



L.A. Care
Covered™
Direct

SUMMER 2018

stay
well

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

It's Summertime!

Who doesn't want to be outside, sunbathing, swimming, playing catch on the beach or just barbecuing in the backyard? While summer means fun in the sun, make sure you're not getting too much of a good thing.

Here are some tips to keep in mind:

- 1. Apply sunblock.** When outdoors, protect your skin from damage by wearing a hat, sunglasses and a sunscreen of SPF 30 or higher.
- 2. Drink plenty of liquids.** Drink at least eight 8-ounce glasses of water daily. Talk to your doctor to determine the amount of water that's right for you every day.
- 3. Avoid caffeinated and alcoholic beverages.** Alcohol, soda, coffee and even tea can leave you dehydrated quickly. Reduce the amount of these beverages.
- 4. Dress appropriately.** Wear loose-fitting clothes in natural fabrics like cotton. Dress in light colors that will deflect the sun and heat.
- 5. Stay indoors during extreme heat.** In high heat and humidity, evaporation is slowed and the body must work extra hard to maintain a normal temperature.
- 6. Use air conditioning.** If you do not have air conditioning in your home, go somewhere that does. A movie theater, the mall, a friend or relative's home are all good options.
- 7. Take a cool shower or bath.** This is a good way to lower your body temperature on extremely hot days.

Know the signs of heat stroke (e.g. flushed face, high body temperature, headache, nausea, rapid pulse, dizziness and confusion). Take immediate action if you feel ill.

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 any time of day or night, 7 days a week. However, if you have a medical emergency and need help right away, dial **911** or go to your nearest Emergency Room.

Source: cdc.gov



| lacare.org | 1.855.270.2327 | TTY 711



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

Bring Your Family and Friends!

This summer come check out L.A. Care's **Family Resource Centers (FRCs)**. Our FRCs are a fun and engaging space for the community to come together and learn new, healthy skills. The Centers offer health education and exercise classes that are **free** and **open to everyone**. You and your family can sign up for CPR, Dance, Cooking, Yoga, Zumba®, Parenting, Children's classes, and much more. Classes are offered in English and Spanish. Free child care is available at some Centers. Call for details.



Family Resource Center



There are six FRCs conveniently located throughout Los Angeles County:

Pacoima

In the Zocalito Plaza
10807 San Fernando Road
Pacoima, CA 91331

Phone: **213.438.5497**
Mon-Thurs 10 a.m. – 6:30 p.m.
Friday 8 a.m. – 5 p.m.
Sat 8 a.m. – 1 p.m.

Lynwood

In Plaza Mexico
3180 E. Imperial Highway
Lynwood, CA 90262

Phone: **310.661.3000**
Mon-Fri 10 a.m. – 6:30 p.m.
Sat 9 a.m. – 4:30 p.m.

Palmdale

In the Towne Square
2072 E. Palmdale Blvd.
Los Angeles, CA 93350

Phone: **213.438.5580**
Mon-Fri 9 a.m. – 6 p.m.
Sat 9 a.m. – 1 p.m.

Boyle Heights

The Wellness Center at
the Old General Hospital
1200 N. State St. Ste., 1069
Los Angeles, CA 90033

Phone: **213.294.2840**
Mon-Fri 8:30 a.m. – 5 p.m.
Sat 9 a.m. – 12 p.m.

Inglewood

Corner of Century and Crenshaw
3111 W. Century Blvd. Ste., 100
Inglewood, CA 90303

Phone: **310.330.3130**
Mon-Thurs 10 a.m. – 7 p.m.
Friday 9 a.m. – 6 p.m.
Sat 9 a.m. – 12 p.m.
(Open 8:30 a.m. to 2:30 p.m.
every 4th Saturday)

East Los Angeles

4803 E. Whittier Blvd.
Los Angeles, CA 90022

Opening Fall 2018!

Visit an L.A. Care Family Resource Center today or view the calendar of activities on our website at lacare.org/frc. For more information, call **1.877.287.6290**.

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.



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.



You Will Love This Drink

Nothing says summer quite like ice cold lemonade with a tropical twist. Try this easy, refreshing Pineapple Mango Lemonade. This is the perfect drink for a hot summer day!

Pineapple Mango Lemonade

Yield: About 10 servings

Ingredients

- ✓ 1 1/4 cups freshly squeezed and strained lemon juice, chilled
- ✓ 3 1/2 cups cold water
- ✓ 1 (46 oz) can pineapple juice, chilled
- ✓ 1 (32 oz) bottle mango nectar (100% juice), chilled
- ✓ Frozen pineapple chunks or mango chunks (optional)
- ✓ Sugar or natural sweetener to taste (optional)
- ✓ Ice

Instructions

In a 1-gallon pitcher or larger, whisk together lemon juice, water and sugar until sugar has dissolved. Stir in pineapple juice and mango nectar. Add pineapple or mango chunks and ice. Serve cold.

Source: Cooking Classy



Immunizations Are for Everyone

No matter what you call them — immunizations, vaccines, or shots — we all need them at some point in our lives. Infants and small children need a series of shots starting at birth up until about two years old. School-age children must be up to date with their shots before entering kindergarten. California schools are required to check immunization records (yellow card) for new students from kindergarten through 12th grade and all students entering 7th grade.

