



L.A. Care
Covered™

WINTER 2021

stay
well

A Newsletter for L.A. Care Covered™ Members

Improve Your Life

A healthy new year is a happy new year. Start the year off right by becoming a healthier version of you. It is always a great idea to come up with a plan to improve your life for the better.

Here are five easy and realistic changes you can make in your life this year:

- 1. Do what you love.** Life can get busy. Sometimes it may seem that we have no time to pursue the things we genuinely love, but you will be happier if you spend time doing things that have meaning for you. Maybe you enjoy art or gardening or tutoring children. Make time to nurture your passions.
- 2. Get enough sleep.** Quality sleep is one of the best things you can do for your health. It plays an important role in your physical and mental health. Most adults need seven to eight hours of sleep a night. Kids' needs vary by age.
- 3. Exercise regularly.** Regular physical activity can improve your muscle strength and boost your endurance. It helps you control heart disease risk, can help control weight and manage blood sugar levels. It may also improve your mood and help you sleep better.
- 4. Drink about eight glasses of water a day.** Staying hydrated is one of the healthiest habits you can adopt. Your body's cells, tissues and organs need water to function properly. In fact, water makes up around 60 percent of your body's weight.
- 5. Eat lots of fruits and vegetables.** A healthy diet is an important part of giving your body the fuel it needs to help prevent disease. Fruits and vegetables should make up about half of your plate at each meal.





Special Enrollment Is Happening Now

Did you know that certain life events make you eligible to apply for L.A. Care Covered™? Special Enrollment is a period outside of the Sign-Up Period when you can apply for health coverage. (Sign-Up Period for 2021 ends January 31.)

You may be able to apply for health coverage if you experience any of these qualifying life events:

✓ **Loss of health coverage.**

For example, you are no longer eligible for Medi-Cal or you lose health coverage through your job.

✓ **Income changes.**

For example, if you are already getting help paying for your insurance premium and your income goes down, you may be able to get extra help.

✓ **Becoming citizens, national or lawfully present individuals.**

This event applies only to people who were not previously citizens, nationals or lawfully present.

✓ **Getting married or entering into a domestic partnership.**

✓ **Having a child or adopting a child.**

Also includes receiving a child into foster care or placing a child in adoption or in a foster home.

These are just some of the common qualifying life events. Call one of our Enrollment Specialists at **1.855.222.4239 (TTY 711)** to find out more about Special Enrollment.



Manage Stress and Feel Better

It is hard to avoid stress. Work, money, current events, and the hassles of everyday life are just a few of the things that can cause stress. While stress can be beneficial, too much of it can be harmful. Long-term, or chronic, stress is linked to several health conditions like heart disease, high blood pressure, diabetes, depression, and anxiety.

It is important to learn how to manage stress so it does not overwhelm you. The first step is to recognize your body's signals. These could include headaches, poor concentration, or feeling on edge. Once you identify these signs, work to counter their effects. Some people benefit from deep breathing, going for a walk, or writing down their thoughts.

Whatever works for you, make taking care of yourself part of your daily routine. Make time to exercise, eat healthy foods, and get good quality sleep. This will help make you more resilient to life's stresses.

Experts also recommend staying socially connected. Being in touch with family and friends can combat stress and depression. Video chats and other technology make staying in touch easier than ever.



If you can, also try to see problems a different way. Experts call this "reframing." Stuck in traffic? It may be an opportunity to enjoy some music or catch up on a podcast. Practice reframing the situation and you will likely get better at it over time.

Finally, if stress is affecting your well-being, please visit your primary care provider (PCP) or contact Beacon Health Options at **1.877.344.2858** (TTY **1.800.735.2929**), 24 hours a day, 7 days a week, including holidays. In case of an emergency, please call 911.

Source: National Institutes of Health

New Billing and Payment Options!

L.A. Care is pleased to introduce our new Premium Billing and Payment options. We have been working diligently to make the billing and payment process better and easier for you.

What's new?

- Easier for you to sign up for recurring payments
- Simpler process for making single payments
- Access to mobile payment option
- Ability to store multiple payment methods
- Control over when and how to make your payment

Check out the new features by accessing your L.A. Care Connect account on lacare.org.

It Is Not Too Late to Get a Flu Shot



Did you know flu season can last through May?

Yes, it's true! That means you or your loved ones could still get the flu. The good news is that it's not too late to get a flu shot. It's easy and free for L.A. Care members. Just go to your doctor or pharmacy and show your L.A. Care member ID card. Be sure to call your doctor before you go as you may need an appointment.



Take Care of Your Heart This Valentine's Day

Along with Valentine's Day, February marks American Heart Month. It is a great time to commit to a healthy lifestyle and make small changes that can lead to a lifetime of heart health. By living a healthy lifestyle, you can help keep your blood pressure, cholesterol, and sugar levels normal and lower your risk for heart disease and heart attack.

Small changes can make a big difference

- **Schedule a checkup with your doctor.** It is important to schedule regular checkups even if you are not sick. Partner with your doctor and health care team to set goals for improving your heart health.
- **Don't smoke.** Cigarette smoking greatly increases your risk for heart disease. If you don't smoke, don't start. If you do smoke, quitting will lower your risk for heart disease. Your doctor can suggest ways to help you quit.
- **Limit alcohol.** Avoid drinking too much alcohol, which can raise your blood pressure. Men should have no more than two drinks per day, and women only one.

