

Be Well, Stay Well



Asthma Action Plans Can Help You

If you have asthma, you should have an asthma action plan. This is a written plan made by you and your provider. This action plan will explain how to manage your asthma daily.



Sometimes it is hard to remember everything your provider told you. Having your asthma action plan helps because you can look at it and make quick decisions about treatment.

The plan can help you treat symptoms without going to the provider's office or the hospital. An asthma attack may be worse or last longer if you do not follow your asthma action plan.

Asthma action plans can help you:

- Manage your asthma daily.
- Know what medications to take and when to take them.
- Show you what to do to stop your asthma symptoms from getting worse.
- Help you treat your asthma when it gets bad.
- Tell you when to call your provider or when you need to go to the emergency room.

Talk to your provider if you do not have an asthma action plan.

Contact Us

Neighborhood Member Services



ACCESS/Rlte Care,
TRUST/Rhody Health Partners
1-800-459-6019 (TDD/TTY 711)
Mon-Fri 8:30AM-5PM

Marketplace Plans
1-855-321-9244 (TDD/TTY 711)
Mon-Fri 8:30AM-5PM

UNITY/Rhody Health Options
1-855-996-4774 (TDD/TTY 711)
Mon-Fri 8AM-6PM

INTEGRITY/Medicare-Medicaid Plan
1-844-812-6896
Mon-Fri 8AM-8PM; 8AM-12PM on Sat

Beacon Health Strategies
(Behavioral health services)
1-800-215-0058
(TDD/TTY 1-781-994-7660)



Website: www.nhpri.org



Asthma



Heart Failure



COPD



Coronary Artery Disease



Diabetes

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Healthy Habits Can Help 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. This may help your chronic conditions.

Ways you can be healthier:

- 1 Be a non-smoker**
 If you smoke cigarettes get help to quit smoking. 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 recommended by your provider.
- 3 Achieve and keep 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.
- 4 Be physically active**
 Find an activity that you like and can do, such as walking, going up and down the stairs or stretching. Your provider can help you with ideas on how to be active.
- 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.
- 7 Follow your provider's instructions for your medication and testing**



Important Tests When You Have Diabetes

If you do not keep your diabetes under good control you can develop many health problems. Some of these health problems can be very serious.

Keeping your diabetes under good control means going to see your provider at least every 6 months. It also means having important recommended tests. These tests can help your provider find and treat any problems early.

Tests and exams you should have:

- Weight (every office visit).
- Blood pressure (every office visit).
- Foot exam to check skin condition, blood circulation and nerves (every office visit).
- A1c blood test to measures blood sugar average during the last 3 to 4 months (every 3 to 6 months).
- Cholesterol blood test (once a year).
- Urine test to check how your kidneys are working (once a year).
- Dilated eye exam. Drops are placed in your eyes to check the blood vessels (once a year).
- Exam of gums and teeth (every 6 months).

Talk with your provider to see if you have had all your recommended tests.



Manage Your Health with “My Neighborhood Health Guide”



Neighborhood has an online tool to help you manage your health called My Neighborhood Health Guide.

This tool is for all Neighborhood members 18 years old and older. It is available in English and Spanish.

With this tool you can:

- Get answers to questions about your health.
- Get a summary of your health risks.
- Use resources, education, and self-management tools.
- Lower your health risks.

You will need your Neighborhood ID number to sign up. Your Neighborhood ID number can be found on your ID card.

A Neighborhood Care Manager may call and offer to help you manage your health.

Go to www.nhpri.org/CurrentMembers/YourHealth and click on My Neighborhood Health Guide.



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 every day.

Symptoms that your heart failure may be getting worse:

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

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.



Get Your Best Medical Care

Is there something stopping you from following your provider's advice? It is important to tell your provider about this.

Your provider can help you best when they know what you are thinking and feeling about your care. Talk with your provider to get the best care.



Pay Attention to Your Symptoms When You Have Asthma or COPD

It is important to keep track of how you are feeling when you have asthma or chronic obstructive pulmonary disease (COPD).

Keep track of:

- How you feel each day.
- When your day-to-day symptoms are getting worse.
- Triggers that are making your symptoms worse.
- What helped your symptoms.
- How often you use your medication or inhalers.
- Changes in your breathing, cough or mucous.
- Feeling more tired than usual.
- Waking up at night due to your symptoms.
- If your medications are working.

