



**L.A. Care**  
Covered™

SPRING 2023

**stay**  
*well*

A Newsletter for L.A. Care Covered™ Members

## Sweeten Your Life in a Healthy Way!

The season can also be a reminder to sweeten your life in a healthy way by choosing the right amount and type of sweets that you eat.

Foods sweetened with sugar may taste good, but the calories can add up fast and make it difficult to keep your blood sugar at a healthy level. When using sweeteners such as sugar, honey, and agave nectar, less is better. The American Heart Association recommends limiting added sugar to 9 teaspoons (36 grams) per day for most men and 6 teaspoons (25 grams) per day for most women and children.

Make healthier choices, such as fruits, veggies and whole grains. Check the nutrition label on your food and drinks. On food labels look for words ending in “ose”, this can identify types of sugar such as sucrose (table sugar), fructose (fruit sugar found in food products such as juice, candies, and popsicles), and maltose. Sugar substitutes such as sugar alcohols (sorbitol, xylitol), saccharine (Sweet N Low), aspartame (Equal), sucralose (Splenda) and stevia extracts (Truvia), do not have significant calories or raise the sugar in your blood, but they may impact your health with increased hunger and gut discomfort. If you decide to use these, use them in small amounts.



Sodas, juices and other energy drinks are loaded with sugar. Every 4 grams of sugar is equal to 1 teaspoon of sugar. A 12-ounce can of a regular soft drink has an average of 39 grams of sugar or a little over 9 teaspoons of sugar! Make water your go-to drink. There are many ways to flavor your water such as infusing it with mint, basil, and rosemary. A lemon wedge or a slice of cucumber also gives water a nice zing!

Having a sweet treat such as candy or pastry occasionally is okay, as long as you balance it by keeping the portions small and making healthier choices daily.

# Caring For You and Your Privacy

L.A. Care knows each member is one of a kind! We want to make sure you get the health care that is right for you.



This is why we may ask you what language you prefer or your race and ethnicity. Knowing about you, including if you have a disability, your gender identity and sexual orientation helps us find the right care for you.

The information you tell us is voluntary. It is only used to make sure you feel safe and respected when getting care. We use it to improve services. It also helps in giving you materials in the language or format you like. You can choose not to answer some questions. What you tell us is protected by law. We can only share what you tell us with certain people, like your doctors. It will **never** be used to deny care.

If you have questions about how we use this information, call **Member Services** at **1.855.270.2327** (TTY 711). You can also go to [www.lacare.org/member-handbook/notice-privacy-practices](http://www.lacare.org/member-handbook/notice-privacy-practices) and read the Notice of Privacy Practices.

## What Are We Asking?

L.A. Care is now asking for members' pronouns, gender identity and sexual orientation. When you call Member Services at **1.855.270.2327** (TTY 711), agents will ask for your:

- Preferred Pronouns (he/him, she/her, and they/them, etc.)
- Sex Assigned at Birth (Female, Male, Unknown)
- Gender Identity (Woman, Man, Non-binary, etc.)
- Sexual Orientation (Straight/Heterosexual, Gay or Lesbian, Bisexual, etc.)

For all options, you can also choose not to answer the questions.

### Why are we asking?

L.A. Care values health equity. Lesbian, Gay, Bisexual, Transgender, and Queer (LGBTQ+) people are sometimes not treated well in health care. This can lead to worse health outcomes. Like everyone else, LGBTQ+ people deserve quality care. Asking for this data helps members get the best care and to feel safe and respected.

L.A. Care supports our LGBTQ+ community!





# How Long Should I Wait for My Appointment?

Did you know L.A. Care has rules about how long you should wait to get a doctor appointment? Appointments must be offered within the timeframes listed below\*:

## Primary Care Doctors

- Routine appointment (non-urgent): 10 business days
- Urgent appointment (no authorization required): 48 hours

## Specialists

- Routine appointment (non-urgent): 15 business days
- Urgent appointment (requiring prior authorization): 96 hours

## Behavioral Care

- Routine appointment (non-urgent): 15 business days (physicians)
- Routine appointment (non-urgent): 10 business days (non-physicians)
- Non-Urgent Follow-Up Appointment: Within 10 business days of prior appointment (Non-Physicians)
- Urgent appointment: 48 hours
- Life threatening emergency: Immediately
- Non-life threatening emergency: 6 hours
- Emergency Care: Immediate, 24 hours a day, 7 days per week

## After-hours:

- Access - After Hours recording or answering service must state emergency instructions to address medical emergencies
- Access - After Hours recording or answering service must state a way of contacting the provider
- Timeliness - Recording or live person must state that provider will call back within 30 minutes

## 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 with 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.

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If you have trouble reaching your doctor, call the L.A. Care **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.



