

L.A. Care Health Plan and Blue Shield of California Promise Health Plan Partner for **New Community Resource Centers**

We are excited to share that L.A. Care Health Plan and Blue Shield of California Promise Health Plan will jointly operate Community Resource Centers open to residents across Los Angeles County. We are committed to helping keep you, your family and your friends active, healthy and informed. Because we believe health care should be local, we're bringing our new safe, fun and inclusive Resource Centers to your community. The Resource Centers will offer many free programs and classes to the community as well as no-cost personalized services for L.A. Care and Blue Shield Promise members.

L.A. Care and Blue Shield Promise Health Plan proudly invite you to visit our first Community Resource Center in Pomona. The plans will operate a total of 14 Community Resource Centers, including new locations and remodeled existing centers. Once fully operational, the centers will serve more than one million residents annually.

What Is a Community Resource Center?

The Resource Centers are a fun space in your community with unique free programs and classes to meet your needs. They are open to everyone and offer:

- Fitness and Health Education Classes
- Preventive Health Screenings
- Nutrition and Healthy Cooking Classes



- Wellness Nutrition with a Registered Dietitian
- Social Services Assistance (housing, financial help, food programs)
- Support Groups
- Onsite Medi-Cal Enrollment Support

The L.A. Care and Blue Shield Promise Health Plan Pomona Community Resource Center is located at 696 W. Holt Avenue. Hours are 9 a.m. – 6 p.m., Monday through Friday and 9 a.m. – 1 p.m. on Saturdays. It is closed on Sunday.

To learn more, visit activehealthyinformed.org.





Ask the Doc: Diabetes and You

Q: What is diabetes?

A: Diabetes is a disease that happens when your blood glucose, also called blood sugar, is too high. It is the main source of energy and comes from the food you eat.

Q: What can I do if I have diabetes?

A: One of the best things you can do for yourself when you have diabetes is keep your blood sugar at a healthy level. Not only does this help prevent complications from diabetes, it helps you to keep doing the things you love the most!

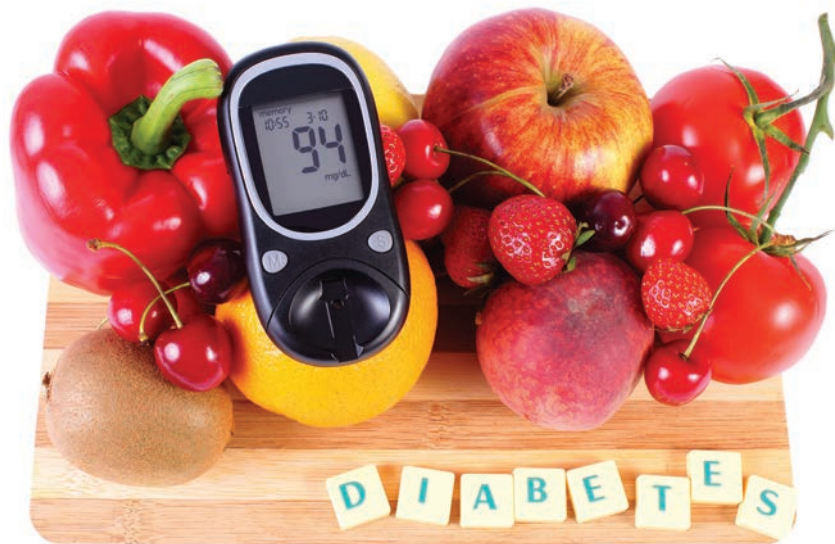
Q: What can I learn in a diabetes education class?

A: L.A. Care's diabetes education classes will help you learn how to:

- eat healthier
- get and stay active
- control blood sugar that is too low or too high
- take your medicines the right way
- live well with the day-to-day stress of diabetes

The classes are offered in a group or one-on-one over the phone. All classes are taught by a Registered Dietitian or a Diabetes Care and Education Specialist.

