

Be Well, Stay Well



FALL/WINTER 2015 VOL. 2
EN ESPAÑOL AL DORSO

Keep a Healthy Weight

Getting to a healthy weight and keeping it is one of the best things you can do for your health. It is not always easy to do but it is so good for you. The best way to have a healthy weight is to eat healthy and be more active.

A healthy weight can help you avoid problems such as:

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

Keeping a healthy weight can lower your risk of:

- High blood pressure
- Diabetes
- Heart attack
- Stroke
- Some kinds of cancer
- Arthritis pain

There are many good things that can happen when you keep a healthy weight. Blood pressure and blood sugars can be better controlled. Breathing flare ups can be lowered. Your provider may even be able to take you off some medications.

Things that can help you keep a healthy weight:

- Eat healthy foods
- Be active
- Eat less fat and fried foods
- Eat low calorie and low-fat snacks like popcorn
- Spend less time watching TV and playing on the computer
- Eat foods that are high in fiber like whole-grain breads and high fiber cereals
- Eat more fruits and vegetables
- Eat smaller helpings of food

Some YMCAs will give a discount to people who cannot afford to join. For more information go to www.ymcagreaterprovidence.org.

Always talk to your provider about what a healthy weight is for you. Your provider will help you make a plan.

Contact Us

Neighborhood Member Services
Monday through Friday, 8:30AM to 5PM



ACCESS/Rlte Care,
TRUST/Rhody Health Partners
(RHP) and RHP Expansion
1-800-459-6019 (TTY 711)

UNITY/Rhody Health Options
Monday–Friday, 8AM to 6PM
1-855-996-4774 (TTY 711)

CHOICE, COMMUNITY, PARTNER,
PLUS, PREMIER, SECURE,
STANDARD and VALUE
1-855-321-9244 (TTY 711)

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



Website www.nhpri.org



ASTHMA



COPD



DIABETES



HEART FAILURE

INSIDE THIS ISSUE

- Heart Failure: Weigh Yourself p2
- Help Control Your Asthma p3
- Live Well: Programs to Help..... p4
- Track Your Blood Sugar p5
- About the Flu p6

Permit No. 1174
Providence, RI
PAID
U.S. Postage
Nonprofit Org.



Heart Failure: Weigh Yourself Every Day

People who have heart failure need to track their weight carefully. Weight gain can be one of the first signs that your heart failure is getting worse. Weight gain can mean your body is retaining fluid; this causes your heart to work harder.

Keep track of your weight:

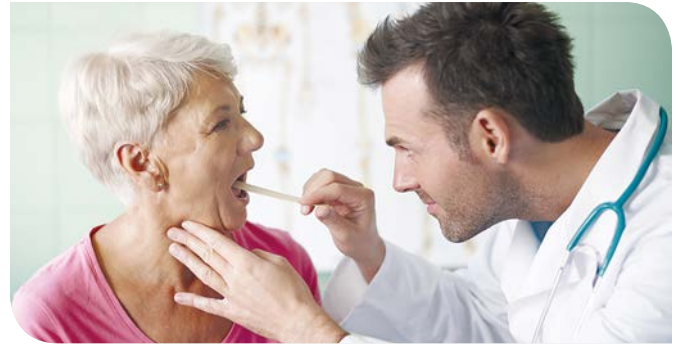
- Weigh yourself at the same time every day.
- Morning is usually the best time.
- Make sure you weigh yourself on a flat, hard surface.
- Keep a record of all your weights and bring it to all provider visits.
- Tell your provider right away if you gain more than 2 or 3 pounds in one day.
- Tell your provider right away if you gain more than 5 pounds in one week.

You can retain fluid in any part of your body including:

- Ankles
- Lower legs
- Feet
- Waist or belly
- Fingers



Respiratory Infections: Have a Plan



Not all respiratory infections are the same. Some infections can make you sicker than others. People who have asthma or chronic obstructive pulmonary disease (COPD) get these infections more often. Without the right care an infection can get worse.

