



**L.A. Care**  
*Covered™ Direct*

SUMMER 2019

# stay well

A Newsletter for L.A. Care Covered™ Direct Members

## Protect Your Skin and Have Fun in the Sun

Start your summer off right by protecting your skin. The skin is our body's largest protective organ and can be easily damaged by sunlight. Sunburn occurs when our skin is overexposed to sunlight. This can lead to skin cancer, the most common form of cancer in the United States. Take these simple steps to help protect your skin from the sun:

### Cover Up

Wear protective clothing, such as long-sleeved shirts and pants. Light-colored clothing is better at deflecting the sun's harmful UV rays. Protect your face with a wide-brimmed hat and wear sunglasses with UV protection. Try to stay in the shade.

### Apply Sunscreen

Use water-resistant, broad spectrum sunscreen with a Sun Protection Factor (SPF) of 30 or more. Cover your body with sunscreen and remember to put it on your face, neck, ears, the tops of your feet and the backs of your hands.

### Check Your Skin

Check the moles on your body. If you have a mole that has changed size, is not round, or is more than one shade of color, have your doctor look at it. Also see your doctor if you notice a mole that is larger than the size of a pencil eraser or that is bleeding, oozing, itching or painful.

Talk to your doctor if you have any questions. You can also call our **Nurse Advice Line** at **1.800.249.3619 (TTY 711)** to talk to a nurse for free, any time day or night, 7 days a week.

Source: [skincancer.org](http://skincancer.org)



| [lacare.org](http://lacare.org) | 1.855.270.2327 | TTY 711



**ELEVATING  
HEALTHCARE**  
IN LOS ANGELES COUNTY  
SINCE 1997

# Safe Swimming

We all want to keep our children safe and secure and help them live to their full potential. Knowing how to prevent leading causes of child injury, like drowning, is a step toward this goal.

When most of us are enjoying time at the pool or beach, injuries aren't the first thing on our minds. Yet, drownings are a leading cause of injury death for young children ages 1 to 14, and three children die every day as a result of drowning. In fact, drowning kills more children (ages 1-4) than anything else except birth defects.

Thankfully, parents can play a key role in protecting children from drowning.

## Learn Life-Saving Skills

Everyone should know the basics of swimming (floating, moving through the water) and cardiopulmonary resuscitation (CPR).

## Fence It Off

Install a four-sided isolation fence, with self-closing and self-latching gates, around backyard swimming pools. This can help keep children away from the area when they aren't supposed to be swimming. Pool fences should separate the house and play area from the pool.



## Make Life Jackets a Must

Make sure kids wear life jackets in and around natural bodies of water, such as lakes or the ocean, even if they know how to swim. Life jackets can be used in and around pools for weaker swimmers too.

## Be on the Lookout

When kids are in or near water (including bathtubs), supervise them at all times. Because drowning happens quickly and quietly, adults watching kids in or near water should avoid distracting activities like playing cards, reading books, talking on the phone, and using alcohol or drugs.

Source: cdc.gov

# Drink Your H<sub>2</sub>O

It's summer! You may be spending time in the sun and sweating more. Without proper hydration, you can get overheated. Make sure you stay hydrated by drinking lots of water. Sugar-sweetened beverages can have a lot of calories and can cause weight gain. Water has no calories and is the best way to keep your body hydrated. Try to drink 8-12 cups of water daily. Adding a few slices of lemon, a sliced strawberry, or an herb can make water tastier and fun to drink.

## LOL Water

### Ingredients:

- ✓ 2 slices lemon
- ✓ 1 slice orange
- ✓ 2 slices lime
- ✓ Ice

### Preparation:

Place ice and fruit slices in a glass. Fill with water and enjoy.

## Cucumber Mint Breeze

### Ingredients:

- ✓ ½ cup sliced cucumbers
- ✓ 1-2 sprigs of fresh mint
- ✓ Ice

### Preparation:

Fill pitcher halfway with ice. Add cucumbers and mint. Fill with water and chill for at least 20 minutes. Store in refrigerator and drink within 24 hours.



