

Be Well, Stay Well



Neighborhood's Member Advocate Is Here to Help

Neighborhood has a Member Advocate to help our members

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

- If you lost your insurance. Especially if you are getting treatment for a serious medical problem or need your medication.
- Hear 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 call 1-401-459-6637 (TTY 711).

Community Health Network Has Classes to Help You

Rhode Island Parent Information Network (RIPIN) offers classes that help you learn how to manage your health conditions

Their Community Health Network (CHN) classes have been proven to help people with chronic conditions such as:

- Diabetes
- Asthma
- Heart disease
- Depression
- More

Some classes are no cost to you. Other classes are a small cost to you.

For more information, call 1-401-432-7217 (TTY 711).

Contact Us

Neighborhood Member Services



ACCESS/Rite Care, TRUST/Rhody Health Partners
1-800-459-6019 (TTY 711)
Mon-Fri 8 a.m.-6 p.m.

Commercial Plans
1-855-321-9244 (TTY 711)
Mon-Fri 8 a.m.-6 p.m.

INTEGRITY/Medicare-Medicaid Plan
1-844-812-6896 (TTY 711)
Mon-Fri 8 a.m.-8 p.m.;
8 a.m.- 12 p.m. 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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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's office, 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 has a great rewards program for ACCESS, TRUST and Commercial plan members.

You may be able to get gift cards to Walmart for completing healthy behaviors like:

- Getting your yearly check-up.
- Having a 3-month gym membership.
- Children having their 18 month check-up.
- 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





Chronic Conditions and Depression

A chronic condition is a condition that lasts a long time or forever.

Many of these conditions can be improved with medication or diet and exercise, but they can still be very hard to live with.

People who have chronic conditions are at a higher risk for depression and should know what the symptoms look like.

Symptoms of depression:

- Feeling down or sad for days at a time
- Not enjoying things that you used to enjoy
- Feeling extremely tired
- Loss of appetite or increased appetite
- Trouble concentrating
- Trouble sleeping

Everyone feels sad sometime in their life. Depression is different.

If you think you have depression, ask yourself these two questions:

During the past month, have you:

- Had little interest or pleasure in doing the things you usually enjoy?
- Felt down, depressed or hopeless?

If you answered yes to one or both of these questions, talk to your provider about depression.

To get help, call your provider or call Optum. Optum is Neighborhood's behavioral health partner and they are here to help.

You can call Optum at 1-401-443-5997 (TTY 711)



Understanding Your Chronic Condition

Have you ever left your provider appointment feeling like you did not understand what you were told? You are not the only one.

Health care providers don't always know that they have used medical words that are hard to understand. If you do not understand something, it is important to ask questions. Your provider will only know that you do not understand if you tell them. The best medical advice will not help you if you do not understand it.

It is important that you understand all you can about the chronic conditions you have and what you need to do to manage them. This will help you be the healthiest that you can be.

Always talk to your provider if you have any questions about your chronic condition.



Getting Help to Quit Tobacco Use

Quitting smoking or other tobacco use is very hard but it can be done. 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.
- Worsening of your condition.
- Higher risk of death.

Examples of chronic conditions are:

- Asthma
- Diabetes
- Chronic Obstructive Pulmonary Disease (COPD)
- Heart Disease
- Coronary Artery Disease

You have a better chance of successfully quitting smoking when you use a tobacco cessation aid such as a nicotine patch together with tobacco cessation counseling and support.

If you would like help to quit smoking, you can call the Rhode Island Nicotine Helpline at **1-800-QuitNow (1-800-784-8669)**. A Certified Tobacco Treatment Specialist can give you the help you need. The Helpline can give you counseling and support by phone at no cost to you.



Getting Your Flu Shot this Season is More Important Than Ever

An annual seasonal flu shot is the best way to help protect against the flu and lowers your risk of getting very sick. Everyone ages six months and older should get a flu shot. It is very important that people who are older, children, pregnant women, and people with chronic conditions such as asthma, diabetes and heart disease get their flu shot.

