you have diabetes, and the less controlled your blood sugar is, the higher your risk is for these complications.

Diabetes complications:

- High blood pressure
- Kidney disease or kidney damage
- Heart attacks or strokes
- Nerve problems (Neuropathy)
- Eye problems
- Skin problems
- Feet problems

When it comes to managing your diabetes, there are things you can do:

- Eat healthy.
- Be physically active.
- Take medicine.
- Check your blood sugar.
- Keep your blood sugars in good control.
- See your provider at least every 6 months.
- Tell your provider if you are having any problems.

Talk to your provider about the best way to manage your diabetes and help prevent complications.



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 health care 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 health care provider told you.

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



Neighborhood's Member Advocate Is Here to Help

Neighborhood has a Member Advocate to help our members.

These are some of the things our Member Advocate may be able to help with:

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

For more information or if you need help with a problem, call Neighborhood's Member Advocate at 1-401-427-7658 (TTY 711).



Quit Tobacco For Your Health

Most people know that using tobacco is bad for your health. You may not know that 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.

Quitting smoking, vaping or other tobacco use is very hard. However, it can be done.

Most people try to quit many times before they actually quit for good. Like many things, it takes practice.

The Rhode Island Nicotine Helpline (1-800-QUIT-NOW or 1-800-784-8669) can help you quit smoking. You will get up to five counseling sessions, by phone, with a Certified Tobacco Treatment Specialists.

A Certified Tobacco Treatment Specialists will help you to:

- Quit smoking.
- Quit vaping.
- Manage nicotine cravings.
- And more.

Neighborhood also pays for some quit smoking aids such as the nicotine patch, when you get a prescription from your provider.

Your chances of successfully quitting are better when you participate in tobacco cessation counseling and use a quit smoking aid together.

Talk to your provider about the best way for you to quit smoking.



Be a Part of Your Health Care

Understanding your health and your health conditions is very important. While your health care providers play a big role in your health care, you should be part of it as well.

Getting involved in your health care and health care decisions can lead to better health.

The more you know and understand about your health conditions, the better you will be able to take care of yourself.

You don't need to be a medical expert. Ask questions until you understand. It is okay to ask your provider to explain something a second time.

Health care providers spend many hours explaining these details to their patients, so sometimes they can forget that the information may be brand new to you.

Asking questions improves the quality of care you receive.

It also helps you follow your treatment plan the right way when you get home.

You may want to ask:

- I don't understand— can you explain that again?
- What is this test for?
- What is this medication for?
- What changes can I make that will help my health?
- Why do I need this treatment?

If you ask your questions and feel you are listened to, you're probably going to feel more confident following your health care provider's instructions.

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, encontramos-se disponíveis serviços linguísticos, grátis. Ligue para 1-844-812-6896 (TTY: 711).

Khmer: សូមយកចិត្តទុកដាក់ ប្រសិនបើអ្នក គនិយាយភាសាខ្មែរ ។ មានសេវាកម្ម ជំនួយ យោង ក្នុងការសម្របសម្រួល ភាសាសំឡេង ឥតគិតថ្លៃ សម្រាប់អ្នក ។ សូមទូរស័ព្ទ ទៅសេវាសម្របសម្រួល លេខ 1-844-812-6896 (TTY 711) ចាប់ពីម៉ោង ៨ ព្រឹកដល់ ៨ យប់ ថ្ងៃច័ន្ទ ។ សូម ត្រូវ ម៉ោង ៨ ព្រឹកដល់ 12 យប់ ថ្ងៃច័ន្ទ សៅរ៍ ។ នៅរៀងរាល់សប្តាហ៍ ថ្ងៃច័ន្ទ ថ្ងៃ អាទិត្យ និងថ្ងៃ ឈប់សម្រាក អ្នកអាចត្រូវបានសេវា សុំ ឱ្យទុកសារ។ ការបញ្ជូនសារ គឺជាជម្រើស មិនមែនជាជម្រើសប្រចាំទូទៅ ទេ ។ ការបញ្ជូន មិន អាច ទទួលបាន ឥតគិតថ្លៃ ។



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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