



L.A. Care
Covered™ Direct

FALL 2022

stay
well

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

L.A. Care Health Plan – 25 Years Strong!

L.A. Care is celebrating its 25th Anniversary of serving Los Angeles County.

The health plan was founded in April 1997 as part of California's two-plan model of Medi-Cal managed care in Los Angeles County.

Since then, L.A. Care has grown from a 100-person organization serving more than 200,000 Medi-Cal recipients to a plan that has more than 2,000 full-time employees and serves more than 2.5 million members in four product lines.

L.A. Care provides access to quality care for one in four L.A. County residents. We are proud of what we have accomplished over the past 25 years, and are looking forward to serving Angelenos for many years to come. We are here for you!

Celebrate this milestone with us by visiting our anniversary webpage at lacare.org/25years.



November is Diabetes Awareness Month



Diabetes is a disease where your blood sugar is too high. If untreated, diabetes can lead to heart disease, nerve damage, eye problems, and kidney disease. The good news is you can stay well. L.A. Care is here to support you.

Signs/Symptoms of Diabetes

- Increased hunger and thirst
- Peeing more often
- Tired
- Blurry vision
- Numbness or tingling in hands and feet
- Weight loss without trying

Healthy Eating for Diabetes

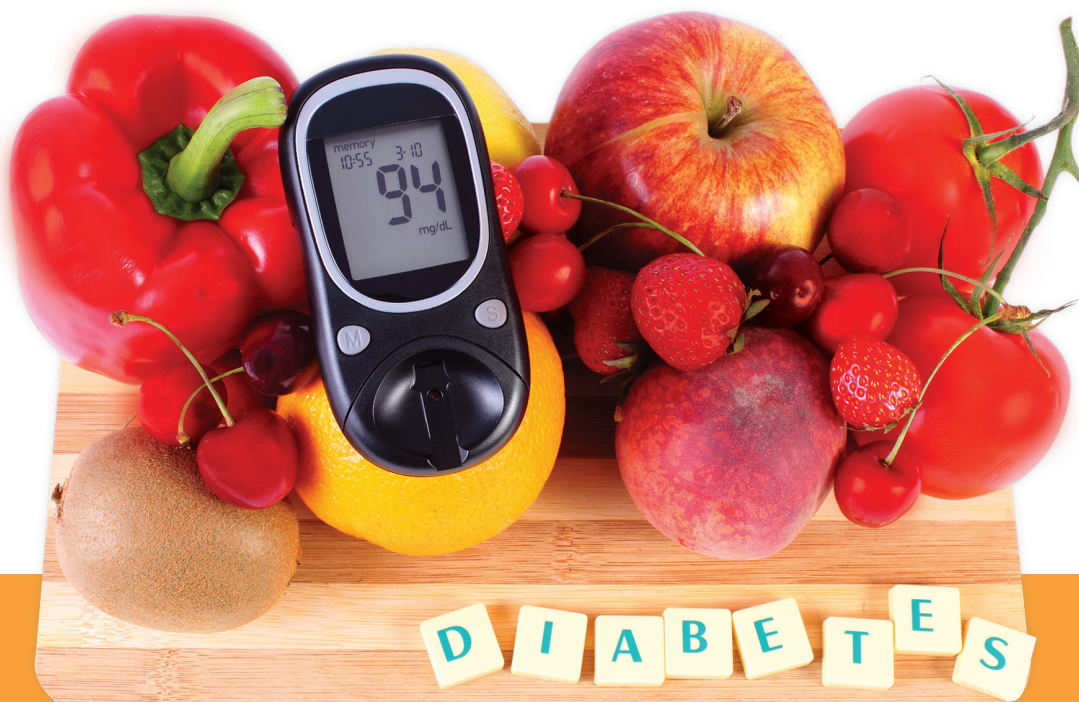
- Eating of any one food, including sugary foods, DOES NOT directly cause diabetes. Instead, your overall food choices have the most long-term effect on your health.
- Choose moderate portions of a variety of vegetables, whole grains, lean meats, heart-healthy fats, fruits, and low fat dairy.
- Work with a dietitian to get a meal plan made just for you!

L.A. Care works with Diabetes Care Partners to offer monthly group Diabetes Self-Management Education (DSME) for members whose A1c is 6.5 or higher. This free, virtual, three-part series covers:

- How to eat the foods you love while taking care of your diabetes.
- How to prevent or delay complications from diabetes.
- How to be healthy for you and your loved ones.

Members may also work with an L.A. Care dietitian one-on-one over the phone.

Please visit lacare.org/diabetes to learn more or to sign up for a class or call the Health Education Department at **1.855.856.6943**.



Ten Ways to Add Veggies to Breakfast

As the weather cools down you may start thinking about having warm hearty meals. One good way to do that in a healthy way is to add veggies to your breakfast.

