

Seven Ways to Be Safe and Healthy This Halloween

Treat yourself at Halloween, but don't let your health get tricked! Here are a few ways to stay safe and healthy.

1. Get Moving

Carve out time to be active between get-togethers and trick-or-treating in the neighborhood. Take a walk and do some weight training to help you feel good!

2. Eat Well

Avoid filling up on junk food and sweets. Give yourself and your guests healthier choices and nutritious treats.

3. Keep Your and Your Family's Bite Healthy

Care for teeth the right way - brush with a fluoride toothpaste every day. Children under 19 with L.A. Care Covered™ can receive preventive and diagnostic care. Schedule their annual visit.

4. Play it Safe

Take precautions to stay safe while trick-or-treating. Watch out for cars, use reflective gear, walk with a group, and carry a flash light.

5. Scare Away the Flu and Colds

Don't get spooked by the flu! Wash your hands frequently and get a flu vaccine, too! Everyone 6 months and older should get an annual flu vaccine. Flu vaccines are free for members.

6. Don't Be a Zombie

Sleep is important - even on Halloween! Adults need 7-8 hours each night. It supports good health and helps fight disease.

7. Be Afraid of Smoking

Keep your Halloween activities smoke and tobacco free. Smoking harms nearly every organ of the body, causing many diseases. Get help to quit smoking.

Source: CDC, Centers for Disease Control





Safe Fruits and Vegetables

Fruits and vegetables are healthy to eat. But did you know that harmful germs, like *Salmonella*, *E. coli*, and *Listeria*, can sometimes be on fruits and vegetables? As you prepare to celebrate Thanksgiving with family and friends, take steps that can help keep you healthy and your fruits and vegetables safer to eat.



Wash

- Wash your hands before and after preparing fruits and vegetables.
- Wash and scrub all fruits and vegetables under running water before eating, cutting or cooking.
- Fruits and vegetables labeled “prewashed” do not need to be washed again.

Keep cold

- Refrigerate cut, peeled, or cooked fruits and vegetables as soon as possible, or within 72 hours.
- Use a refrigerator thermometer to make sure the temperature stays at 40°F or below.

Separate

- Store fruits and vegetables away from, and not next to or below, raw meat, poultry, and seafood. These items can drip juices that may have germs.
- Use a separate cutting board for fruits and vegetables that is never used for cutting or preparing raw meats, poultry or seafood.
- Wash cutting boards, counter tops, and utensils with hot, soapy water before and after preparing fruits and vegetables.

Source: CDC, Centers for Disease Control

Keep Your Plan Working Don't Be a Victim! Prevent Fraud and Protect Your Identity

You could become a victim of medical identity theft if someone gets your health plan member ID or Social Security number and uses it to see the doctor, buy prescription drugs or submit fake bills in your name. Medical identity theft could damage your credit rating and also harm your health. If false information gets into your medical records, you may get the wrong treatment.

Here are some tips to protect you from medical identity theft:

- Distrust 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, they will already have your information.
- Review your medical bills and statements. Check for items or services you did not receive. If you see something strange or wrong, call your health care provider immediately.

If you have questions about your bill or think there is an error, please call L.A. Care Covered™ 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 Compliance Hotline
(to report fraud or abuse) 1.800.400.4889

**L.A. Care Language/
Interpreter Services**
1.888.839.9909 (TTY 711)

L.A. Care Nurse Advice Line
(for non-emergency medical advice)
1.800.249.3619 (TTY 711)

Beacon Health Strategies
(mental health care) 1.877.344.2858
(TTY 1.800.735.2929)

Did You Know?

Wait Times for Appointments



Did you know L.A. Care must meet the California Department of Managed Health Care (DMHC) Timely Access Law and 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
- Urgent appointment (requiring prior authorization): 96 hours

Specialists

- Routine appointment (non-urgent): 15 business days
- Urgent appointment (no authorization required): 48 hours
- Urgent appointment (requiring prior authorization): 96 hours

Exceptions

- The purpose of the Timely Access Law is to make sure you get the care you need. Sometimes you need appointments even sooner than the law requires. In this case, your doctor can request that the appointment be sooner.
- Sometimes waiting longer for care is not a problem. Your provider may give you a longer wait time if it would not be harmful to your health. It must be noted in your record that a longer wait time will not be harmful to your health.
- If you can't get a timely appointment in your area because there are not enough providers, your health plan must help you get an appointment with an appropriate provider.

What if I need health advice when my doctor's office is closed?

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. A doctor or nurse should call you back within 30 minutes. Follow their instructions.

If you have trouble reaching your doctor, call L.A. Care's Nurse Advice Line at 1.800.249.3619 (TTY 711) or log in to L.A. Care *Connect*™ to chat with a nurse online. This service is available 24 hours per day/7 days per week. A nurse is available to discuss your health care. However, if you have a medical emergency and need help right away, dial 911 or go to your nearest Emergency Room.

Make Time for Pap Tests

Your loved ones will thank you for taking care of your health



Pap Tests and Human Papilloma Virus (HPV) Tests can help prevent cervical cancer and look for problems early, when they are easier to treat.

L.A. Care and your doctor want to help you stay healthy and ask that you get screened regularly.

When to Get Screened

You should start getting screened at age 21. Keep track of your tests and when your next test is due.

Women ages 21 to 65 need a Pap Test every 3 years

OR

Women ages 30 to 65 can get tested every 5 years if they get both a Pap and HPV Test

Ask your doctor if you need to continue with screenings if you are over age 65.



Steps to Fight the Flu

Flu season is here! Get a FREE flu shot to prevent getting sick. It's simple. Go to your doctor or any of our network pharmacies such as Walgreens, Rite Aid and CVS, and show your member ID card. Questions? Call Member Services at 1.855.270.2327 (TTY 711).

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Important Reminders



The 2017 **Annual Renewal Period** begins October 3, 2016 and ends December 15, 2016.

The 2017 **Open Enrollment Period** begins November 1, 2016 and ends January 31, 2017.

About L.A. Care Health Plan

L.A. Care Health Plan (Local Initiative Health Authority of Los Angeles County) is a public entity and community-accountable health plan serving residents of Los Angeles County since 1997 through a variety of health coverage programs including L.A. Care Covered™, L.A. Care Covered Direct™, Medi-Cal, L.A. Care Cal MediConnect Plan, L.A. Care's Healthy Kids and PASC-SEIU Homecare Workers Health Care Plan.

L.A. Care is a leader in developing new programs through innovative partnerships designed to provide health coverage to vulnerable populations and to support the safety net. With more than 2 million members, L.A. Care is the nation's largest publicly operated health plan.



Stay Well is a member newsletter by L.A. Care for L.A. Care Covered™ members. To request free interpreting services, information in your language or in another format, call L.A. Care at **1.855.270.2327** or TTY **711**.

Para solicitar servicios de interpretación gratuitos o información en su idioma o en otro formato, llame a L.A. Care al **1.855.270.2327** o al **711** para TTY.

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.

Language Assistance Services in Your Language

ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call **1.855.270.2327** (TTY **711**).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1.855.270.2327** (TTY **711**).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電**1.855.270.2327** (TTY **711**)。



L.A. Care
Covered™
For All of L.A.