Let your provider know if you develop any of these warning signs:

- Increased shortness of breath, trouble breathing or wheezing.
- Coughing-up large amounts of mucus.
- Strange colored mucus.
- Fever (temperature over 101°F) or chills.
- Feeling more tired or weak than usual.
- Sore throat, scratchy throat, or pain when you swallow.

Make a plan with your provider about what to do if you think you have a respiratory infection.

There Is Help in Your Community

It can be hard to focus on your health when you have things going on in your life. There may be resources available to help if you find your worries are keeping you from taking care of your health.

Neighborhood has social care staff who can help you find resources in your community. **Resources may be**

available for issues like food, housing and utilities.

Call Neighborhood Member Services to connect with help.

If you have an urgent social need when Neighborhood is closed call the United Way's 24-hour help line at 2-1-1. They can also find resources for you to get help.



Help Control Your Asthma With An Asthma Action Plan

If you have asthma, you should have an asthma action plan. This is a written plan of instructions made by you and your provider. This is an important tool to have when your asthma flares up.

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.
- Tell you what you should do to treat your asthma when it gets bad.
- Tell you when to call your provider or when you need to be seen in the emergency room.

An asthma attack may be worse or last longer if you do not follow your asthma action plan. If your child has asthma they should also have an asthma action plan. Anyone who cares for your child should have a copy of their asthma action plan. This includes day care providers, school nurses, babysitters, and camp counselors.

Talk to your provider about an asthma action plan. If your child has asthma talk to their provider about this.

Avoid Asthma Triggers

Asthma triggers are things that make your asthma worse. Avoiding asthma triggers helps control your asthma.

When a trigger is inhaled (breathed in) your airway swells and makes extra mucus. This causes your airway to become smaller and makes it hard to breathe. The muscles around your airway can also get tight making it even harder to breathe.

Asthma triggers can be:

- Cigarette smoke
- Pets
- Dust mites
- Cockroaches
- Mold
- Pollen
- Weather
- Cold virus
- Exercise
- Strong odors like cleaning products or perfume

Each person's asthma triggers are different. Talk to your provider about the things that make your asthma worse.



Oxygen Safety Tips

If you use oxygen, know that it makes things burn fast. When you use oxygen you need to be very careful.

- Do not smoke with oxygen.
- Keep oxygen at least five feet away from any source of heat, open flames or electrical things.
- Do not use candles, matches or wood stoves.
- Never use aerosol sprays like hair spray or air fresheners.
- Be careful not to trip over the oxygen tubing.
- Do not use hand lotions that have Vaseline or oil in them.
- Put a NO SMOKING sign at the entrance of your home.
- Keep your oxygen in an area where air can move around.
- Do not use extension cords.
- Make sure you have smoke detectors and they are working.
- Have a fire extinguisher nearby.

If you need help understanding this information in your language, please call us at **1-401-459-6009** and ask for Member Services.

Si necesitas ayuda para comprender esta información en su idioma, llámenos al **1-401-459-6009** y solicite contactar con el servicio de atención al cliente.

Si vous avez besoin d'aide pour comprendre ces informations dans votre langue, appelez-nous au **1-401-459-6009** et demandez le Service aux membres.

Se necessita de ajuda para compreender esta informações no seu idioma, por favor telefone para **1-401-459-6009** e solicite o Serviço de Apoio ao Cliente.

Чтобы получить информацию на родном языке, обратитесь в отдел по работе с клиентами (Member Services) по телефону **1-401-459-6009**.