Immunizations aren't just for the young! It is a good idea for almost everyone six months of age and older to get a flu shot each year. It is especially important for older adults and people with a long-term health condition, such as asthma. The best time of the year to get a flu shot is *before* flu season hits as early as August or September. Older adults should get a pneumonia shot as well.



August is National Immunization Awareness Month. It is the perfect time to make sure your children's vaccinations are up to date before school starts. It's also a good time to check in with the doctor about your own immunization status. For more information on immunizations and easy-to-read schedules for all ages, go to www.cdc.gov/vaccines/schedules/index.html

Protect Yourself

You could become a victim of medical identity theft if someone gets your medical ID or Social Security number. 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, 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 L.A. Care **Member Services** at **1.855.270.2327 (TTY 711)**.



Get Your Groove On and Improve Your Health

Do you find yourself tapping your feet or shaking to the beat when you hear music? That means your body wants to dance! And dancing isn't just fun, it's also good for your health.

Dancing has many physical benefits. It can strengthen your heart and lungs. It can improve your strength and endurance. Dancing can boost your balance, coordination and flexibility. And it can strengthen your bones. It's a great way to burn calories and help with managing your weight. Depending on the type of dancing you do, you can burn between 200 and 500 calories an hour.

Dancing can also give you a mental boost. It can reduce depression, anxiety and stress. It can improve your self-esteem, body image and sense of well-being. When you dance, your body releases endorphins, chemicals that make you feel good. Dancing may improve the brain's flexibility, too.

Although you can dance alone, you'll get extra benefit when you dance with other people. The social element improves feelings of well-being and decreases feelings of depression.

Dancing is convenient and doesn't have to cost any money. You can do it anywhere without needing a gym or special gear. People of all ages and at all levels of skill can dance.

So go ahead, dance like there's nobody watching. It's for your health. Just be sure to clear it with your doctor first, especially if you have any difficulties with balance or fall risks.

You can take **free** classes including Line Dancing, Zumba, Cardio Dance and Salsa Dance Aerobics at our Family Resource Centers. There are classes for adults, seniors, children and families. For more information and a schedule of classes, go to lacare.org/frc or call **1.877.287.6290**.

Source: SHM Publishing

Words to Live By

Your body is your most priceless possession. Take care of it!

—Jack LaLanne





Filling Your Prescriptions With L.A. Care Is Easy

L.A. Care has a network of pharmacies ready to help. When your doctor gives you a prescription, please fill it right away. You can find a list of pharmacies near you on L.A. Care’s website at lacare.org.

Taking your prescription drugs as instructed by your doctor will help you feel and stay healthy. If you are taking medicine for chronic conditions like high blood pressure, diabetes, and heart issues, make sure that you don’t run out. Don’t stop taking your medicine unless your doctor tells you so.

Easy Tips to Stay on Track With Your Medicine

- Always fill your prescriptions a few days before they run out.
- When you pick up your medicines from the pharmacy, check the bottles to see if you have refills left. If you need help figuring it out, ask your pharmacist.
- If you run out of refills, call your doctor. Again, if you need help, ask your pharmacist they can also call your doctor about a refill.
- If you have side effects or questions about your medicine, talk to your doctor or pharmacist.
- At least a week before leaving for vacation, check your prescriptions to be sure you have enough to last throughout your travels. If not, have your prescription(s) refilled before you go.

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 Formulary procedures.

Preventive Care Is Free

Staying healthy starts with prevention! If you haven’t seen your primary care provider (PCP) this year, now is the time to make an appointment. Ask your PCP what preventive screenings and care you need.

Preventive care is free for L.A. Care members. You don’t need a referral or authorization for most preventive services.

Here are a few important preventive health services to ask your PCP about:

| Preventive Health Service | Who needs the service |
|-----------------------------|------------------------|
| Annual physical or checkup | Everyone |
| Immunizations or shots | Ask your PCP |
| Pap and HPV tests | Women ages 21-65 |
| Mammograms | Women ages 50-75 |
| Colorectal cancer screening | Men & women ages 50-75 |
| Chlamydia screening | Women ages 16-24 |

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
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) . 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 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 hhub, 7 hnuv hauv ib vij thiab suab nrog cov hnuv 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 | ພາສາຂ້າງກິດ ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໄດ້ຍັບປະສອດຄ່າ, ທ່ານສາມາດຂໍບໍລິການພາຍພາສາ ຫຼື ຕັບພາສາໄດ້, ສຳລັບຂໍ້ມູນໃນພາສາຂອງທ່ານ ຫຼື ໃນຮູບແບບອື່ນ, ຫຼື ເລືອກຊ່ວຍເຫຼືອ ແລະ ບໍລິການເຊັ່ນ. ໃຫ້ໂທຫາ L.A. Care ໂດຍ 1.855.270.2327 (TTY 711) , 24 ຊົ່ວໂມງຕໍ່ມື້, 7 ມື້ຕໍ່ອາທິດ, ວ່ອມຕັ້ງອັນພາກຕ່າງໆ. ການໃຫ້ບໍລິການເຊັ່ນຄ່າ. |
| Panjabi | ਪੰਜਾਬੀ: ਮੁਫਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਤੁਸੀਂ ਦੁਆਰਾ ਸੁਣੀਆਂ 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 ਸਪੱਤਾ 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. |



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SUMMER 2018

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

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