Here are 10 ways to do so:

1. Add vegetables to scrambled eggs or omelets. Chopped spinach, mushrooms, bell peppers, diced tomatoes and left over veggies work great.
2. Top a breakfast sandwich with cucumbers, tomatoes, pickled carrots, spinach or roasted peppers.
3. Make a new favorite by adding grated carrots or zucchini to your pancake or muffin batter.
4. Drink smoothies that are at least 75% veggies.
5. Make a breakfast burrito that is packed with veggies by adding tomatoes, onions, peppers, tomatillos and cilantro.
6. Toast an English muffin; add low fat cheese, tomato sauce, oregano and a mound of veggies for a tasty breakfast pizza.
7. Toss a salad, top it with a poached or hard boiled egg and your favorite sauce or dressing.
8. Poach eggs in a spicy and chunky tomato and bell pepper sauce.
9. Place roasted or steamed veggies in a bowl, top with hard boiled eggs and a drizzle of olive oil for a filling breakfast bowl.
10. Improve any favorite breakfast by adding a side of fresh sliced or sautéed veggies, including making your oatmeal or grits savory.



Old Feelings Can Make New Health Problems



Do you know that people who have experienced trauma in the past are at a higher risk of developing heart disease, diabetes, and other health conditions? Talking to your doctor can be very helpful in getting the support you may need.

Please speak with your doctor about the traumas so he can provide additional support and refer you to a behavioral health professional who is able to talk you through stressors.

Talk to your provider today to take the first step towards improving your mental health!



It's Time to Renew Your Health Insurance Coverage!

Thank you for being a loyal member! L.A. Care is committed to helping Angelenos maintain health coverage through every stage of life and we look forward to continuing to serve you.

Why renew your L.A. Care Covered™ Direct Health Plan? You can:

- **Access our large network** of over 60 hospitals and more than 3,000 physicians, 4,000 specialty care physicians, and 1,700 pharmacies.
- **Visit MinuteClinics** at select CVS locations to get immediate care without an appointment.
- **Get preventive care services** with no co-pays or co-insurance.
- **Take advantage of all the programs and services we offer** like our free Nurse Advice Line and Telehealth Services, both available 24 hours a day, 7 days a week, Community Resource Centers, L.A. Care Community Link and much more!
- **L.A. Care is proud to offer access to UCLA Health**, RANKED #1 hospital in Los Angeles. As an L.A. Care Covered™ Direct member, you have access to an extended network of UCLA Health Hospitals, over 56 Primary and Immediate Care Clinics, and over 2,500 Specialist conveniently located throughout Los Angeles.

How to renew?

1. If you are happy with your current health plan, **YOU DON'T NEED TO DO ANYTHING.** Covered California™ will renew your insurance automatically.
2. To make changes to your current plan, call our Enrollment Support Services team at **1.855.222.4239** (TTY **711**) for personalized assistance. Or visit us at **lacare.org** to shop and compare plans that best suit you and your family needs.

Please note that December 31, 2022 is the last day to renew or change your plan for coverage beginning on January 1, 2023.

Start Your “Quit Smoking” Journey!

Have you been thinking about quitting smoking? Quitting smoking is not easy.



It takes time and a plan. You do not have to stop smoking in one day. Start with day one. Why not let the first day of your journey be on the **Great American Smokeout**? The American Cancer Society sets one day each year as a chance for people who smoke to commit to healthy, smoke-free lives and reduce the risk of cancer. This year, the Great American Smokeout is on **Thursday, November 17.**

Giving up smoking may be one of the hardest things you do. Your chances of success are higher with a good plan and support. Even if you have tried to quit more than once in the past, remember to take it one day at a time. You can quit whether you smoke cigarettes, vape or chew tobacco.

If you need support to start your journey, call L.A. Care at **1.855.856.6943** to learn more about telephone counseling and online self-paced programs and resources. Talk to your doctor about medication to help you quit. You can also call **Kick it California** for free services such as one on one telephone coaching. Call **1.800.300.8086** (English) and **1.800.600.8191** (Spanish) or visit **kickitca.org** for more information.

What are Flu Myths?



A myth is a widely held, but false belief or idea. There are myths about the flu shot that people think are true, but they are false. Here is the truth.

Can the flu shot give me the flu?

The flu shot cannot give you the flu. It is made from an inactivated virus that cannot make you sick. It takes 1 to 2 weeks to get protection from the flu shot. If you get the flu after the shot, you were going to get sick anyway.

Is getting the flu shot the only way to protect myself from getting the flu?

While getting the flu shot is the best way to protect yourself from getting the flu; it is not the only way. You can also protect yourself by washing your hands, eating healthy foods, and staying away from sick people.

Is it true I do not need to get a flu shot every year?

You should **get a flu shot every year** because flu strains are different. The flu shot is made to protect against the most common strains of flu.

Protect yourself and your family from the flu this year. Getting a flu shot is easy and free for L.A. Care Covered™ Direct members. Just go to your doctor or a local pharmacy and show your L.A. Care Member ID card.