# Summer Travel: Remember Your Medicine!

Travel creates excitement as we look forward to taking a trip to see family or visit a new place. It takes preparation before you head out on the road. Remember, if you take medications make sure you have enough to last throughout your trip.

## Tips for Preparing Your Medication for Travel

- At least a week before traveling, check your prescriptions. If you need a refill, make a trip to the pharmacy if you have refills left. If not, contact your doctor for a new prescription.
- Make a list of your medications by name, strength and directions. Do not pack the list in your luggage – keep it with you.
- Even if you use a pill box, keep your medications in the original container until you arrive at your destination. You can put them in your pill box then.
- Keep your medications in your carry-on bags. If checked luggage is lost or delayed, you will still have what you need. Don't miss a dose just because you are in transit.
- If you are traveling outside the U.S., be sure your medicine is allowed in the place you are visiting.
- Always travel with your medical insurance card.
- If you run out of your medicine or lose it, call L.A. Care at **1.855.270.2327** (TTY 711) for assistance.

To find out more about the L.A. Care list of covered drugs called the Formulary, and monthly Formulary updates, visit the L.A. Care website at **lacare.org**. You will also find information about: Formulary limits or quotas, generic and brand medications, restrictions on medication coverage, the medication request process, drug preferences, and how to use the Formulary.



## Do You Need Help Getting Care in Your Language?

You have the right to no-cost interpreting services, including American Sign Language.



L.A. Care Covered™ Direct provides these services 24 hours a day, 7 days a week. It is important to use a professional interpreter at your medical appointment. You should not use friends, family, or children to interpret for you, except in an emergency.

To ask for an interpreter for health visits, please call **Member Services at 1.855.270.2327 (TTY 711)** at least 10 business days prior to your appointment.



## Nurse Advice Line

Do you have questions about your health? Need medical advice fast? The Nurse Advice Line is available 24 hours a day, 7 days a week. Registered nurses will answer your health questions and help you take care of your family.

When you call the Nurse Advice Line, you can also choose to get information about a health issue through the Health Education Audio Reference Library. Call **1.800.249.3619 (TTY 711)** or chat with a nurse online for free. Please visit **lacare.org** and log onto the member sign-in to access the nurse chat function.

# Special Enrollment Is Happening Now

Did you know that certain life events make you eligible to apply for L.A. Care *Covered™ Direct*? Special Enrollment is a period outside of the Sign-Up Period when you can apply for health coverage. (Sign-Up Period for 2019 ended January 15.)

You may be able to apply for health coverage if you experience any of these qualifying life events:

- **Loss of health coverage.** For example, you are no longer eligible for Medi-Cal or you lose health coverage through your job.
- **Income changes.** For example, if you are already getting help paying for your insurance premium and your income goes down, you may be able to get extra help.
- **Getting married or entering into a domestic partnership.**
- **Becoming citizens, national or lawfully present individuals.** This event applies only to people who were not previously citizens, nationals or lawfully present.
- **Having a child or adopting a child.** Also includes receiving a child into foster care or placing a child in adoption or in a foster home.



These are just some of the common qualifying life events. To read more about Special Enrollment and qualifying life events, visit [lacarecovered.org](http://lacarecovered.org). To apply for coverage through **Special Enrollment**, call us at **1.855.222.4239 (TTY 711)**.

## New! Diabetes Prevention Program

L.A. Care's new Diabetes Prevention Program (DPP) helps members lower their risk for diabetes through healthy choices and weight loss.

L.A. Care is partnering with Solera Health to offer the DPP. This year-long program includes:

- Health coaching
- Small group, in-person classes
- Weekly meetings for the first six months
- Monthly meetings for the next six months

The DPP is free to members who qualify. To qualify, you must:

- Be at least 18 years old and
- Be overweight based on your height and weight
- Not have diabetes
- Have a blood test in the prediabetes range or have had gestational diabetes (diabetes during pregnancy)



To learn more about the DPP, go to [solera4me.com/lacare](http://solera4me.com/lacare) or call **1.866.690.6202 (TTY 711)**, Monday through Friday from 6 a.m. – 6 p.m.



