



L.A. Care
Covered™

SPRING 2020

stay
well

A Newsletter for L.A. Care Covered™ Members

Elevate Your Health

May is National Physical Fitness and Sports Month. Did you know that regular physical activity increases your chances of living a longer, healthier life? It can also help improve your mental health and reduce your risk for high blood pressure, heart disease and some types of cancer.

Physical activity is for everyone. No matter what shape you are in, you can find activities that work for you.

Here are some tips to help you elevate your health:

- Reduce sedentary time and increase active time. For example, you can take a walk after dinner instead of watching TV.
- Schedule specific times for physical activity. Make it part of your daily or weekly routine.
- Do things that you enjoy. Some people might like running in their neighborhood in the mornings; others might prefer an exercise class at a health club after work.
- Enlist your friends or family members to help you with motivation and support.
- Start slowly and work your way up to more physically challenging activities. For many people, walking is a good activity to start with.

Keep in mind that the L.A. Care **Family Resource Centers** offer free health education and exercise classes. For more information or to enroll in classes, call **1.877.287.6290 (TTY 711)** or visit **lacare.org/frc**. Consult with your doctor before starting any exercise program.

Together we can elevate
our health during the
month of May and
the rest of the year!

Sources:
cdc.gov; healthfinder.gov



| lacare.org | 1.855.270.2327 | TTY 711



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



Laughter: It's Good for Everyone!

Laughing is one of the greatest medicines. It is cost-effective, has zero unhealthy side effects and can help the body in a myriad of ways. Scientists have linked laughing to lowering stress levels, boosting the immune system, protecting the heart, lowering blood pressure and blood-glucose levels for people with type 2 diabetes. It also has been proven to be a fat burner. Laughing out loud for 10-15 minutes a day can burn 10-40 calories! While this may translate to around 4 pounds per year, adding laughter could be a kick-starter to the diet you may have been planning to do.

Not only has laughing been linked to helping improve your physical health, but laughing every day can also help boost your mental well-being. It gives a person more personal enjoyment out of life. Some ways to add more laughter to your day could be to see or call your closest friends or family members a couple times per week, watch a comedy movie or TV show, or try laughter yoga. Choose whatever makes you feel comfortable, but if it makes you laugh, your body and mind will be thankful for it.



Your family's health is our priority. If you have questions or need more information, call **Member Services** at **1.855.270.2327** (TTY 711). You can also call the **Nurse Advice Line** at **1.800.249.3619** (TTY 711) to talk to a nurse 24 hours per day, 7 days per week.

Diabetes and You



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

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

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! To learn more, please call **1.855.856.6943**.

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 stay 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 health 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. Visit us today!

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**

Inglewood
Phone: **310.330.3130**

Pacoima
Phone: **213.438.5497**

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

Lynwood
Phone: **310.661.3000**

Palmdale
Phone: **213.438.5580**





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 an 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.

Keep Your Child Happy

National Infant Immunization Week is April 26-May 3 and L.A. Care Covered™ encourages you to vaccinate your child. Immunizations are one of the best ways parents can protect infants, children and teens.

Immunizations (vaccines) help keep your baby or child from getting sick. Most immunizations are given as shots, but some, such as rotavirus, are given by mouth. They work by helping the body fight illness.

It is important for your child to get shots at the right time. That's why your child needs to see a doctor for well-care visits. Follow the schedule your doctor gives you. Bring your immunization record (yellow card) with you.

Your family's health is our priority. That's why immunizations and well-child visits are covered by L.A. Care Covered™ at no additional cost. If you have questions or need more information, call us at **1.855.270.2327** (TTY 711).





L.A. Care

Health In Motion

Personalized Online Wellness

Did you know you have health and wellness information at your fingertips? Whether you want to quit smoking, lose weight, or manage stress, L.A. Care's *My Health In Motion*™ site has something for you! From your computer, phone or tablet, you can access a wide range of online health activities and tools on the *My Health In Motion*™ site. You can even earn up to \$290 in gift cards every year!

Sign in at **lacare.org**! Go to "Member Sign in" and click on the "*My Health In Motion*™" tab to see all the fun tools that can help you stay healthy. Make sure to check back every month for exciting new health information on the homepage! You'll find:

- A lifestyle survey followed by a personal health report
- Health trackers to help you reach your health goals

- Over 40 online health workshops on topics like anxiety, healthy eating and quitting smoking
- A health information library
- Healthy recipes and meal plans
- Incentives points for completing certain wellness activities – check out the *My Health In Motion*™ site for more information!