បើលោកអ្នកត្រូវការជំនួយយល់ដឹងអំពីព័ត៌មាននេះ ជាភាសាបេសលលោកអ្នកសូមហៅទូរស័ព្ទមកយើងខ្ញុំតាមលេខ **1-401-459-6009** ហើយសាកសួរផ្នែកសេវាអតិថិជន (Member Services)។

ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອເພື່ອເຂົ້າໃຈຂໍ້ມູນນີ້ ເປັນພາສາຂອງທ່ານ, ກະລຸນາໂທຫາພວກເຮົາທີ່ ໝາຍເລກ **1-401-459-6009** ແລະໃຫ້ຖາມຫາໜ່ວຍບໍລິການສະມາຊິກ.

Nếu cần được giúp đỡ để hiểu thông tin này bằng ngôn ngữ của quý vị, xin gọi cho chúng tôi theo số **1-401-459-6009** và yêu cầu được nói chuyện với Dịch Vụ Hội Viên.



Live Well: There Are Programs to Help

Living Well Rhode Island is a workshop from the Rhode Island Department of Health (HEALTH). It helps people learn to deal with chronic (on-going) health issues. It can also help caregivers.

In the class you can learn to:

- Manage symptoms and medications
- Work with your health care team
- Solve problems
- Deal with difficult feelings
- Relax
- Eat well and exercise safely
- Set goals to improve your health

Call 1-401-222-5960 (TTY 711) to find out more. You may also call to sign-up for a workshop. More information can be found on the HEALTH website at www.health.ri.gov/chronicconditions.

With Our Member Advocate, You Have a Voice

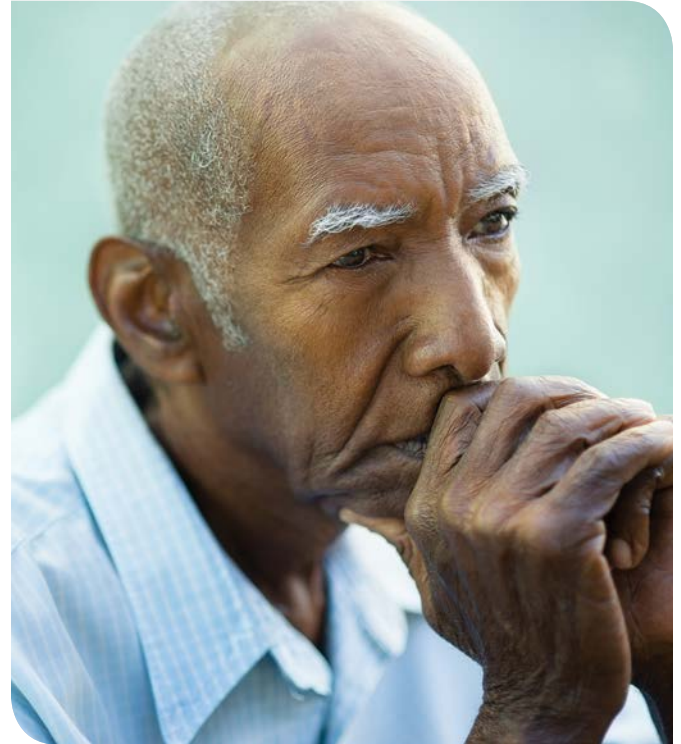
Neighborhood has a Member Advocate here to help with member problems. These are some of the things our Member Advocate can help with:

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

Jackie Dowdy is Neighborhood's Member Advocate. She is also looking for members to become part of our Member Advisory Committees. For more information or if you need help with a problem feel free to call Jackie at 1-401-459-6172 (TTY 711).



Living With Chronic Conditions Can Be Hard



A chronic condition is one that lasts for a very long time. It usually does not go away. You may need to make many changes to your life. These changes can cause stress, anxiety, anger and depression. If they do, it is important to get help.

If you wonder if you have depression, ask yourself these questions. During the past month, have you felt:

- Little interest or pleasure in doing things?
- Down, sad or hopeless?

Talk to your provider if you answered yes to any of these questions. You may need some help. The most important thing you can do is ask for help as soon as you feel like you cannot cope.

Beacon Health Strategies is a partner with Neighborhood. They will help you get the mental health care you need. Call Beacon at 1-800-215-0058 (TTY 1-781-994-7660) to get help.



