

# Be Well, Stay Well



## Medicaid Members: Renewals are back!

The State of Rhode Island is reviewing Medicaid members' information to make sure you still qualify for coverage.

During the COVID-19 pandemic, the federal government stopped the renewal process. Now the federal government is requiring states to start renewing members' eligibility again.

**Neighborhood wants you to stay covered.** If you received a notice from the State about your Medicaid

renewal, it's important that you act right away.

**Questions?** We're here to help. Contact Neighborhood Member Services at the phone number on the back of your ID card or visit [www.nhpri.org/medicaid-renewals](http://www.nhpri.org/medicaid-renewals).

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.

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 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៖ ប្រសិនបើ អ្នកនិយាយភាសាខ្មែរ មានសំណើកម្មវិធី ឬ ធុននៃការសម្របសម្រួល តម្រូវឱ្យអ្នកទាក់ទង មុនសម្រេចចិត្ត ឬ ទទួលបានសេវា។ ក្រុមហ៊ុន ឬ ភ្នាក់ងារ របស់យើង នឹង ទទួលខុសត្រូវ ឱ្យអ្នកទាក់ទង របស់យើង ទាក់ទង ម៉ោង ៨ ព្រឹក ដល់ ៨ យប់ ថ្ងៃចន្ទ ដល់ សុក្រ ម៉ោង ៨ ព្រឹក ដល់ ១២ យប់ នៅថ្ងៃសៅរ៍ ។ នៅថ្ងៃអាទិត្យ ឬ ថ្ងៃចន្ទ មិនមានសេវា កម្មវិធី ឬ ភ្នាក់ងារ របស់យើង ទាក់ទង ម៉ោង ៨ ព្រឹក ដល់ ១២ យប់ ទេ ។ ការសម្របសម្រួល ឬ ការសម្របសម្រួល របស់យើង នឹង ទទួលខុសត្រូវ ឱ្យអ្នកទាក់ទង របស់យើង ទាក់ទង ម៉ោង ៨ ព្រឹក ដល់ ១២ យប់ ទេ ។ ការសម្របសម្រួល របស់យើង នឹង ទទួលខុសត្រូវ ឱ្យអ្នកទាក់ទង របស់យើង ទាក់ទង ម៉ោង ៨ ព្រឹក ដល់ ១២ យប់ ទេ ។

## Contact Us

### Neighborhood Member Services

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

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

**INTEGRITY/Medicare-Medicaid Plan**  
1-844-812-6896 (TTY 711)  
Mon-Fri 8a.m.-8p.m.; 8a.m.-12p.m. on Sat

**Behavioral Health Services**  
1-401-443-5997 (TTY 711)

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

- Asthma
- COPD
- Diabetes
- Heart Failure
- Coronary Artery Disease

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# Healthy Habits May Help Your Chronic Conditions

Chronic conditions can be hard enough to deal with. Unhealthy behaviors can make your chronic conditions worse. It is important to try to be as healthy as you can.

## Ways you can be healthier:

- 1. Be a non-smoker**
  - If you smoke, get help to quit. It is never too late to quit.
  - Avoid secondhand smoke.
- 2. Eat healthy foods**
  - Eat lots of fresh fruits and vegetables.
  - Eat a high-fiber, low-fat diet.
  - Follow a special diet if your provider recommends it.
- 3. Get to and stay at a healthy weight**
  - Being at a healthy weight is important for your health. Talk to your provider about a healthy weight for you.
  - Eating healthy and being active can help. Your provider can help you with ideas on how to be active.
- 4. Be physically active**
  - Find an activity that you like and are able to do, such as walking, going up and down the stairs or stretching.
- 5. Limit how much alcohol you drink**
  - If you drink alcohol, ask your provider how much alcohol is safe.
- 6. Reduce your stress**
  - Try deep breathing and meditation.
  - Listen to calming music.

Ask your provider about other ways to stay healthy.



## Get Fresh Fruits and Vegetables at Your Local Farmers Market

Farmers markets are a great way to get affordable 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](http://www.farmfresh.org/markets)



## Join a Neighborhood Member Advisory Committee

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

### Neighborhood has two committees:

- INTEGRITY MAC
- MEDICAID MAC

### As part of the committee, you can:

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

Each committee meets four times a year for an hour and a half. Right now, the meetings are happening by computer or cell phone.