# Medications to Your Doorstep: New Mail Order Pharmacy Vendor

Great news - L.A. Care now offers mail order pharmacy service through Kroger Mail Order Pharmacy! Kroger works with Postal Prescription Services (PPS) to offer a convenient mail order service to get your prescriptions at your door. The service is optional and at no additional cost. Sign up with PPS, then have your doctor call in, mail, fax or e-prescribe orders directly to PPS. L.A. Care members must register and create an account to use this service.

## What Are the Benefits?

- If your doctor writes prescriptions for **90 days'** worth of your medication, Kroger Mail Order Pharmacy can fill prescriptions for **90 days** and send it straight to your doorstep.
- Standard shipping is **free!**
- You can save time by cutting visits to the pharmacy.
- No extra costs – just your usual pharmacy co-pay! Please refer to your benefits plan for co-pay information.
- Prescriptions arrive within 7 to 10 days of placing your order.

## How Do I Sign Up?

- Phone: Call **1.800.552.6694** to sign up with a Kroger Mail Order Pharmacy representative. In most cases, Kroger can call your pharmacy and transfer your prescriptions within 48 hours.
- Mail/Fax: Fill out the form (available in English and Spanish), also found on our **"Pharmacy Services"** page, under the **"For Members"** menu of **lacare.org**, and mail it to the address below or fax to **1.800.723.9023**.

Kroger Mail Order Pharmacy:  
Postal Prescription Services (PPS)  
P.O. Box 2718  
Portland, OR 97208-2718

- Online: Visit **www.ppsrx.com**, and make an online account to sign up for mail order services and track your prescriptions.

## Questions?

- Contact the Kroger customer service line at **1.800.552.6694**. The customer service line is available Monday through Friday from 6 a.m. to 6 p.m., and Saturday from 9 a.m. to 2 p.m.
- You can also learn more about the mail order pharmacy at **lacare.org** under the Pharmacy Services section.

## Bring Your Family and Friends!



Come to L.A. Care's Family Resource Centers (FRCs) to improve your health and elevate your knowledge with classes and services that are **FREE** and **OPEN** to anyone! The Centers offer classes like CPR, Dance, Healthy Cooking, Parenting Support, Yoga, Zumba®, children's classes and much more.

There are now six FRCs conveniently located throughout L.A. County. To find a center near you or to view the class schedule, visit **lacare.org/frc** or call **1.877.287.6290** (TTY 711).

**Boyle Heights**  
**(The Wellness Center)**  
213.294.2840

**East L.A.**  
213.438.5570

**Inglewood**  
310.330.3130

**Lynwood**  
310.661.3000

**Pacoima**  
213.438.5497

**Palmdale**  
213.438.5580

# L.A. Care Receives NCQA Multicultural Health Care Distinction Award



The National Committee for Quality Assurance (NCQA) recently awarded L.A. Care with its Multicultural Health Care Distinction award for the fourth time since 2013. The award recognizes organizations that make an effort to improve culturally and linguistically appropriate services for all members.

L.A. Care earned this award by:

- Improving access to services to its diverse membership
- Providing members with documents in their preferred language and format
- Offering interpreting services at no cost, 7 days a week, 24 hours a day

John Baackes, L.A. Care's CEO, said it best: "Given the tremendous cultural diversity of our members, we could not be more thrilled to earn this top honor. We are more energized than ever to continue delivering the highest quality care that our members deserve."

The Multicultural Health Care Distinction award acknowledges L.A. Care's commitment and dedication to providing accessible, high quality health care to its diverse membership.



## Medical Identity Theft: Protect Yourself!

You could become a victim of medical identity theft if someone gets your medical ID or Social Security number.