\*The applicable waiting time for a particular appointment may be extended if the referring or treating health care provider has determined and noted in the patient record that a longer waiting time will not have a detrimental effect on the health of the member.



# Doctor's Orders: Take Your Medications the Same Way Every Day!

Did you know that medications are not taken correctly 50% of the time? At L.A. Care Health Plan, we know taking medications can be hard and confusing. There are many reasons why people stop taking their medications: forgetting to take them, not understanding what their doctor tells them, feeling side effects, or thinking their medication is not working. This can be bad news, especially if you are taking medication for high cholesterol, blood pressure, or diabetes. Not taking your medications can worsen your health and lead to more trips to the hospital.



## Eight tips to help you stay on track with your medications:

- Take your medication at the same time every day (e.g., after brushing your teeth in the morning or getting ready for bed).
- Set an alarm
- Use a pillbox
  - Refill your box at the same time each week (e.g., every Sunday evening after dinner)
- Keep a “medicine calendar”
  - Mark when you take your medications on a calendar
- Ask your doctor for a different medication
  - If you're paying too much for your current medication, ask your doctor to prescribe an alternative that may cost less
  - If you think you may have side effects from your medication, your doctor may be able to adjust your medication or switch to an alternative with less side effects
- Sign up for a mail order pharmacy service
  - Your medications will be delivered right to your doorstep
  - If you want to sign up for L.A. Care's mail order service, please call Ralphs Pharmacy at **1.213.452.0830**
- Ask your doctor for a 90-day supply of medication so you do not have to go to the pharmacy as often.
- Keep a list of medications you are taking
  - Ask your pharmacy to give you a list of your current medications or make your own
  - Take the list to your doctor visit so they know what you are taking
  - Update your medication list every time there is a change to your medications or how you should take them

**Questions?** If you disagree or do not understand your medication, don't be shy – ask your doctor or pharmacist to explain why you are taking them and the possible side effects.



# Understanding and Accessing Mental Health Care

## Do you feel sad, easily agitated, or anxious?

Did you know that in the U.S., mental health issues are far more common than many people realize? According to the U.S. Department of Health and Human Services, 1 in 5 American adults have experienced a mental health issue, and 1 in 20 Americans live with a mental illness such as anxiety or depression.

Symptoms of depression may look like lack of interest in doing pleasurable activities, feelings of sadness, lack of motivation, loss of energy, and crying spells. Symptoms of anxiety may look like feelings of nervousness, restlessness, constant worry, heart palpitations, or difficulty concentrating. Both depression and anxiety can also affect your sleep patterns.

If you are struggling with any of these symptoms, help is always available.



Please contact **Carelon Behavioral Health** at **1.877.344.2858** (TTY **1.800.735.2929**) for a referral to a therapist or a psychiatrist trained to help with your mental health needs. Call today to take the first step towards feeling better and improving your well-being!

## No-Cost Home Visit Programs

If you are pregnant, or a new mom, you may need some help. The good news is there are no-cost home visit programs. Women who enroll in home visit programs and services are more likely to have a good birth experience and better birth outcomes.



A home visitation worker can:

- Be a constant source of comfort and encouragement during and after pregnancy
- Help with learning to breastfeed
- Connect families to other resources.

Parenting can be hard and every parent deserves help. Having in-home support can make all the difference. To find the right programs for your needs go to <https://edirectory.homevisitingla.org/>. Fill out the questionnaire and learn about the different types of programs.

For more information or resources on pregnancy visit, [lacare.org/pregnancy](https://lacare.org/pregnancy).

# Enjoy FREE Classes



## Community Resource Center

L.A. Care Health Plan and Blue Shield of California Promise Health Plan Community Resource Centers' (CRC) doors are open again and we are here to serve you. Enjoy our in-person health and wellness classes that are fun, free and open to everyone. We are dedicated to the health and safety of our visitors.