Most of the members who take these classes are able to bring their blood sugar down. You can too!



For more information, please call L.A. Care's Health Education Unit at **1.855.856.6943**.

My Health In Motion™

Personalized Online Wellness

Did you know that you have health and wellness information at your fingertips? With just a few clicks or swipes, you can access a wide range of online health activities and tools. Whether you want to quit smoking, lose weight, or manage stress, L.A. Care's **My Health In Motion™** site has something for you!

My Health In Motion™ allows you to go at your own pace with ease from your computer or phone. No need to make an appointment, travel, or wait. Log on any time of day or night that fits your needs. Sign in at **lacare.org** and click on the "**My Health In Motion™**" tab to see all the fun tools that can help you stay healthy. You'll find:

- A lifestyle survey followed by a personal health report
- Interactive guides on exercising, healthy eating, quitting smoking, and managing your weight
- Health trackers to help you reach your health goals
- Interactive online health workshops
- A health information library
- Healthy recipes and meal plans

With **My Health In Motion™**, you can even send a message to a health coach, trainer or dietitian. Get your personal health questions answered by a qualified health professional!



If you have questions or need help with **My Health In Motion™**, call L.A. Care's **Health Education Department** at **1.855.856.6943**.

Living With Asthma: What You Need to Know



If you are living with asthma, make sure you talk with your doctor about what is right for you.

Asthma can range from mild to chronic and can change based on one's age. Asthma attacks can start because of exercising, change in seasons, smoking, poor air quality and other reasons. During an asthma attack, the airways become small which makes it hard to breathe.

There are two devices that deliver medication to the lungs to help you feel better when you have asthma: controller and rescue inhalers. Controller inhalers help prevent an asthma attack before it starts. Rescue inhalers provide quick-relief medicine when you have an attack. They open the airways fast to stop an asthma attack. If you don't have an inhaler, talk with your doctor about getting one. It is also important to have an **Asthma Action Plan**, a written plan that includes:

- How to use a peak flow meter to know if your asthma is under control
- How to deal with asthma symptoms
- How and when to take medicine
- How to avoid asthma triggers



Having your inhaler and an **Asthma Action Plan** can help you keep asthma under control so that you can breathe easier!



Eat well.
Move daily.
Hydrate often.
Sleep lots.
Love your body.



Medi-Cal Expansion for Young Adults



Great news! As of January 1, 2020, Medi-Cal expanded full-scope coverage to the young adult population between the ages of 19 – 25, regardless of their immigration status, if they meet all other eligibility requirements for the Medi-Cal program.

Full-scope Medi-Cal means young adults can access health services for free or at low cost, including preventive services – like annual checkups, dental care and medication.

You can get more information by calling L.A. Care **Member Services** at **1.888.839.9909** (TTY 711) or visit us online at **lacare.org**.

Medical Identity Theft: How to Keep Yourself Safe

If someone gets your medical ID or Social Security number, you could become a victim of medical identity theft. They can use it to see the doctor, buy prescription drugs, or submit fake bills in your name. Your credit rating and your health could also be harmed by medical identity theft. If false information gets into your medical records, you may get the wrong treatment.



Tips to protect yourself against medical identity theft include:

- 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 **1.888.839.9909** (TTY 711), 24 hours a day, 7 days a week and holidays.

Substance Use Disorder Awareness

In our society, many Americans are experiencing challenges with alcohol or drug addiction also known as Substance Use Disorder (SUD). According to the Los Angeles Department of Public Health, 20 million individuals need some type of substance use disorder treatment.

Addiction is a disease where one cannot stop drinking or taking drugs. Having a SUD can be harmful to the body and lead to other issues that affect mental health and relationships with family, friends and employers.

SUD is considered a disease because it causes negative changes in the brain which may affect behavior and the ability to make sound decisions. Also, the body may become dependent on the substance and the individual can become sick when not using alcohol and/or drugs. This can be life-threatening and sometimes cause death, without medical attention or proper treatment.

