



L.A. Care
HEALTH PLAN®

For A Healthy Life

MARCH 2024

be
well

A Publication for L.A. Care Members

Journey to a Healthier You!



Make Your
Initial Health
Appointment Today!

If you are a new member to L.A. Care an Initial Health Appointment (IHA) is the first step to staying healthy.

During this appointment, your doctor will perform a physical examination, talk over your current health, lifestyle and family medical history and ensure you are up to date on tests, screenings and vaccines. In addition,



this appointment will help you build a connection with your doctor and help identify any new issues, monitor or treat existing conditions or illness.

After the IHA, you should continue to see your doctor for routine office visits even when you are feeling well.

Making an appointment is easy! Just call the number on your ID card or for more information visit [lacare.org](https://www.lacare.org) or call **1.888.839.9909** (TTY 711).



Start the Year with a Healthy Smile: Your Medi-Cal benefits include dental coverage

As we settle into the New Year, February is a great time for you and your family to establish good dental habits that will keep you healthy all year long! This means brushing twice a day, flossing daily, and visiting the dentist regularly. Members 21 and over can have a dental check-up every 12 months and members under age 21 can have a dental check-up every six months, sometimes more.

Free or low-cost Medi-Cal dental services may include:

- Exams and X-rays
- Cleanings
- Fluoride treatments
- Emergency services
- Tooth removal
- Fillings and crowns
- Molar sealants*
- Root canal treatments**
- Scaling and root planning (deep cleaning)**
- Periodontal maintenance
- Complete and partial dentures**
- Denture relines**
- Orthodontics (braces) for children who qualify
- Outpatient services (if medically necessary)



To learn more about your dental benefits, and how to find a dentist near you, view and download the Medi-Cal Dental Member Handbook at <https://smilecalifornia.org/members/member-handbook/>

Do you need to find a Medi-Cal dentist? You can search for a provider by using the “Find a Dentist” tool on [SmileCalifornia.org](https://smilecalifornia.org) or call the Telephone Service Center at **1.800.322.6384**.

*Permanent molar sealants for children and teens up to age 21 are covered

**Requires pre-approval

New Year, New You, New Wellness Site



L.A. Care is proud to announce a new health and wellness platform! Coming in early 2024, there will be no better way to start the New Year than with a new *My Health in Motion*™ site. Whether you want to quit smoking, lose weight, or manage stress, L.A. Care's *My Health in Motion*™ has something for you!

The *My Health in Motion*™ site has a new look and features to help you stick to your health goals. Sign in at lacare.org. Go to "Member Sign in" and click on the "*My Health in Motion*™" tab.

You'll find:

- A wellness assessment followed by a personal health report
- Health trackers and ability to connect to devices like Fitbit
- Interactive online health workshops
- A comprehensive health coaching program
- A health information library
- And so much more!

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**.



988: A Number for Mental Health Support

Did you know there is a number to call or text when you or someone you care about are having a mental health crisis?

988 is the three-digit number that you can call or text. When you contact **988**, connect to the National Suicide Prevention & Mental Health Crisis Lifeline. **988** is available to anyone who is feeling depressed, going through a hard time, needs to talk, or is thinking about suicide.

988 has trained crisis counselors who will listen to you, understand how your problem is affecting you, provide support, and share resources that may be helpful.

All outreach to **988** is free and confidential. **988** is available 24 hours a day, 7 days a week, across the United States. **988california.org**

If you are thinking about suicide, in need of emotional support, or are worried about a friend or loved one, please reach out to **988**.

For ongoing mental health services, you can call Carelon Behavioral Health at **1.877.344.2858** where you will get connected to a live person who can provide you with referrals to a therapist or psychiatrist that are trained to help with your behavioral health needs.





Parents Play an Important Role in Monitoring Milestones

Children's developmental journey is as unique as they are. For that reason, parents have a timely opportunity to closely observe and monitor these milestones to ensure that their children are progressing as expected. Identifying potential developmental delays early on can have a profound impact on a child's overall well-being.

By monitoring children's behavior, interactions, and progress, parents can identify potential delays and seek professional guidance.

Here are some common developmental milestones to look for:

Milestones at 4 months

- ✓ Begins to babble
- ✓ Responds to affection

Milestones at 6 months

- ✓ Likes to play with others
- ✓ Responds to own name

Milestones at 9 months

- ✓ Has favorite toys
- ✓ Understands "no"

Milestones at 1 year

- ✓ Tries to say words you say
- ✓ Waves "bye-bye"

Milestones at 2 years

- ✓ Begins to run
- ✓ Begins to sort shapes, colors

Milestones at 3 years

- ✓ Knows name and age
- ✓ Climbs and runs well

Developmental delays, if left not treated, can have long lasting consequences. Early interventions can make a difference in a child's ability to overcome challenges and reach their full potential.

Help Me Grow LA connects parents with resources to keep their children's development on track and get help if they need it. For more information, visit [HelpMeGrowLA.org](https://www.HelpMeGrowLA.org).