No-Cost Doula Services

Are you African American and pregnant? If so, you may be able to get **no-cost** help from a birth doula. A doula can provide physical and emotional support as you plan for the birth of your baby. Women who enroll in doula services are more likely to have a good birth experience and better birth outcomes. Virtual visits are offered for your comfort.

You may get support from a birth doula if you are:

- Black/African American and pregnant
- Living in Los Angeles County

A doula can:

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



To learn more email AAIMMDoulas@ph.lacounty.gov or ASkiffer-Thompson@ph.lacounty.gov. You can also call **1.213.639.6448** to receive assistance. Please include your name, phone number, zip code, and estimated due date.



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

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 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.



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** and click on "Member Sign In" to log on.

Prescription Drugs Listed on the L.A. Care Website

To find out more about L.A. Care's list of covered drugs called the Formulary, and monthly updates, visit the L.A. Care website at **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.



Important Phone Numbers

L.A. Care Covered™ Direct

1.855.270.2327 (TTY 711)

Monday – Friday 9 a.m. – 5 p.m.

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

Beacon Health Options

(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. 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	ATTENTION: If you need help in your language call 1.855.270.2327 (TTY: 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call 1.855.270.2327 (TTY: 711). These services are free of charge.
Spanish	ATENCIÓN: si necesita ayuda en su idioma, llame al 1.855.270.2327 (TTY: 711). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al 1.855.270.2327 (TTY: 711). Estos servicios son gratuitos.
Arabic	يرجى الانتباه: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ 1.855.270.2327 (TTY: 711). تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بربل والخط الكبير. اتصل بـ 1.855.270.2327 (TTY: 711). هذه الخدمات مجانية.
Armenian	Ուշադրություն: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, գանգադարեք 1.855.270.2327 (TTY: 711): Կան նաև օժանդակ միջոցներ ու ծառայություններ հարկավորություն ունեցող անձանց համար, օրինակ՝ Բրայլի գրատպիով ու խոշորատառ տպագրված նյութեր: Չանգադարեք 1.855.270.2327 (TTY: 711): Այդ ծառայություններն անվճար են:
Cambodian	ចំណាំ: បើអ្នកត្រូវការជំនួយជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ 1.855.270.2327 (TTY: 711)។ ជំនួយ និង សេវាកម្មសម្រាប់ ជនពិការ ដូចជា ឯកសារសរសេរជាអក្សរធំ សម្រាប់ជនពិការភ្នែក ឬឯកសារសរសេរជាអក្សរព្រមព្រៀង ក៏អាចបានផងដែរ។ ទូរស័ព្ទកម្រៃ 1.855.270.2327 (TTY: 711)។ សេវាកម្មទាំងនេះមិនគិតថ្លៃឡើយ។
Chinese	请注意: 如果您需要以您的母语提供帮助, 请致电 1.855.270.2327 (TTY: 711)。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 1.855.270.2327 (TTY: 711)。这些服务都是免费的。
Farsi	توجه: اگر می‌خواهید به زبان خود کمک دریافت کنید، با 1.855.270.2327 (TTY: 711) تماس بگیرید. کمک‌ها و خدمات مخصوص افراد دارای معلولیت، مانند نسخه‌های خط بربل و چاپ با حروف بزرگ، نیز موجود است. با 1.855.270.2327 (TTY: 711) تماس بگیرید. این خدمات رایگان ارائه می‌شوند.
Hindi	ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो 1.855.270.2327 (TTY: 711) पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और बड़े पट्टि में भी दस्तावेज उपलब्ध हैं। 1.855.270.2327 (TTY: 711) पर कॉल करें। ये सेवाएं नि:शुल्क हैं।
Hmong	CEEb TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau 1.855.270.2327 (TTY: 711). 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 1.855.270.2327 (TTY: 711). Cov kev pab cuam no yog pab dawb xwb.
Japanese	注意日本語での対応が必要な場合は 1.855.270.2327 (TTY: 711) 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。1.855.270.2327 (TTY: 711) 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。
Korean	유의사항: 귀하의 언어로 도움을 받고 싶으시면 1.855.270.2327 (TTY: 711) 번으로 문의하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. 1.855.270.2327 (TTY: 711) 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.
Punjabi	ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ 1.855.270.2327 (TTY: 711). ਅਧਾਰਨ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ 1.855.270.2327 (TTY: 711)। ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।
Russian	ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру 1.855.270.2327 (TTY: 711). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру 1.855.270.2327 (TTY: 711). Такие услуги предоставляются бесплатно.
Tagalog	ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa 1.855.270.2327 (TTY: 711). Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Tumawag sa 1.855.270.2327 (TTY: 711). Libre ang mga serbisyo ng ito.
Thai	โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข 1.855.270.2327 (TTY: 711) นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข 1.855.270.2327 (TTY: 711) ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้
Vietnamese	CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số 1.855.270.2327 (TTY: 711). 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 1.855.270.2327 (TTY: 711). Các dịch vụ này đều miễn phí



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Happy Fall Fun!

