



L.A. Care
Covered™
Direct

SPRING 2018

stay
well

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

Go Ahead. Laugh!

Laughing is one of the greatest medicines. It is free, has zero unhealthy side effects, and can help the body in a myriad of ways. Scientists have linked laughing to lowering stress levels, boosting the immune system, protecting the heart, lowering blood pressure, and also lowering blood-glucose levels for people with type 2 diabetes. It also has been proven to be a fat burner. Laughing out loud for 10-15 minutes a day can burn 10-40 calories! While this may translate to around 4 pounds per year, adding laughter could be a kick-starter to the diet you may have been planning to go on.

Not only has laughing been linked to helping improve your physical health, but laughing every day can also help boost your mental well-being. This is because laughing every day gives you more personal enjoyment out of everyday life. Some ways to add more laughter to your life could be to see or call your closest friends or family members a couple times per week, watch a comedy movie or TV show, or try laughter yoga. Choose whatever makes you feel comfortable, but as long as it gets you to laugh, your body and mind will be thankful for it.

.....

Words to Live By

A day without laughter is a day wasted.

– Charlie Chaplin

Your family's health is our priority. If you have questions or need more information, call **Member Services at 1.855.270.2327 (TTY 711)**. You can also call the **Nurse Advice Line at 1.800.249.3619 (TTY 711)** to talk to a nurse 24 hours per day, 7 days per week.



| lacare.org | 1.855.270.2327 | TTY 711



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

You Can Earn Rewards for Healthy Living

L.A. Care offers rewards* for taking steps to improve your health! Healthy choices earn points. These points can then be traded for gift cards to stores of your choice. The rewards program is part of the *My Health In Motion*™ wellness site on L.A. Care *Connect*™.

On the *My Health In Motion*™ site, you'll find meal plans and recipes plus workout tips and videos. You can take an online workshop to learn about things like stress, headaches, and asthma. You can even work one-on-one with a health coach and ask a dietitian or personal trainer questions.

To get started, go to **lacare.org**. Click on "Member Sign In." Sign in and then click on the "My Health In Motion" tab. Start your profile, take your Health Appraisal, and earn points for gift cards.

To qualify for rewards, you must be at least 18 years old, enrolled in L.A. Care *Covered Direct*™, and up to date on your premium payments.

*The *My Health In Motion*™ Rewards Program may be modified or terminated at any time, with or without notice, at L.A. Care's sole discretion.

Here's how to earn points that can be traded for gift cards (1 point=\$1):

1. Take your Health Appraisal survey
40 points
2. Sign up for Health Coaching, set goals, and report your progress
25 points
3. Complete a six-week online workshop for tobacco cessation or weight management
75 points



Live Healthy, Live Longer

Making just a few small changes in your lifestyle can help you live longer. The Diabetes Prevention Program (DPP) is a year-long class to help reduce the risk of diabetes. It is offered at no-cost to L.A. Care members who meet certain guidelines. In a fun and caring way, trained Lifestyle Coaches help members make changes in the foods they eat and how much they move their bodies. These changes work together to prevent diabetes.

To qualify for the DPP, adult members must:

- ✓ Be overweight
- ✓ Have not been told they have diabetes
- ✓ Have a blood test in the prediabetes range or have had gestational diabetes (diabetes during pregnancy)

Ask your doctor if you meet these guidelines.

To learn more or to sign up for the DPP, call **Member Services** at **1.855.270.2327 (TTY 711)**.



Keep Your Child's Eyes Healthy

May is Healthy Vision Month. L.A. Care partners with VSP to provide vision coverage to L.A. Care *Covered Direct*™ members under the age of 19.

Even if you believe your child's eyes are healthy, it is important to have regular eye exams.

Contact VSP to schedule an eye exam for your child. It's easy! Find a VSP doctor who's right for your child by visiting vsp.com or calling **1.800.877.7195**.

That's it! VSP will handle the rest – there are no claim forms to complete when your child sees a VSP doctor. Visit vsp.com to see exclusive savings and promotions for VSP members.







Have a Very Berry Breakfast



Start your day off right with this fruit-packed juice recipe.