Not everyone that uses alcohol or drugs has an addiction, but the inability to control or stop may be a sign to seek treatment and support. There is no single cause of addiction, but it is preventable. There are many resources available and programs designed to fit an individual's needs.

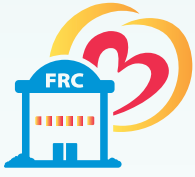
Types of Treatment:

- Individual and Group Counseling
- Case and Care Management
- Medication Management
- Recovery Support Services
- Withdrawal Management (Detox)
- Recovery Bridge Housing
- Residential Treatment



Programs are available on an inpatient or outpatient basis to adults and adolescents who qualify for Medi-Cal. Please visit your primary care physician and/or access the behavioral health resources offered by L.A. Care Health Plan through **Beacon Health Options** at **1.877. 344.2858 (TTY 711)**.

Your Centers for Health and Wellness!



Family Resource Centers

Come to L.A. Care's **Family Resource Centers** (FRCs) to improve your health and elevate your knowledge with a variety of 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. Earn rewards when you attend six health education classes and receive a gift!

L.A. Care members can attend a Member Orientation to learn how to get a Member ID card, choose or change a doctor, and fill a prescription. At the Centers, L.A. Care members can also speak to a Member Services Representative or Care Manager to learn more about their health plan benefits.

There are now six **FRCs** conveniently located throughout Los Angeles County. For more information and to view the schedule of classes, visit lacare.org/frc or call **1.877.287.6290** (TTY 711).

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

East L.A.
Phone: **213.438.5570**

Inglewood
Phone: **310.330.3130**

Lynwood
Phone: **310.661.3000**

Pacoima
Phone: **213.438.5497**

Palmdale
Phone: **213.438.5580**

Our 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.

You can also use the audio library to learn more about many different health topics. 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.

The L.A. Care Formulary Has You Covered



The L.A. Care Formulary is an approved list of covered drugs for L.A. Care members. It is reviewed and updated monthly for safety and effectiveness. The Formulary and updates are available online at lacare.org.

How to Use the Formulary

- Formulary drugs are listed by their generic name and brand name as follows: Generic name (BRAND NAME)
- If only the brand name drug is on the market, only that will show: BRAND NAME
- Drugs can be searched on the online Formulary by generic or brand name, or therapeutic category. Using the “Ctrl + F” function or the index makes it easy.

Generic and Brand Name Medications

- Generic and brand name drugs are covered.
- Generic drugs are safe and cost-effective.
- Brand name drugs are used when a generic drug is not available.

Non-Formulary Medications

Drugs not listed on the Formulary are not covered (non-formulary).

Benefit Coverage and Limitations

Quantity Limits (QL): Some drugs have quantity limits for safety or cost reasons.

Step Therapy (ST): Requires trying one or more drugs first (Step Process).

Medication Request Process

The Medication Request Process requires a Prior Authorization (PA) request from your doctor.

The following drugs need a PA:

- Non-formulary drugs
- Formulary drugs needing safety or cost reviews.
- Formulary drugs that exceed quantity limits (QL).
- Step therapy (ST) drugs that do not go through the normal Step Process.
- Brand drug when the generic is available.

Approval may be given for a documented medical need, otherwise the request will be denied.

General Benefit Exclusions (Not Covered)

- Drugs for cosmetic purposes
- Infertility drugs
- Experimental drugs
- Foreign drugs

The Medication Request Process is not available for excluded drugs, but denied requests can be appealed.

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 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.

** 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.*



L.A. Care Works for You

At L.A. Care, we inform, educate, and engage our members. We want to empower YOU to be well and happy with your health care. We reach more than 2 million members through mail, email, phone, websites, newsletters, and even through your doctor!



Let us help you with your health care when and how you need it. Call us at **1.888.839.9909** (TTY 711) 24 hours a day, 7 days a week and holidays. Also, visit our website and member portal at lacare.org.