A Little Information Can Go a Long Way



We all have individual needs. L.A. Care will sometimes ask questions to help us understand our members' particular needs, such as, "What is your race?" or "What is your preferred written or spoken language?" Sharing this information is always voluntary, but it helps L.A. Care better understand your needs, create new programs, and improve services for all members.

State law requires that L.A. Care collect information about race, ethnicity and language preference. We may also ask about your sexual orientation or whether you have a disability. Sharing this information with L.A. Care is optional, but it can help you receive the care you need, when you need it.

It can also help us know if you need access to services, such as receiving written materials in your preferred language or format. You can also get access to our no-cost interpreting services, available 24 hours a day, 7 days a week, including American Sign Language. You may wonder, "Is my information safe?" The answer is yes. L.A. Care values and protects your privacy, and is only allowed to use or disclose this information for limited purposes to authorized users. Your privacy is as important to us as your health.

Remember: the information you provide is never used to deny coverage or benefits. L.A. Care does not use member demographic data to perform underwriting, set rates, or determine benefits. Your race, ethnicity and language preferences are only used to help us provide you with care tailored to your individual needs.

Questions about the use of personal information or want to provide us with updated information? Please call **Member Services** at **1.888.839.9909** (TTY 711) for help.



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, X, Instagram and LinkedIn.



Medi-Cal Renewal

Dear Medi-Cal Members,

Medi-Cal renewals are happening now. Make sure you and your family are covered. Some people will be renewed automatically based on the information the Los Angeles County Department of Public Social Services (DPSS) has access to. Others will need to provide additional information. Everyone's renewal date is different.

DPSS will contact you two months before your renewal is due and you can check your renewal month in your online account. Make sure DPSS has your correct mailing address, phone number, and email address, especially if they have changed over the last three years. If you get a renewal form in a bright yellow envelope, you must complete it and submit the additional information it requests. Complete your renewal by the due date printed on the form, if you do not, you will lose your Medi-Cal coverage!

The easiest way to complete your form is online through **BenefitsCal.com**. If you do not have an account, you can also provide your renewal information by mail, at your local DPSS office, or by calling **1.866.613.3777** (TTY) **1.800.660.4026**.

Once you submit your renewal form, DPSS will determine your eligibility and contact you by mail.



Medi-Cal Pharmacy Benefits



Medi-Cal Pharmacy Benefits transition to fee-for-service delivery system named Medi-Cal Rx. Please visit the DHCS Medi-Cal Rx website for more information or visit L.A. Care Pharmacy Services link: <https://www.lacare.org/members/getting-care/pharmacy-services>.

What is Medication Reconciliation?



Medication Reconciliation is a review of all your medications and supplements. This is done by your health care team and should happen at each visit. Your doctor needs to know about new medications and changes to your current ones. See your doctor within 30 days after you leave the hospital.

Here are some tips:

1. Always carry a list of all your current medications. Have the name, dose, and how often you take them. Include how and why you are taking them.
2. Write over-the-counter (OTC) medications on your list. Include vitamins and herbs.
3. Schedule a doctor's visit as soon as you leave the hospital. Review this list with your doctor.

Here is a case: Luke went to the hospital. He had a heart attack and was given new medications to help with his heart. After Luke went home, he saw his doctor the day after. Luke shared his new medication list with his doctor. His doctor reviewed the new list and stopped an old medication. The doctor did this to prevent possible side effects from two medications that work the same way. Luke's doctor and Luke worked together to keep him healthy.

Get Your Flu Shot Today!



Start the New Year by getting your flu and COVID-19 shots. Visit your doctor or pharmacy today and show your L.A. Care member I.D. card. You may be able to get additional COVID-19 doses based on your age or health.

Children can receive their flu and COVID-19 shots too, starting at 6 months old. Ask your child's doctor at their next doctor visit.

Know Your Rights and Responsibilities

As a member of L.A. Care, you have the right to...

Respectful and courteous treatment.

- You have the right to be treated with respect and courtesy by your health plan's providers and staff.
- You have the right to be free from consequences of any kind when making decisions about your care.

Privacy and confidentiality.

- You have the right to have a private relationship with your provider and to have your medical record kept confidential.
- You also have the right to receive a copy of and request corrections to your medical record.
- If you are a minor, you have the right to certain services that do not need your parents' approval.

Choice and involvement in your care.

- You have the right to receive information about your health plan, its services, its doctors and other providers.
- You also have the right to get appointments within a reasonable amount of time.
- You have the right to talk candidly with your doctor about all treatment options for your condition, regardless of the cost or benefit coverage, and participate in making decisions about your care.
- You have the right to say "no" to treatment, and the right to a second opinion.
- You have the right to decide how you want to be cared for in case you get a life-threatening illness or injury.

Receive timely customer service.

- You have the right to wait no more than 10 minutes to speak to a customer service representative during L.A. Care's normal business hours.

Voice your concerns.

- You have the right to complain about L.A. Care, the health plans and providers we work with, or the care you get without fear of losing your benefits.
- L.A. Care will help you with the process. If you don't agree with a decision, you have the right to appeal, which is to ask for a review of the decision.
- You have the right to disenroll from your health plan whenever you want. As a Medi-Cal member, you have the right to request a State Fair Hearing.