Ingredients

-  1 cup fresh raspberries
-  1 cup fresh blueberries
-  1 cup fresh blackberries
-  2 apples

Instructions

1. Wash all the fruit.
2. Core the apples and cut into quarters.
3. Juice all the fruit.
4. Mix well and serve chilled.



Check out the **L.A. Care Family Resource Centers** in Pacoima, Lynwood, Palmdale, Inglewood and Boyle Heights for **free** nutrition classes. Sign up for "Juicing for a Healthy Life" to learn how juicing allows you to take in a large serving of vegetables and fruits at one time and can be key to optimal health.

View the calendar of activities on our website at lacare.org/frc or call **1.877.287.6290**.

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 Open Enrollment when you can apply for health coverage.

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. To apply for coverage through Special Enrollment, call us at **1.855.222.4239** (TTY 711).

Protect Yourself!

If someone gets your medical ID or Social Security number, you could become a victim of medical identity theft. Once they have it, they can use it to see the doctor, buy prescription drugs, or submit fake bills in your name. Medical identity theft can also damage your credit rating and harm your health. If false information gets into your medical records, you may get the wrong treatment. 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 (if any) and/or your Explanation 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 L.A. Care **Member Services** at **1.855.270.2327** (TTY 711).



June Is Men's Health Month

L.A. Care Covered Direct™ encourages all members to make their health a priority. During Men's Health Month, we especially want men to see their doctor for a health exam and screenings. Depression and heart disease affect millions of men—and many experience both at the same time. Depression is when feelings of hopelessness, sadness, loss or frustration interfere with activities of daily living.

What is the connection between heart disease and depression?

Depression that lasts longer than a couple of weeks can lead to certain behaviors, such as abusing alcohol or not sleeping well, that put heart health at risk. People with depression are more likely to have other conditions that can lead to heart disease, including obesity and diabetes.

How do depression and heart disease affect men?

Although both men and women get depression, men often have different symptoms than women, including feeling angry, acting aggressively, abusing drugs or alcohol, and having trouble sleeping. These symptoms can put men at risk for heart conditions by raising blood pressure and putting extra stress on the heart.

For good mental and heart health throughout your life, try these steps:

See a professional.

If you have depression, talk to a mental health professional about treatment. If you have been diagnosed with a heart condition, talk to your doctor about medicines and healthy living habits that can help both your heart and your mental health.

Stay physically active.

Physical activity boosts your mood and keeps your blood vessels healthy. Exercise may be as effective as medicine in reducing symptoms of depression.

Watch what you eat and drink.

Eat plenty of fresh fruits and veggies. Avoid caffeine, alcohol and foods high in sodium (salt).

Do not smoke.

Smoking tobacco is linked to both depression and heart disease. If you do smoke, learn how to quit.

Get support from loved ones.

Talk to trusted family or friends about what you are feeling. Loved ones can help by being exercise partners or reminding you to take your medicines.

If you need more information, please call **Member Services** at **1.855.270.2327** (TTY 711). If you have a medical emergency and need help right away, dial **911** or go to your nearest emergency room.

Source: cdc.gov

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Take care of your health,
this month and every month!



Do You Need to See a Doctor?

Getting in to see your doctor doesn't have to be hard. L.A. Care has implemented rules about how long you should wait to get a doctor appointment. You should be able to get an appointment within these timeframes:

Primary Care Doctors	Routine Appointment (<i>non-urgent</i>)	10 Business Days
	Urgent Appointment (<i>no authorization required</i>)	48 Hours
Specialists	Routine Appointment (<i>non-urgent</i>)	15 Business Days
	Urgent Appointment (<i>no authorization required</i>)	96 Hours

Did you know you can get health advice when your doctor's office is closed and on weekends or holidays?

- L.A. Care doctors must be available, or have someone available, to help you at all times.
- If you need to talk to your doctor when the office is closed, call your doctor's office phone number. Follow their instructions.
- A doctor or nurse should call you back within 30 minutes.

If you have trouble reaching your doctor, call **L.A. Care's Nurse Advice Line** at **1.800.249.3619** (TTY **711**) 24 hours per day/7 days per week. A nurse will give you the health information you need. Remember, if you have a medical emergency and need help right away, dial **911** or go to your nearest emergency room.