Looking for L.A. Care Members to Join the Community Advisory Committees

Do you want to learn how the health care system works? Would you like to share your thoughts on how L.A. Care can improve their services? L.A. Care is looking for people to join the **Community Advisory Committees (CACs)**. As a CAC member, you can help L.A. Care meet the needs of the neighborhoods we serve. Your voice can really make a difference in improving the health care for the over 2 million L.A. Care members in L.A. County!

For more information, please call the **Community Outreach & Engagement Department** at **1.888.522.2732** (TTY 711), Monday – Friday, 8 a.m. – 5 p.m.





Important Numbers

Do you have questions about your health plan or your benefits?
Call your health plan directly or call L.A. Care Health Plan.

L.A. CARE

L.A. Care Health Plan

1.888.839.9909 (TTY 711)

24 hours a day, 7 days a week and holidays

L.A. Care PASC-SEIU Plan

1.844.854.7272 (TTY 711)

24 hours a day, 7 days a week and holidays

L.A. Care Cal MediConnect

1.888.522.1298 (TTY 711)

24 hours a day, 7 days a week and holidays

L.A. Care Family Resource Centers

(Your Centers for Health and Wellness)

1.877.287.6290 (TTY 711)

L.A. Care Covered™

1.855.270.2327 (TTY 711)

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 Language/Interpreter Services

1.888.839.9909 (TTY 711)

24 hours a day, 7 days a week and holidays

L.A. Care's Nurse Advice Line

(for non-emergency medical advice)

1.800.249.3619 (TTY 711)

24 hours a day, 7 days a week and holidays

OTHERS

Transportation Services

(No Cost Medi-Ride to the Doctor)

1.888.839.9909 (TTY 711)

24 hours a day, 7 days a week

Beacon Health Options

(Behavioral Health Care)

1.877.344.2858 (TTY **1.800.735.2929**)

beaconhs.com

24 hours a day, 7 days a week

IN CASE OF EMERGENCY, CALL 911



Go Green and Get *Be Well* Electronically!

Would you like to get *Be Well* by email? Please sign up on our website at **lacare.org/be-well** to receive it by email. Be sure to like us on Facebook, Twitter and LinkedIn.



L.A. Care
HEALTH PLAN®

SALES & MARKETING DEPARTMENT

IN THIS ISSUE:

- Ask the Doc: Diabetes and You | 2
- Living With Asthma: What You Need to Know | 4
- Medi-Cal Expansion for Young Adults | 5
- Substance Use Disorder Awareness | 6
- And More!

SPRING 2020
be well

A Publication for L.A. Care Members

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LOS ANGELES, CA
PERMIT NO. 3244



