



L.A. Care
HEALTH PLAN®

FALL 2016

be
well

A Publication for L.A. Care Members



Video Remote Interpreting for American Sign Language Now Available!

Did you know that L.A. Care now offers video remote interpreting (VRI) for members who use American Sign Language (ASL)? This brand new tool is available for deaf and hard of hearing members at L.A. Care's Visitor Center.



Have questions about your plan? You can now talk to us in person to get them answered. VRI staff will help guarantee that an interpreter is available as needed for good communication.

Get video remote interpreting in three easy steps:

1. Stop by the L.A. Care Visitor Center. It is in the lobby reception area.
2. Present your "I Speak ASL" card or let us know that you use ASL.
3. Get connected. An L.A. Care representative will answer your questions with the help of an interpreter connected through video. It's that simple.

The L.A. Care Visitor Center is located at 1055 W. 7th St., Los Angeles, CA 90017. It is open Monday through Friday, 8 a.m. - 5 p.m.



Ask the Doc: Get Your Child Tested for Strep Throat

Q: When are kids most likely to get sick?

A: Kids are more likely to get sick in the fall and winter. Sore throats this time of year are very common and can spread quickly from child to child.



Q: What causes sore throats?

A: Most sore throats are caused by a virus and go away on their own in one to two days. But if your child has a very bad sore throat with fever, it's time to see the doctor. Your child may have strep throat.

Q: What causes strep throat and how is it treated?

A: Strep throat is caused by bacteria and needs treatment with antibiotics. Your child's doctor will do a quick strep throat test in the office. If the test shows your child has strep throat, the doctor will most likely prescribe antibiotics. It will help to kill bacteria and should only be used if your child's sore throat is caused by bacteria. Antibiotics cannot kill viruses and will not help your child feel better if they do not have strep throat.

Your child's doctor is your partner in health. He or she will work with you to help your child feel better as quickly as possible.



Getting a Mammogram Is Easy Your Loved Ones Will Thank You!

October is Breast Cancer Awareness Month. If you are a woman between the ages of 50 and 74, you should get a mammogram every two years.

A mammogram is an X-ray that screens for breast cancer and is free for L.A. Care members. It is the best way to find cancer and help save your life. You do not need an authorization or referral. Your doctor's office can refer you to a mammography center in your area. L.A. Care may be able to assist with transportation if you need help getting to and from your appointment. L.A. Care also has free interpreting services to help you speak to your doctor in your language, if you need assistance.

Taking care of yourself is a great way to show your family how much you care about them. Call your doctor to schedule your mammogram appointment today.



Colorectal Cancer Screening Saves Lives

Colorectal cancer, also referred to as colon cancer, is the second leading cause of cancer death that affects both men and women combined. *But, it's also one of the most preventable.*

Screening tests can help prevent colorectal 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.

- If you are 50 or older, you need to get screened.
- Don't wait, take action today for a healthy life.
- Screening tests are at no cost to you.



Call your doctor and get screened for colon cancer today! It could save your life.

L.A. Care will be mailing a Colon Cancer Screening brochure and following up with a reminder call about the importance of getting screened for colon cancer.

Nurse Advice Line Audio Health Library

The Nurse Advice Line offers an audio health library with recorded messages on many different health topics. Call the Nurse Advice Line 24 hours a day, 7 days a week, and follow the directions to reach the audio health library. The recorded health topics can last 1 to 7 minutes. If you need help hearing a recording, please stay on the line and a nurse will help you.

You can also speak to a registered nurse for answers to your health questions. The nurse can help you understand the best choice for medical care. The Nurse Advice Line can be reached by phone at 1.800.249.3619 (TTY 711) or chat with a nurse online. Please visit lacare.org and log onto the member sign-in to access the nurse chat function.

If you are a Medi-Cal member with one of our Plan Partners, you can call the Nurse Advice Line at:

Anthem Blue Cross

1.800.224.0336 or
TTY 1.800.368.4424

Care1st Health Plan

1.800.609.4166 or
TTY 1.800.735.2929

Kaiser Permanente

1.888.576.6225



Make Time for Pap Tests

Pap and Human Papilloma Virus (HPV) tests can help prevent cervical cancer and detect problems early, when they are easier to treat. L.A. Care and your doctor want to help you stay healthy and encourage you to 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 three years**

OR

**Women ages 30 to 65 can get tested every five
years if they get both Pap and HPV tests**

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



Medi-Cal Renewal

Medi-Cal Renewal

The annual Medi-Cal renewal (also known as “redetermination”) process has changed. You will get information from Medi-Cal in the mail. Read the forms carefully because they may look different than the past forms.

What is auto-renewal?

- It is a new process meant to simplify the annual renewal process.
- If you qualify, you will get a letter confirming enrollment for one more year without having to give more information.