Check Your Blood Sugar (Blood Glucose) and Write Down Your Results

Daily blood sugar testing is the best way to make sure your levels are as close to normal as possible. Talk with your provider about your blood sugar readings.

Normal blood sugar levels:

- Before meals: 70 – 130
- 2 hours after meals: under 180
- Bedtime: 90 – 150
- A1C: 7%

Tips for checking blood sugars:

- Wash hands. **Do not use alcohol.**
- Use the sides of the finger.
- Change fingers for each test.
- Use a lancet device.
- Do not re-use lancets.
- Do not squeeze the blood out. Hold your hand down. Gently massage your finger until a drop of blood forms.
- Write down your results in a log book.

It is important to bring your results to all provider appointments.



Hypoglycemia (Low Blood Sugar)

Hypoglycemia is low blood sugar (glucose). This happens when you have too little sugar in your blood. If your blood sugar is too low it needs to be treated to avoid serious problems.

If you do not notice or you do not treat low blood sugar, it can cause you to become unconscious or have a seizure.

Talk to your provider about the symptoms of low blood sugar. Ask what you should do if you have these symptoms.

It is important for you to make a plan with your provider.

Hyperglycemia (High Blood Sugar)

Too much glucose (sugar) in your blood is called hyperglycemia or high blood sugar. It is important to notice and treat high blood sugar.

If high blood sugar is not treated, it can lead to serious problems that need emergency care. High blood sugar is one of the things that can lead to diabetic coma.

Talk to your provider about the symptoms of high blood sugar. Ask what you should do if you have these symptoms.



Diabetes and Dental Care

People with diabetes can have more dental problems. It is important to take care of your mouth and teeth.

Taking care of your mouth and teeth can help prevent:

- Cavities
- Having to have your teeth pulled
- An infection in your tooth
- Mouth infections
- Gum disease. This can cause heart disease

To help prevent dental problems:

- Brush and floss your teeth 2 times a day
- Eat healthy foods
- Avoid drinks and snacks that have a lot of sugar
- Keep your blood sugars in good control
- See your dentist twice a year for a cleaning and a check-up
- Give your dentist a list of all your medications
- Do not use tobacco



Things You Should Know About the Flu

The flu is also called influenza. It is an infection of the nose, throat and lungs. The flu is more serious than a cold and can make people very sick.

The best way to prevent the flu is by getting your flu shot every year. Flu shots do not contain the live flu virus. Flu shots will not cause you to get the flu.



To help prevent infection:

- Wash your hands often with soap and water or an alcohol hand rub.
- Avoid touching your eyes, nose or mouth. Germs spread this way.
- Try to avoid close contact with people who are sick.

The flu can be more dangerous for people with chronic conditions like asthma, diabetes, heart failure or chronic obstructive pulmonary disease (COPD).

With these conditions you are at a higher risk of getting pneumonia.

There is a shot to help decrease your chance of getting pneumonia. The shot is called a pneumococcal vaccine. This shot is needed every five years.

Ask your provider when you should get your flu and pneumococcal (pneumonia) shots.

To find out more about the flu go to www.flu.gov.



Hand Washing Prevents Infection

One of the most important things you can do to help prevent getting sick is to keep your hands clean.

How to wash your hands:

- Use warm water and plenty of soap
- Scrub at least 15 to 20 seconds before rinsing well
- Dry your hands well
- Use a paper towel to turn off the water and open the door

When to wash your hands:

- After using the bathroom
- Before cooking
- Before and after eating
- After coughing or sneezing
- After using a tissue
- When you are around a sick person
- After touching a bandage or dressing



Be Well, Stay Well



About this Newsletter

You are receiving this mailing because you or your child appears to be under treatment for one of the following:

- Asthma
- COPD
- Diabetes
- Heart failure

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:

- Would like 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.

© 2015. Printed in U.S.A.