Health and wellness or prevention information



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 1.888.839.9909 (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 1.888.839.9909 (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 بتسقيق آخر أو مساعدات وخدمات إضافية. اتصل بـ L.A. Care على الرقم 1.888.839.9909 (TTY 711) على مدار الساعة وطوال أيام الأسبوع، بما في ذلك أيام العطلات. المكالمات مجانية.
Armenian	Տրամադրելի են լեզվական օգնության անվճար ծառայությունները: Կարող եք խնդրել բանավոր թարգմանական կամ թարգմանական ծառայություններ, ձեր լեզվով կամ տարբեր ձևաչափով տեղեկություն, կամ օժանդակ օգնություններ և ծառայություններ: Զանգահարեք L.A. Care 1.888.839.9909 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 1.888.839.9909 (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	L.A. Care می تواند برای خدمات ترجمه شفاهی یا کتبی، اطلاعات به زبان خودتان یا فرمت دیگر، یا امادها و خدمات اضافی درخواست کنید. با 1.888.839.9909 (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 दुआपिया 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 1.888.839.9909 (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 ntauw txhais ua lus lossis txhais ua ntauw rau koj lossis muab txhais ua lwm yam lossis muab khood pab thiab lwm yam kev pab cuam. Hu rau L.A. Care ntawm tus xov tooj 1.888.839.9909 (TTY 711), tuaj yeem hu tau txhua txhua 24 teev hauv ib hnub, 7 hnub hauv ib yiv 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 1.888.839.9909 (TTY 711) にご連絡ください。祝休日を含め毎日24時間、年中無休で受け付けています。
Khmer	សេវាជំនួយខាងភាសា គឺមានដោយឥតគិតថ្លៃ។ អ្នកអាចស្នើសុំសេវាបំភ្លឺភាសាផ្ទាល់មាត់ ឬការបំភ្លឺ ឬស្នើសុំព័ត៌មាន ជាភាសាខ្មែរ ឬជាទម្រង់មួយទៀត ឬជំនួយប្រាំមួយផ្សេងទៀត ដូចជា ទូរស័ព្ទ L.A. Care តាមលេខ 1.888.839.9909 (TTY 711) បាន 24 ម៉ោងមួយថ្ងៃ 7 ថ្ងៃ មួយអាទិត្យ រួមទាំងថ្ងៃបុណ្យផង។ ការបំភ្លឺគឺឥតគិតថ្លៃឡើយ។
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, 1.888.839.9909 (TTY 711)번으로 문의하십시오. 이 전화는 무료로 이용하실 수 있습니다.
Lao	ພາສາອັງກິດ, ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໂດຍບໍ່ເສຍຄ່າ. ທ່ານສາມາດຂໍບໍລິການພາສາ ຫຼື ແປພາສາໄດ້, ສຳລັບຂໍ້ມູນໃນພາສາຂອງທ່ານ ຫຼື ໃນຮູບແບບອື່ນ, ຫຼື ເຄື່ອງມືຊ່ວຍເຫຼືອ ຕະວະ ບໍລິການເວັບ. ໃຫ້ໂທຫາ L.A. Care ໄດ້ທີ່ 1.888.839.9909 (TTY 711), 24 ຊົ່ວໂມງຕໍ່ມື້, 7 ມື້ຕໍ່ອາທິດ, ວອນເຖິງວັນເລກຕ່າງໆ. ການໂທແມ່ນບໍ່ເສຍຄ່າ.
Punjabi	ਮੁਫਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਅਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਣਕਾਰੀ ਜਾਂ ਸਹਾਇਕ ਉਪਕਰਨਾਂ ਅਤੇ ਸੇਵਾਵਾਂ ਲਈ ਬੇਨਤੀ ਕਰ ਸਕਦੇ ਹੋ। L.A. Care ਨੂੰ 1.888.839.9909 (TTY 711) ਨੰਬਰ ਉੱਤੇ ਕਾਲ ਕਰੋ, ਦਿਨ ਦਿਨ ਵਿੱਚ 24 ਘੰਟੇ, ਹਫ਼ਤੇ 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 1.888.839.9909 (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 1.888.839.9909 (TTY 711), 24 na oras sa isang araw, 7 araw sa isang linggo, kabilang ang mga holiday. Libre ang tawag.
Thai	มีบริการช่วยเหลือภาษาฟรี คุณสามารถขอรับบริการการแปลหรือล่าม ข้อมูลในภาษาของคุณหรือในรูปแบอื่น หรือความช่วยเหลือและบริการเสริมต่าง ๆ ได้ โทร L.A. Care ที่ 1.888.839.9909 (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 1.888.839.9909 (TTY 711), 24 giờ một ngày, 7 ngày một tuần, kể cả ngày lễ. Cuộc gọi này miễn phí.

The benefit information provided is a brief summary, not a complete description of benefits. Limitations, co-payments, and restrictions may apply. Benefits may change on January 1 of each year. To learn more, please call the L.A. Care **Member Services at 1.888.839.9909** (TTY 711), 24 hours a day, 7 days a week, and holidays.

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