Write this information down and take it to your appointment with your provider. This information will help your provider know if they need to make changes to your medication or your treatment plan.



Taking Your Medication Is Important

It is important to take your medication. It is just as important to take it the right way. Medication will work best if you take it exactly the way your provider told you. If you do not take your medication the right way it can make your condition worse. It can also lead to emergency room visits and hospital stays.

Keep track of:

- Keep a list of all your medications with you.
- Update the list if your provider makes changes.
- Put a note on the refrigerator or bathroom mirror to remind you to take your medications.
- Take medications at the same time every day.
- Use daily dosing containers.
- Keep medications where you will notice them.
- Refill your medications before you run out.
- Take a supply of medications when you go out or travel.



When You Have Diabetes You Need a Sick Day Plan



When you have diabetes and you get sick it can make your blood sugars go very high and can be harder to control. This can be dangerous. It can cause problems that could even put you in a coma.

The best way to prevent these problems is to have a sick day plan. Talk with your provider before you get sick so you know what to do when it happens. Your primary care or diabetes provider can help you make a sick day plan.

A diabetes sick day plan should include:

- How often to measure your blood sugar.
- How often to measure your urine ketones.
- What medications to take.
- How and what to eat.
- When to call your provider.
- Your provider's phone number.

Talk with your provider about a sick day plan.



Quitting Smoking Is Important When You Have a Chronic Condition

One of the most important things you can do to improve your health is to quit using tobacco. Tobacco is bad for your health and it is dangerous. 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.



Neighborhood has a tobacco cessation program called Quit for Life. This program is for all members.

The Quit for Life program provides:

- Counseling and support over the phone.
- Education by mail.
- Tips on staying smoke free.

Quitting smoking or other tobacco use is very hard but it can be done and we would like to help.

Call Neighborhood's Quit for Life program at 1-401-459-6637 if you are interested in getting help to quit tobacco.



Neighborhood Nurse Advice Line

The Nurse Advice Line is available to all Neighborhood members. Nurses are available to talk to you 24 hours each day, 7 days a week. 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 nurses can help you with:

- Deciding where to go for care; like your doctor, urgent care or emergency room.
- Questions about your health concerns or medications.
- Taking care of your health at home.

The Nurse Advice Line is not an emergency service. Call 911 if you think you are having an emergency.



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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Visit Your Local Farmers Market for Fresh Produce



Farmer's markets are an easy way to get fresh fruits and vegetables.

Did you know:

- 1 There are **55 farmers markets** in Rhode Island.
- 2 Some **offer lessons** on how to shop for and cook affordable fresh foods.
- 3 Farmers markets accept **Supplemental Nutrition Assistance Program (SNAP) and WIC**.
- 4 Some farmers markets **give bonus bucks** when you use your SNAP card. Bonus bucks are market tokens. You get \$2 for every \$5 you spend.

For more information, visit farmfresh.org/markets.



Be Well, Stay Well

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.

You can get this information for free in other languages. Please call Member Services at 1-844-812-6896 (TTY 711), 8AM to 8PM, Mon-Fri; 8AM to 12PM on Saturday. On Saturday afternoons, Sundays and federal holidays, you may be asked to leave a message. Your call will be returned within the next business day. The call is free.

Esta información está disponible de forma gratuita en otros idiomas. Por favor llame a nuestro Departamento de Servicios para Miembros al 1-844-812-6896 (TTY 711) de 8AM a 8PM, lunes-viernes; sábados de 8AM a 12PM. Los sábados por la tarde, domingos y días festivos federales, se le pedirá que deje un mensaje. Su llamada será devuelta dentro del siguiente día laborable. La llamada es gratuita.

Estas informações estão disponíveis gratuitamente noutros idiomas. Por favor telefone para os Serviços dos Membros em 1-844-812-6896 (TTY 711), das 8 às 20 horas, de Segunda a Sexta-feira; e das 8 às 12 (meio-dia) aos Sábados. Nos Sábados à tarde, Domingos e feriados federais, poderá ser-lhe pedido que deixe uma mensagem. A sua chamada será respondida no próximo dia útil. Esta chamada é grátis.

Neighborhood Health Plan of Rhode Island complies with applicable Federal 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 linguísticos, grátis. Ligue para 1-844-812-6896 (TTY: 711).