Diversity is important to Neighborhood and we do our best to have diversity in our MAC groups.

If you would like to join one of the committees, please let us know. Committee members will receive a stipend (payment) for their participation.

If you have questions or would like to join one of our committees, please call Rosemary O'Brien at 401-459-6637.



## Be Involved in Your Health Care

Understanding your health and your health conditions is very important. 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 do not need to be a medical expert. Ask questions. It is ok to ask your provider to explain something if you do not understand. Health care providers spend many hours explaining things to their patients and sometimes they can forget that the information may be brand new to you.

**Asking questions means you get better care. It also helps you follow your treatment plan when you get home. You can ask:**

- I do not quite 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 are probably going to feel more confident following your health care providers instructions.



## Mini Zucchini Pizzas

### Ingredients:

- 1 large zucchini (about 11 ounces), cut diagonally into 1/4-inch slices
- 1/8 teaspoon salt
- 1/8 teaspoon pepper
- 1/3 cup pizza sauce
- 3/4 cup shredded part-skim mozzarella cheese
- 1/2 cup miniature pepperoni slices
- Minced fresh basil.

### Directions:

1. Preheat broiler. Arrange zucchini in a single layer on a greased baking sheet. Broil 3-4 in. from heat just until crisp-tender, 1-2 minutes per side.
2. Sprinkle zucchini with salt and pepper; top with sauce, cheese and pepperoni. Broil until cheese is melted, about 1 minute. Sprinkle with basil.

[www.tasteofhome.com/recipes/mini-zucchini-pizzas](http://www.tasteofhome.com/recipes/mini-zucchini-pizzas)



# Meal Planning When You Have Diabetes

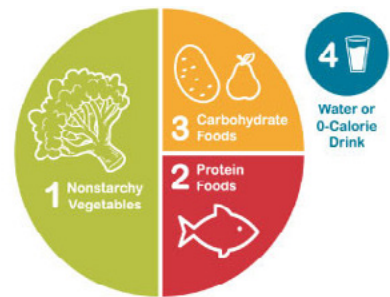
Meal planning is not just about when, what, or how much you will be eating. Planning your meals can help you make smarter, healthier food choices.

A meal plan should include balanced meals that will not cause high or low blood sugar levels. Keep in mind, a good way to control your blood sugar is to eat the same amount of carbohydrates at each of your meals.

A good way to plan meals is to use the “plate method.” This can help you picture in your mind what you are going to eat. The plate method can help make sure you get enough of what you need and less of what is not helpful.

## The Plate Method uses a 9-inch dinner plate:

- Fill half with non-starchy vegetables, such as salad, green beans, broccoli, or cauliflower.
- Fill one quarter with a lean protein, such as chicken, turkey, beans, tofu, or eggs.
- Fill one quarter with foods higher in carbs like grains, potatoes, peas, rice, pasta, beans, fruit, and yogurt. A cup of milk also counts as a carb food.



Choose water or a low-calorie drink such as unsweetened iced tea to go with your meal. Planning meals that fit your health needs, what you like and what you can afford, can be difficult. A diabetes self-management program can help teach you about healthy meal planning. Talk to your provider, visit [ripin.org/chn/#chnclasses](http://ripin.org/chn/#chnclasses) or call 401-432-7217 to find out more about these programs.



# Calling 988 Can Save a Life

To call the Suicide and Crisis Hotline, all you need to do is dial 9-8-8 on your phone. When you dial 9-8-8 on your phone, you can talk to a trained crisis counselor who will listen, provide support and connect you to resources. You can also text or chat 9-8-8 to get help.

The 988 Suicide and Crisis Hotline is available 24 hours a day, 7 days a week, even on holidays. Anyone can use 9-8-8 to get help.

## You can use the hotline when you or someone you care about is:

- Thinking about suicide
- Wants to hurt themselves
- Has a substance use problem
- Is having a mental health crisis
- Is in emotional distress

A trained crisis counselor is ready to help you when you need it. They can also work with you to make a plan so you keep feeling better.



## There Is Help in Your Community

When you are worried about things going on in your life, it can prevent you from taking care of your health. There may be resources available to help you.

211 – United Way of Rhode Island is a confidential service. They can give you information and resources for things like food, housing, and childcare. 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: 401-519-0374).



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

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



## 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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