Here are some ways to protect yourself against medical identity theft:

- ✓ Do not trust strangers who offer free or discounted medical services.
- ✓ File paperwork and shred what you do not need.
- ✓ Keep your insurance and Social Security numbers safe.
- ✓ Never share your information with persons who say they are bill collectors. If they really are bill collectors, they will already have your information.
- ✓ Review your medical bills and statements, and your Explanations of Benefits. Check for items or services you did not receive. If you see something strange or wrong, call your health care provider.

If you have questions about your bill and/or Explanation of Benefits, or think there is a mistake, please call **Member Services** at **1.855.270.2327** (TTY 711).

## Steps to Fight the Flu



Flu season is right around the corner! Get a FREE flu shot as early as August. It's simple and the best way to prevent you and your family from getting sick. Go to your doctor or any of our network pharmacies such as Walgreens, Rite Aid, and CVS, and show your member ID card. Questions? Call **1.855.270.2327** (TTY 711).

# Important Phone Numbers

**L.A. Care Covered™ Direct**  
**1.855.270.2327 (TTY 711)**

**L.A. Care Compliance Helpline**  
 (to report fraud or abuse)  
**1.800.400.4889**

**L.A. Care Language/Interpreter Services**  
**1.855.270.2327 (TTY 711)**

**L.A. Care Nurse Advice Line**  
 (for non-emergency medical advice)  
**1.800.249.3619 (TTY 711)**

**Beacon Health Options**  
 (behavioral health care)  
**1.877.344.2858 (TTY 1.800.735.2929)**



**Would you like to receive Stay Well via email?**  
 Sign up now at [lacare.org/stay-well](http://lacare.org/stay-well).  
 It's that simple!

## Nondiscrimination and Accessibility Statement

L.A. Care complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

L.A. Care Health Plan cumple con las leyes federales de derechos civiles y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