Get Connected With L.A. Care's Formulary

L.A. Care has a Formulary (list of covered drugs) that is reviewed, approved, and updated monthly by pharmacists and doctors. The Formulary, updates, and procedures are on the L.A. Care website at **lacare.org**. The Formulary is available in your language, large print, or audio. Call **Member Services** at **1.855.270.2327** (TTY **711**) for questions.

How to use the Formulary

- L.A. Care covers brand and generic medications. When available, FDA approved generics are used.
- Generic drugs are listed with the brand name next to it in CAPITAL letters. If a drug only comes as brand, just the brand name will show.
- To search for a drug on the Formulary, press "Ctrl + F" on your computer, or scroll the Alphabetical Index. If you cannot find a drug on the Formulary, it is non-formulary.

Formulary restrictions

- Certain covered drugs have restrictions such as Step Therapy (ST), Quantity Limits (QL), and prior authorization (PA). For a full list and explanation, visit **lacare.org**.
- If your drug is non-formulary (not covered) or has restrictions, your doctor must submit a request to L.A. Care. It can be approved if there is a documented medical need.

Where to pick up your medication

- You can fill your prescription at any pharmacy that partners with L.A. Care. Visit our website to locate one. You can use the mail-order pharmacy for drugs used to treat chronic conditions like diabetes and high blood pressure. Always follow your doctor's instructions when you take your medication, for safe and effective therapy.

Important Phone Numbers

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

L.A. Care Family Resource Centers
1.877.287.6290

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 www.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 بتسويق آخر أو مساعدات وخدمات إضافية. اتصل بـ L.A. Care على الرقم 1.855.270.2327 (TTY 711) . المكالمات مجانية. على مدار الساعة وطوال أيام الأسبوع، بما في ذلك أيام العطلات.
Armenian	Տրամադրվելի են լեզվական օգնության անվճար ծառայություններ: Կարող եք խնդրել բանավոր թարգմանչական կամ թարգմանչական ծառայություններ, ձեր լեզվով կամ տարբեր ձևաչափով տեղեկություն, կամ օժանդակ օգնություններ և ծառայություններ: Չանգահարեք 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 خودتان 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 lus pub dawb rau koj. Koj tuaj yeem thov kom muab cov ntaub ntaub txhais ua lus lossis txhais ua ntawv rau koj lossis muab txhais ua lwm yam lossis muab khoom pab thiab lwm 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។ ការបកប្រែនេះគឺឥតគិតថ្លៃឡើយ។
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	ພາສາອັງກິດ ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໄດ້ຍັບປະສອດ, ທ່ານສາມາດຂໍບໍລິການພາສາ ຫຼື ດັບປຸງສາໄດ້, ສຳລັບຂໍ້ມູນໃນພາສາຂອງທ່ານ ຫຼື ໃບຮູບດັບປຸງອື່ນ, ຫຼື ເຄື່ອງມືຊ່ວຍເຫຼືອ ແລະ ບໍລິການອື່ນ. ໃຫ້ໂທຫາ L.A. Care ໂດຍ 1.855.270.2327 (TTY 711) , 24 ຊົ່ວໂມງຕໍ່ມື້, 7 ມື້ຕໍ່ອາທິດ, ວ່ອມຕັ້ງວັນພັກຕ່າງໆ. ການໃຫ້ຂໍ້ມູນບໍ່ສະອາດ.
Punjabi	ਪੰਜਾਬੀ: ਮੁਫਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਤੁਸੀਂ ਦੁਆਬਾਜ਼ੀ ਨਾਂ ਅਨੁਵਾਦ ਸੇਵਾਵਾਂ, ਅਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਣਕਾਰੀ ਜਾਂ ਕਿਸੇ ਹੋਰ ਢੰਗ 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 ਰੋਜ਼ ਵਿੱਚ 7 ਦਿਨ, ਛੁੱਟੀਆਂ ਸਮੇਂ ਤੱਕ 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.



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SPRING 2018

stay well

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

PRSR STD
 U.S. POSTAGE
PAID
 Anaheim, CA
 Permit No. 288

Thank you for being an L.A. Care Covered Direct™ Member.

**Together we rise to
a healthier place.**



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