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**.

Protect Yourself!

If someone gets your medical ID or Social Security number you could become a victim of medical identity theft. 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 (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 **1.855.270.2327 (TTY 711)**.

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. 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.

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.



Spring Is Here!

Celebrate the season with these healthy behaviors.

- Get at least 150 minutes of physical activity every week (30 minutes a day, 5 days a week).
- Eat a healthy diet with more fruits and veggies and less salt, saturated fat, and added sugar.
- Quit smoking. You can quit today! Call the CA Smokers' Helpline at **1.800.NO BUTTS** (**1.800.662.8887**) for free support.
- Get at least 7 hours of sleep every night.
- Stay up to date on your health screenings.
- Wear sunscreen and insect repellent.

Source: cdc.gov

Important Phone Numbers

L.A. Care Covered™
1.855.270.2327 (TTY 711)

L.A. Care Family Resource Centers
1.877.287.6290 (TTY 711)

L.A. Care Compliance Helpline
 (to report fraud or abuse) **1.800.400.4889**

L.A. Care Health Education
1.855.856.6943

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 **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 مجانًا. يمكنك طلب خدمات الترجمة الفورية أو الترجمة التحريرية أو معلومات بلغتك أو بتنسيق آخر أو مساعدات وخدمات إضافية. اتصل بـ L.A. Care على الرقم **1.855.270.2723 (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 թարգմանչական կամ թարգմանչական ծառայություններ, Ձեր լեզվով կամ տարբեր ձևաչափով տեղեկություն, կամ օժանդակ օգնություններ և ծառայություններ: Զանգահարեք L.A. Care **1.855.270.2327** հանրառաք (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 **1.855.270.2723 (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 कर, दिन में 24 घंटे, सप्ताह में 7 दिन, छुट्टियों सहित। कॉल मुफ्त हैं।
- Hmong** Muaj kev pab txhais lus pub dawb rau koj. Koj tuaj yeem thov kom muab cov ntauw 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 hnub, 7 hnub hauv ib vij 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 **1.855.270.2327 (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** សេវាព័ន្ធយោងភាសា គឺមានដោយឥតគិតថ្លៃ។ អ្នកអាចស្នើសុំសេវាបកប្រែផ្ទាល់មាត់ ឬការបកប្រែ ស្នើសុំព័ត៌មាន ជាភាសាខ្មែរ ឬជាទម្រង់មួយទៀត ឬជំនួយប្រោសជ្រុង 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** ພາສາອັງກິດ ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໄດຍບໍ່ເສຍຄ່າ. ທ່ານສາມາດຂໍບໍລິການພາສາ ຫຼື ແບບຮາກໂຕ, ສຳລັບຂໍ້ມູນໃນພາສາຂອງທ່ານ ຫຼື ໃບຮູບແບບອື່ນ, ຫຼື ເລືອກມີຊ່ວຍເຫຼືອ ແລະ ບໍລິການດ້ານ. ໃຫ້ໃຫ້ພາ L.A. Care ໂດຍ **1.855.270.2327 (TTY 711)**, 24 ຊົ່ວໂມງຕໍ່ມື້, 7 ມື້ຕໍ່ອາທິດ, ວ່ອມຕັ້ງອັນພັກຕາງໆ. ການໃຫ້ແບບບໍ່ເສຍຄ່າ.
- Panjabi** ਪੰਜਾਬੀ: ਮੁਫ਼ਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਤੁਸੀਂ ਦੁਆਬੀ ਜਾਂ ਅਨੁਵਾਦ ਸੇਵਾਵਾਂ, ਅਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਣਕਾਰੀ ਜਾਂ ਕਿਸੇ ਹੋਰ ਫਾਰਮੈਟ 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, ਹਫ਼ਤੇ ਵਿੱਚ 7 ਦਿਨ, ਛੁੱਟੀਆਂ ਸਮੇਤ। ਕਾਲ ਮੁਫ਼ਤ 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 คุณสามารถขอรับบริการการแปลหรือสวม ช่วยมในภาษาของคุณหรือในรูปแบบอื่น 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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A Newsletter for L.A. Care Covered[™] Members

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**Thank you for being an
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