## Language Assistance Services in Your Language

- English** Free language assistance services are available. You can request interpreting or translation services, information in your language or in another format, or auxiliary aids and services. Call L.A. Care at **1.855.270.2327 (TTY 711)**, 24 hours a day, 7 days a week, including holidays. The call is free.
- Spanish** Los servicios de asistencia de idiomas están disponibles de forma gratuita. Puede solicitar servicios de traducción e interpretación, información en su idioma o en otro formato, o servicios o dispositivos auxiliares. Llame a L.A. Care al **1.855.270.2327 (TTY 711)**, las 24 horas del día, los 7 días de la semana, incluso los días festivos. La llamada es gratuita.
- Arabic** خدمات المساعدة اللغوية متاحة مجاناً. يمكنك طلب خدمات الترجمة الفورية أو الترجمة التحريرية أو معلومات بلغتك أو بتبسيط آخر أو مساعدات وخدمات إضافية. اتصل بـ L.A. Care على الرقم **1.855.270.2327 (TTY 711)** على مدار الساعة وطوال أيام الأسبوع، بما في ذلك أيام العطلات. المكالمات مجانية.
- Armenian** Տրամադրելի են լեզվական օգնության անվճար ծառայություններ: Կարող եք խնդրել բանավոր թարգմանական կամ թարգմանական ծառայություններ, ձեր լեզվով կամ տարբեր ձևաչափով տեղեկություն, կամ օժանդակ օգնություններ և ծառայություններ: Ձևագրաբար L.A. Care **1.855.270.2327** համարով (TTY 711), օրը 24 ժամ, շաբաթը 7 օր, ներառյալ տոնական օրերը: Այս հեռախոսազանգն անվճար է:
- Chinese** 提供免費語言協助服務。您可申請口譯或翻譯服務，您使用之語言版本或其他 格式的資訊，或輔助援助和服務。請致電 L.A. Care 電話 **1.855.270.2327 (TTY 711)**，服務時間為每週 7 天，每天 24 小時（包含假日）。上述電話均為免費。
- Farsi** خدمات رایگان امداد زبانی موجود می باشد. می توانید برای خدمات ترجمه شفاهی یا کتبی، اطلاعات به زبان خونتان یا فرمت دیگر، یا امدادها و خدمات اضافی درخواست کنید. با L.A. Care به شماره **1.855.270.2327 (TTY 711)** در 24 ساعت شبانه روز و 7 روز هفته شامل روزهای تعطیل تماس بگیرید. این تماس رایگان است.
- Hindi** मुफ्त भाषा सहायता सेवाएं उपलब्ध हैं। आप दुभाषिया या अनुवाद सेवाओं, आपकी भाषा या किसी अन्य प्रारूप में जानकारी, या सहायक उपकरणों और सेवाओं के लिए अनुरोध कर सकते हैं। आप L.A. Care को **1.855.270.2327 (TTY 711)** नंबर पर फोन करें, दिन में 24 घंटे, सप्ताह में 7 दिन, छुट्टियों सहित। कॉल मुफ्त है।
- Hmong** Muaj kev pab txhais lub pub dawb rau koj. Koj tuaj yeem thov kom muab cov ntauw ntawv txhais ua lus lossis txhais ua ntawv rau koj lossis muab txhais ua lwv yam lossis muab khoom pab thiab lwv yam kev pab cuam. Hu rau L.A. Care ntawm tus xov tooj **1.855.270.2327 (TTY 711)**, tuaj yeem hu tau txhua txhua 24 teev hauv ib hnub, 7 hnub hauv ib vij thiab suab nrog cov hnub so tib si, tus xov tooj no hu dawb xwb.
- Japanese** 言語支援サービスを無料でご利用いただけます。通訳・翻訳サービス、日本語や他の形式での情報、補助具・サービスをリクエストすることができます。L.A. Care までフリーダイヤル **1.855.270.2327 (TTY 711)** にてご連絡ください。祝日を含め毎日 24時間、年中無休で受け付けています。
- Khmer** សេវាជំនួយខាងភាសា គឺមានដោយឥតគិតថ្លៃ។ អ្នកអាចស្នើសុំសេវាបកប្រែផ្ទាល់មាត់ ឬការបកប្រែ ស្នើសុំព័ត៌មាន ជាភាសាខ្មែរ ឬជាទម្រង់មួយទៀត ឬជំនួយប្រែប្រួល និងសេវា។ ទូរស័ព្ទទៅ L.A. Care តាមលេខ **1.855.270.2327 (TTY 711)** បាន 24 ម៉ោងមួយថ្ងៃ 7 ថ្ងៃមួយអាទិត្យ រួមទាំងថ្ងៃបុណ្យផង។ ការបាត់បង់នេះគឺឥតគិតថ្លៃឡើយ។