Get access to a variety of health care and community resources such as health, nutrition and fitness classes.

Please remember you can also participate in free on-demand classes such as exercise, healthy cooking and more at [youtube.com/activehealthyinformed](https://www.youtube.com/activehealthyinformed). Call **1.877.287.6290** for more information or drop by so that our CRC staff can help you get the services you need!

### Building Active, Healthy & Informed Communities

- Free Food Pantries
- Free WiFi for Telehealth Services
- Linkage to Assistance Programs
- Enrollment Support for Medi-Cal and Other Health Coverage Programs

## Prescription Drugs Listed on the L.A. Care Website

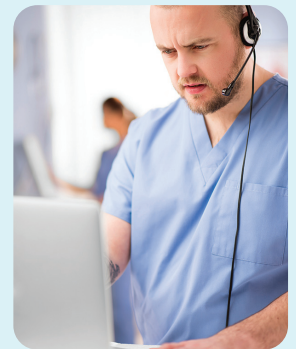


To find out more about L.A. Care list of covered drugs called the Formulary, and monthly updates,

visit the L.A. Care website at [lacare.org](https://www.lacare.org). You will also find information about limits or quotas, generic and brand medications, restrictions, on medication coverage, the medication request process, drug preferences and procedures on how to use the Formulary.

## Nurse Advice Line Can Help You

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. Get tips on avoiding the flu, treating the common cold and so much more. Use the audio library to listen to recorded messages on many different health topics.



Call the L.A. Care **Nurse Advice Line** at **1.800.249.3619** (TTY 711) or chat with a nurse free online. For the nurse chat function, go to [lacare.org](https://www.lacare.org) and click on "Member Sign In" to log on.

# Important Phone Numbers

## L.A. Care Covered™

**1.855.270.2327 (TTY 711)**

24 hours a day, 7 days a week and holidays

## L.A. Care Community Resource Centers

**1.877.287.6290 (TTY 711)**

Monday – Friday 9 a.m. – 5 p.m.

## L.A. Care Compliance Helpline

(to report fraud or abuse) **1.800.400.4889 (TTY 711)**

24 hours a day, 7 days a week and holidays

## L.A. Care Health Education

**1.855.856.6943 (TTY 711)**

Monday – Friday 9 a.m. – 5 p.m.

## L.A. Care Language/Interpreter Services

**1.855.270.2327 (TTY 711)**

Monday – Friday 9 a.m. – 5 p.m.

## L.A. Care Nurse Advice Line

(for non-emergency medical advice)

**1.800.249.3619 (TTY 711)**

24 hours a day, 7 days a week and holidays

## Carelon Behavioral Health

(behavioral health care)

**1.877.344.2858 (TTY 1.800.735.2929)**

Monday – Friday 8 a.m. – 8 p.m.

## TelaDoc®

**1.800.835.2362 (TTY 711)**

(Talk to a doctor for urgent care needs)