Service outside of your health plan's provider network.

- You have the right to receive emergency or urgent services, as well as family planning and sexually transmitted disease services, outside of your health plan's network.
- You have the right to receive emergency treatment as follows:
 - **Medi-Cal and DSNP members:** Emergency care services are covered at all times anywhere in the United States, Mexico, and Canada. For Medicare-covered services, emergency is NOT covered outside of the United States and its territories. For Medicare-covered emergency care provided outside of the United States and its territories that are not covered by Medi-Cal, you may receive a bill from the provider.
 - **PASC-SEIU members:** Emergency care services are covered 24 hours a day, 7 days a week, anywhere.



Service and information in your language.

- You have the right to request an interpreter at no charge.
- You have the right to get all member information in your language or in another format (such as audio or large print).

Know your rights.

- You have the right to receive information about your rights and responsibilities.
- You have the right to make recommendations about these rights and responsibilities.

As a member of L.A. Care, you have the responsibility to...

Act courteously and respectfully.

- You are responsible for treating your doctor, all providers, and staff with courtesy and respect.
- You are responsible for being on time for your visits or calling your doctor's office at least 24 hours before the visit to cancel or reschedule.

Give up-to-date, accurate, and complete information.

- You are responsible for giving correct information that your providers and L.A. Care need in order to provide care.
- You are responsible for getting regular checkups and telling your doctor about health problems before they become serious.

Follow your doctor's advice and take part in your care.

- You are responsible for talking over your health care needs with your doctor, developing and agreeing on goals, doing your best to understand your health problems, and following the treatment plans you and your doctor agree on.

Use the Emergency Room only in an emergency.

- You are responsible for using the emergency room in cases of an emergency or as directed by your doctor.

Report wrongdoing.

- You are responsible for reporting health care fraud or wrongdoing to L.A. Care.
- You can do this without giving your name by calling the L.A. Care **Compliance Helpline** toll free at **1.800.400.4889**, going to **lacare.ethicspoint.com** calling the **California Department of Health Care Services (DHCS) Medi-Cal Fraud and Abuse Hotline** toll-free at **1.800.822.6222**.

Looking for L.A. Care Members to Join the Community Engagement Group!



Do you want to help improve the healthcare of your family? Would you like to share your thoughts on how L.A. Care can improve health services for its members? If you answered yes, then L.A. Care would like to invite you to join our Community Engagement Group (CEG)!

As a CEG member, you will receive information on L.A. Care's programs, trainings on health topics and skills to help you be an advocate for your community. Best of all, you will meet other members who want to make a difference in improving the health care for over 2 million L.A. Care members in L.A. County!

If you are interested in joining the CEG or have questions, please email coeadvisory@lacare.org.



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.

Members can access a live Registered Nurse Health Coach (RN/HC) for symptom and condition management support, general health information, resource navigation guidance and more. They can also guide members to resources like telehealth and/or refer them to internal departments such as Care Management, Behavioral Health and Social Services.

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 online free. To access the nurse chat function, go to lacare.org and click on "Member Sign In" to log on.



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 at lacare.org.



Important Numbers

Do you have questions about your benefits? Please see the contact information below to get help and answers.



L.A. CARE HEALTH PLAN

L.A. Care Medi-Cal Plan

1.888.839.9909 (TTY 711)

24 hours a day, 7 days a week and holidays
1055 W. 7th Street Los Angeles, CA 90017

L.A. Care PASC-SEIU Health Plan

1.844.854.7272 (TTY 711)

24 hours a day, 7 days a week and holidays

L.A. Care Medicare Plus

1.833.522.3767 (TTY 711)

24 hours a day, 7 days a week and holidays

L.A. Care and Blue Shield Promise Community Resource Centers

(Your Centers for Health and Wellness)

1.877.287.6290 (TTY 711)

L.A. Care Covered™

1.855.270.2327 (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 Language/Interpreter Services

1.888.839.9909 (TTY 711)

24 hours a day, 7 days a week and holidays

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

OTHERS

Transportation Services

(No Cost Medi-Ride to the Doctor)

1.888.839.9909 (TTY 711)

24 hours a day, 7 days a week

Carelon Behavioral Health

1.877.344.2858 (TTY **1.800.735.2929**)

carelonbehavioralhealth.com

24 hours a day, 7 days a week

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

IN CASE OF EMERGENCY, CALL 911



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A Publication for L.A. Care Members

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Health and wellness or prevention information



Table with 2 columns: Language and Content. Rows include English, Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Hindi, Hmong, Japanese, Korean, Laotian, Mien, Panjabi, Russian, Tagalog, Thai, Ukrainian, and Vietnamese.

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.

Be Well is a member news publication by L.A. Care for members of L.A. Care's Health Plan.

If you would like the information contained in this newsletter in another language or another format, please call Member Services at 1.888.839.9909 (TTY 711), 24 hours a day, 7 days a week including holidays.

Non-discrimination and Accessibility Statement

L.A. Care complies with all applicable state and federal civil rights laws and does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation.



For A Healthy Life lacare.org