Have a **Happy Valentine's Day** and, remember, **L.A. Care Covered™** helps keep you and your family healthy! If you have any questions about heart health or need more information, call us at **1.855.270.2327 (TTY 711)**.

Source: cdc.gov



Your Child Can Have a Great Smile



February is Children's Dental Health Month. Your child's teeth deserve the best care to keep them healthy year after year. A great smile starts with healthy baby teeth. Start taking care of your baby's teeth as soon as they appear. Teach your child good habits to keep his/her mouth healthy.

L.A. Care partners with LIBERTY Dental Plan to provide coverage to L.A. Care Covered™ members under the age of 19. LIBERTY Dental Plan provides pediatric dental services through its extensive network of dental providers. Visit the LIBERTY Dental Plan website at libertydentalplan.com to find an available dentist or call **1.888.700.5243 (TTY 711)**.

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.

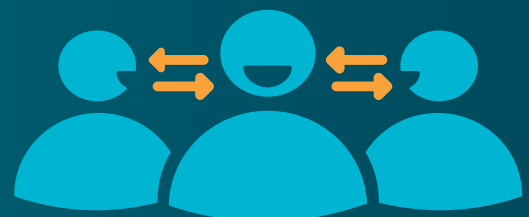
If you have questions about the use of personal information or want to provide updated information, please call **Member Services** at **1.855.270.2327** (TTY 711) for help.

Do You Need Help Getting Care in Your Language?

You have the right to no-cost interpreting services, including American Sign Language.

L.A. Care *Covered*™ provides these services 24 hours a day, 7 days a week. It is important to use a professional interpreter at your medical appointment. You should not use friends, family, or children to interpret for you, except in an emergency.

To ask for an interpreter for health visits, please call **Member Services** at **1.855.270.2327** (TTY 711) at least **10** business days prior to your appointment.



Community Resource Centers Are Open Again!



Community Resource Center

Last fall, L.A. Care announced a unique partnership with Blue Shield of California Promise Health Plan to open new Community Resource Centers across Los Angeles County. We are excited to announce that the Resource Centers are now open for select services by appointment only, to ensure the health and safety of visitors and staff. We have modified our center experience to meet public health recommendations, including wearing masks, social distancing, temperature scans, frequent cleaning, and more. To learn more about the Community Resource Centers, including how to make an appointment, visit [activehealthyinformed.org](https://www.activehealthyinformed.org).



To access these free on-demand classes online, visit [youtube.com/activehealthyinformed](https://www.youtube.com/activehealthyinformed)

- Fitness and Exercise Classes (Yoga, Zumba, etc.)
- Health Education Classes
- Nutrition and Healthy Cooking Classes
- Classes for Kids and Families

Medical Identity Theft: Protect Yourself!

You could become a victim of medical identity theft if someone gets your medical ID or Social Security number. 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, and your Explanations 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 or think there is a mistake, please call **Member Services** at **1.855.270.2327** (TTY 711).

Important Phone Numbers

L.A. Care Covered™

1.855.270.2327 (TTY 711)

L.A. Care Family Resource Centers

1.877.287.6290

L.A. Care Compliance Helpline

(to report fraud or abuse) 1.800.400.4889

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	(TTY 711) 1.855.270.2723 على الرقم L.A. Care به خدمات إضافية. اتصل بـ L.A. Care على مدار الساعة وطوال أيام الأسبوع، بما في ذلك أيام العطلات. المكالمات مجانية.
Armenian	Տրամադրվելի 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 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之資訊，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 है।
Hmong	Muaj kev pab txhais lus pub dawb rau koj. Koj tuaj yeem thov kom muab cov ntaub ntaub txhais ua lus lossis txhais ua ntawv rau koj lossis muab txhais ua lwam yam lossis muab khoom pub thiab lwam 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។ អ្នកអាចស្នើសុំសេវាបកប្រែផ្ទាល់មាត់ ឬការបកប្រែ ស្នើសុំព័ត៌មាន ជាភាសាខ្មែរ ឬជាទម្រង់មួយទៀត ឬជំនួយប្រាម៉ែត្រ និងសេវា។ ទូរស័ព្ទទៅ L.A. Care តាមលេខ 1.855.270.2327 (TTY 711) បាន 24 ម៉ោងមួយថ្ងៃ 7 ថ្ងៃមួយអាទិត្យ រួមទាំងថ្ងៃបុណ្យផង។ ការបកប្រែឥតគិតថ្លៃឡើយ។
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 ບູລິມະສາ, ສໍາລັບຂໍ້ມູນໃນພາສາຂອງທ່ານ ຫຼື ໃນຮູບແບບອື່ນ, ຫຼື ເລື່ອງມືຊ່ວຍເຫຼືອ ແລະ ບໍລິການອື່ນ. ໃຫ້ໂທຫາ L.A. Care ໂທທີ 1.855.270.2327 (TTY 711) , 24 ຊົ່ວໂມງຕໍ່ມື້, 7 ມື້ຕໍ່ອາທິດ, ວ່ອມເຖິງວັນພັກຕ່າງໆ. ການໂທແມ່ນບໍ່ເສຍຄ່າ.
Panjabi	ਪੰਜਾਬੀ: ਮੁਫਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਤੁਸੀਂ ਦੁਆਰਾ ਚਾਹੀਦੀਆਂ 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 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 1.855.270.2327 (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 คุณสามารถขอรับบริการการแปลหรือล่าม ขอมูลในภาษาของคุณหรือในรูปแบบอื่น 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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Happy New Year!