- Korean** 무료 언어 지원 서비스를 이용하실 수 있습니다. 귀하는 통역 또는 번역 서비스, 귀하가 사용하는 언어 또는 기타 다른 형식으로 된 정보 또는 보조 지원 및 서비스 등을 요청하실 수 있습니다. 공휴일을 포함해 주 7일, 하루 24시간 동안 L.A. Care, **1.855.270.2327 (TTY 711)**번으로 문의하십시오. 이 전화는 무료로 이용하실 수 있습니다.
- Lao** ພາສາຂ້າງກິດ ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໄດ້ຍັບປະສອດ, ທ່ານສາມາດຂໍບໍລິການພາຍພາສາ ຫຼື ຕັບປຸງສາໄດ້, ສຳລັບຂໍ້ມູນໃນພາສາຂອງທ່ານ ຫຼື ໃຊ້ບັນຍັບອື່ນ, ຫຼື ເລືອກຊ່ວຍເຫຼືອ ແລະ ບໍລິການເຊັ່ນ. ໃຫ້ໂທຫາ L.A. Care ໂດຍທີ **1.855.270.2327 (TTY 711)**, 24 ຊົ່ວໂມງຕໍ່ມື້, 7 ມື້ຕໍ່ອາທິດ, ວ່ອມຕັ້ງວັນພັກຕ່າງໆ. ການໃຫ້ບໍລິການເຊັ່ນ.
- Panjabi** ਪੰਜਾਬੀ: ਮੁਫਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਤੁਸੀਂ ਦੁਆਰੀਆਂ ਜਾਂ ਅਨੁਵਾਦ ਸੇਵਾਵਾਂ, ਅਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਣਕਾਰੀ ਜਾਂ ਕਿਸੇ ਹੋਰ ਫੋਰਮੈਟ ਵਿੱਚ, ਜਾਂ ਸਹਾਇਕ ਉਪਕਰਣਾਂ ਅਤੇ ਸੇਵਾਵਾਂ ਲਈ ਬੇਨਤੀ ਕਰ ਸਕਦੇ ਹੋ। L.A. Care ਨੂੰ **1.855.270.2327 (TTY 711)** ਨੰਬਰ ਉੱਤੇ ਕਾਲ ਕਰੋ, ਇੱਕ ਦਿਨ ਵਿੱਚ 24 ਘੰਟੇ, ਹਰ ਸਪੱਤੀ ਵਿੱਚ 7 ਦਿਨ, ਛੁੱਟੀਆਂ ਸਮੇਤ ਕਾਲ ਮੁਫਤ ਹੈ।
- Russian** Мы предоставляем бесплатные услуги перевода. У Вас есть возможность подать запрос о предоставлении устных и письменных услуг перевода, информации на Вашем языке или в другом формате, а также вспомогательных средств и услуг. Звоните в L.A. Care по телефону **1.855.270.2327 (TTY 711)** 24 часа в сутки, 7 дней в неделю, включая праздничные дни. Этот звонок является бесплатным.
- Tagalog** Available ang mga libreng serbisyo ng tulong sa wika. Maaari kang humiling ng mga serbisyo ng pag-interpret o pagsasalang-wika, impormasyon na nasa iyong wika o nasa ibang format, o mga karagdagang tulong at serbisyo. Tawagan ang L.A. Care sa **1.855.270.2327 (TTY 711)**, 24 na oras sa isang araw, 7 araw sa isang linggo, kabilang ang mga holiday. Libre ang tawag.
- Thai** มีบริการช่วยเหลือภาษาฟรี คุณสามารถขอรับบริการการแปลหรือล่าม ข้อมูลในภาษาของคุณหรือในรูปแบบอื่น หรือความช่วยเหลือและบริการเสริมต่าง ๆ ได้ โทร L.A. Care ที่ **1.855.270.2327 (TTY 711)** ตลอด 24 ชั่วโมง 7 วันต่อสัปดาห์รวมทั้งวันหยุด โทรฟรี
- Vietnamese** Có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Quý vị có thể yêu cầu dịch vụ biên dịch hoặc phiên dịch, thông tin bằng ngôn ngữ của quý vị hoặc bằng các định dạng khác, hay các dịch vụ và thiết bị hỗ trợ ngôn ngữ. Xin vui lòng gọi L.A. Care tại **1.855.270.2327 (TTY 711)**, 24 giờ một ngày, 7 ngày một tuần, kể cả ngày lễ. Cuộc gọi này miễn phí.



**L.A. Care**  
*Covered™ Direct*

**In this issue**

Protect Your Skin and Have Fun in the Sun . . . . .	1	Medications to Your Doorstep: New Mail Order Pharmacy Vendor . . . . .	5
Safe Swimming . . . . .	2	Bring Your Family and Friends! . . . . .	5
Drink Your H <sub>2</sub> O . . . . .	2	L.A. Care Receives NCQA Multicultural Health Care Distinction Award . . . . .	6
Summer Travel: Remember Your Medicine! . . . . .	3	Medical Identity Theft: Protect Yourself! . . . . .	6
Do You Need Help Getting Care in Your Language? . . . . .	3	Steps to Fight the Flu . . . . .	6
Nurse Advice Line . . . . .	3	Important Phone Numbers . . . . .	7
Special Enrollment Is Happening Now . . . . .	4		
New! Diabetes Prevention Program . . . . .	4		

SUMMER 2019

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A Newsletter for L.A. Covered™ Direct Members

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