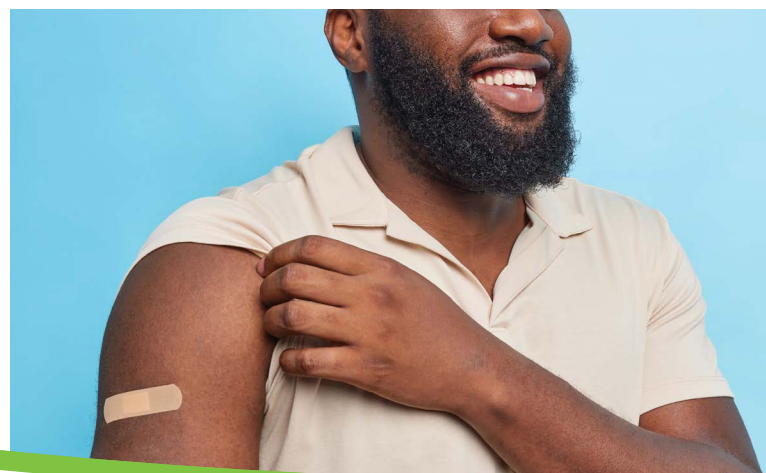
Neighborhood members can get a no-cost flu shot at:

- Your provider's office
- A pharmacy such as Walgreens or CVS
- Local flu shot clinics

Flu Shot Facts:

- Flu shots are recommended for most people six months and older
- The flu shot is safe and is the best defense against the flu
- You cannot get the flu from the flu shot.
- You can get a flu shot and a COVID-19 vaccine at the same time

Talk to your provider today and make sure you are up to date on all of your recommended vaccinations.





You Can Help Manage Your Diabetes

When you have diabetes it is important to take 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 provider does to manage your diabetes.

Your provider will check you:

- Weight
- Blood pressure
- Feet for circulation, nerve damage and skin problems
- A1c blood test (this measures your blood sugar average for the last 3 to 4 months)
- Cholesterol level
- Urine, to see how your kidneys are working

There are things you can do to manage your diabetes:

- Check your blood sugar as often as your provider tells you
- Take your medication exactly as prescribed
- Eat a healthy diabetic diet
- Be physically active
- Keep a healthy weight
- Have regular check-ups with your provider

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



Know When Your Heart Failure is Getting Worse

When you have heart failure it can make you feel tired and weak. How will you know if it is getting worse? Pay attention to your body and your symptoms.

Symptoms that your heart failure may be getting worse:

- Feeling more tired than usual.
- More shortness of breath, especially when lying down.
- Clothes or shoes feel tight.
- Ankles or legs are swollen.
- A sudden increase in weight gain.
- Coughing more than usual.
- Shortness of breath at night.

Gaining weight is often the first warning sign that heart failure is getting worse.

Call your provider if you think your heart failure is getting worse or your weight goes up by 3 pounds in a day or 5 pounds in a week.



Asthma Action Plans Help You Control Your Asthma

Asthma cannot be cured. This means it will not go away, even when you feel good.

But asthma can be treated. When you and your provider work together, this helps keep your asthma under control.

Make sure you complete an asthma action plan with your provider. This is a written plan that you develop with your provider. This plan helps to reduce or prevent flare-ups or asthma attacks. It also helps you to know what to do if this happens.

The best ways to keep your asthma under control:

- Complete an asthma action plan with your provider.
- Take your medicine exactly as your provider tells you.
- Stay away from triggers which are things that can make your asthma worse.
- Pay attention to signs that your asthma is getting worse and act quickly to prevent an attack.
- See your provider as often as they recommend.

You are a big part of taking care of your asthma. Your job is to take care of yourself the way your provider tells you to. When you do this, it will help you keep your asthma under control.

Talk to your provider often about how to best manage your asthma.

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.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-844-812-6896 (TTY: 711).

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

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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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