24 hours a day, 7 days a week and holidays



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

<b>English</b>	ATTENTION: If you need help in your language call <b>1.855.270.2327 (TTY: 711)</b> . Aids and services for people with disabilities, like documents in braille and large print, are also available. Call <b>1.855.270.2327 (TTY: 711)</b> . These services are free of charge.
<b>Spanish</b>	ATENCIÓN: si necesita ayuda en su idioma, llame al <b>1.855.270.2327 (TTY: 711)</b> . También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al <b>1.855.270.2327 (TTY: 711)</b> . Estos servicios son gratuitos.
<b>Arabic</b>	يرجى الانتباه: إذا احتجت إلى المساعدة بلغتك، اتصل بـ <b>1.855.270.2327 (TTY: 711)</b> . تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بربل والخط الكبير. اتصل بـ <b>1.855.270.2327 (TTY: 711)</b> . هذه الخدمات مجانية.
<b>Armenian</b>	Ուշադրություն: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք <b>1.855.270.2327 (TTY: 711)</b> : Կան նաև օժանդակ միջոցներ ու ծառայություններ հարմարեցվածություն ունեցող անձանց համար, օրինակ՝ Բրայլի գրասխիզով ու խոշորատառ տպագրված կրթություն: Զանգահարեք <b>1.855.270.2327 (TTY: 711)</b> : Այդ ծառայություններն անվճար են:
<b>Cambodian</b>	ចំណាំ: បើអ្នកត្រូវការជំនួយជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ <b>1.855.270.2327 (TTY: 711)</b> ។ ជំនួយ និង សេវាកម្មសម្រាប់ ជនពិការ ដូចជា ឯកសារសរសេរជាអក្សរធំ សម្រាប់ជនពិការភ្នែក ឬឯកសារសរសេរជាអក្សរព្រមព្រៀង ក៏អាចបានផងដែរ។ ទូរស័ព្ទមកលេខ <b>1.855.270.2327 (TTY: 711)</b> ។ សេវាកម្មទាំងនេះមិនគិតថ្លៃឡើយ។
<b>Chinese</b>	请注意: 如果您需要以您的母语提供帮助, 请致电 <b>1.855.270.2327 (TTY: 711)</b> 。另外还提供针对残疾人士的帮助和服务, 例如文盲和需要较大字体阅读, 也是方便使用的。请致电 <b>1.855.270.2327 (TTY: 711)</b> 。这些服务都是免费的。
<b>Farsi</b>	توجه: اگر می‌خواهید به زبان خود کمک دریافت کنید، با <b>1.855.270.2327 (TTY: 711)</b> تماس بگیرید. کمک‌ها و خدمات مخصوص افراد دارای معلولیت، مانند نسخه‌های خط بربل و چاپ با حروف بزرگ، نیز موجود است. با <b>1.855.270.2327 (TTY: 711)</b> تماس بگیرید. این خدمات رایگان ارائه می‌شوند.
<b>Hindi</b>	ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो <b>1.855.270.2327 (TTY: 711)</b> पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और बड़े पटि में भी दस्तावेज उपलब्ध हैं। <b>1.855.270.2327 (TTY: 711)</b> पर कॉल करें। ये सेवाएं नि:शुल्क हैं।
<b>Hmong</b>	CEEb TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau <b>1.855.270.2327 (TTY: 711)</b> . Muaj cov kev pab txhawb thiab kev pab cuam rau cov neeg xiam oob qhab, xws li puav leej muaj ua cov ntawv su thiab luam tawm ua tus ntawv loj. Hu rau <b>1.855.270.2327 (TTY: 711)</b> . Cov kev pab cuam no yog pab dawb xwb.
<b>Japanese</b>	注意日本語での対応が必要な場合は <b>1.855.270.2327 (TTY: 711)</b> へお電話ください。点字の資料や文字の拡大表示など、障がいをお持ちの方のためのサービスも用意しています。 <b>1.855.270.2327 (TTY: 711)</b> へお電話ください。これらのサービスは無料で提供しています。
<b>Korean</b>	유의사항: 귀하의 언어로 도움을 받고 싶으시면 <b>1.855.270.2327 (TTY: 711)</b> 번으로 문의하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. <b>1.855.270.2327 (TTY: 711)</b> 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.
<b>Punjabi</b>	ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ <b>1.855.270.2327 (TTY: 711)</b> . ਅਧਾਰਨ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ <b>1.855.270.2327 (TTY: 711)</b> . ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।
<b>Russian</b>	ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру <b>1.855.270.2327 (TTY: 711)</b> . Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру <b>1.855.270.2327 (TTY: 711)</b> . Такие услуги предоставляются бесплатно.
<b>Tagalog</b>	ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa <b>1.855.270.2327 (TTY: 711)</b> . Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Tumawag sa <b>1.855.270.2327 (TTY: 711)</b> . Libre ang mga serbisyo ng ito.
<b>Thai</b>	โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข <b>1.855.270.2327 (TTY: 711)</b> นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข <b>1.855.270.2327 (TTY: 711)</b> ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้
<b>Vietnamese</b>	CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số <b>1.855.270.2327 (TTY: 711)</b> . Chúng tôi cũng hỗ trợ và cung cấp các dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi Braille và chữ khổ lớn (chữ hoa). Vui lòng gọi số <b>1.855.270.2327 (TTY: 711)</b> . Các dịch vụ này đều miễn phí



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SPRING 2023

# stay well

A Newsletter for L.A. Care *Covered*<sup>™</sup> Members

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U.S. POSTAGE
PAID
Los Angeles, CA
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## Happy, Healthy Spring!