What if I don't qualify for auto-renewal?

- Some people may not qualify.
- If you do not, you will get a notice to give more information, such as proof of income.
- You will have 30 days to respond.

What if I get a termination notice? What if I have questions about renewal?

- If you get a termination notice because you didn't send the renewal information, it is very important to fill out and send the forms as soon as possible.
- You have 90 days from the termination date to provide the information.
- If you are still found eligible for Medi-Cal, you will receive it from the date your coverage ended.

You can also call your Department of Social Services (DPSS) case worker or DPSS for information at 1.866.613.3777. TTY users should call 1.800.660.4026.

Take Care of Your Mental Health Needs



Having a healthy mind and body is important to your overall health and wellbeing. Sometimes people need to take medication to help keep their mind healthy. If your doctor prescribes medication for you, always follow the instructions. Be sure to pick up your refills on time and don't run out.

- **Antipsychotic medication:** This medicine is used to treat conditions such as schizophrenia, bipolar disorder, etc. If you take antipsychotic medication, it is important to get a blood test every year. The test will check your blood sugar and cholesterol levels which can sometimes go up with antipsychotic drugs. Talk to your doctor to find out if it is time for your yearly blood test. Ask your doctor to write you a prescription for a 90-day supply of medicine.
- **Antidepressant medication:** This medicine is used to treat conditions such as depression, anxiety, etc. It can take up to four weeks for you to feel that your antidepressant medication is working. Do not stop or skip a dose, even when you start to feel better. Ask your doctor to write you a prescription for a 90-day supply of medicine.
- **Attention Deficit Hyperactivity Disorder (ADHD):** ADHD is a condition where you may daydream and have trouble paying attention, find it difficult to sit still for even a short time and often take action before you think about what you are doing. ADHD is generally diagnosed in children between the ages of 6-12. If your child takes medication for ADHD, it is important that they see their doctor within 30 days after they start it. Your child will also need to see a doctor or therapist at least two more times within the first nine months.

As an L.A. Care member, you have access to mental health care. For more information, please contact L.A. Care Behavioral Health at 1.877.344-2858 (TTY 1.800.735.2929).

The L.A. Care Drug Formulary

L.A. Care has a list of covered medicines, called the Formulary or Drug List. Medicines on the Formulary are in alphabetical order. They are also listed by the health condition they are used for. Both brand name and generic medicines are covered. Your doctor may prescribe a medicine that is not on the Formulary. This means that the medicine will need to be approved by L.A. Care. You can see the list of covered medicines on the L.A. Care website, lacare.org. Click on the For Members tab and under Member Services, select Pharmacy Services.

Let's Choose Health Together!

The L.A. Care Family Resource Centers (FRCs) are *Your Centers for Health and Wellness!* Our FRCs are vibrant spaces for the community to come together and learn new skills. The Centers offer health education and exercise classes that are **free** and **open to everyone**. You and your family can take CPR, Dance, Healthy Cooking, Zumba®, Yoga classes and much more at your nearest center. L.A. Care members can attend a member orientation, request a member ID card, and get help choosing a doctor or making an appointment.

There are four FRCs conveniently located throughout Los Angeles County:

- Boyle Heights (The Wellness Center at the Old General Hospital)
- Inglewood (Corner of Century & Crenshaw)
- Lynwood (Plaza Mexico)
- Pacoima (Corner of San Fernando Rd. & Van Nuys)

Visit an L.A. Care Family Resource Center today. For more information or to view our calendar of activities, visit lacare.org/frc or call 1.877.287.6290.



Lead – A Hidden Danger

Lead cannot be seen and has no smell, yet it can make you sick. It can affect your children's ability to learn. Lead is in our air, food, water, dust, and soil. Lead-based paint is the most common and harmful source of lead.

Young children are at higher risk of lead poisoning because their bodies absorb and hold on to more lead than adults' bodies. Risk factors include:

- Age: under 6 years
- Living in an older pre-1978 poorly maintained housing/building
- Being a recent immigrant or foreign adoptee
- Low income
- Having parents who are exposed to lead at work

Talk to your doctor if you think your child has been exposed to lead. Most kids have no symptoms. A blood test is the only way to know for sure. All children should have at least one blood test for lead screening by their second birthday. Your doctor can help you find ways to lower lead exposure. He or she can also tell you about treatment options if needed.

Know How to Protect Yourself Against Medical Identity Theft

Medical identity theft can happen if someone gets your medical ID or Social Security number. They can use it to see the doctor, buy prescription drugs, or submit fake bills in your name. Not only can medical identity theft damage your credit rating, it can also harm your health. If false information gets into your medical records, you may get the wrong treatment.

Following are some ways to protect yourself against 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.

If you have questions about your bill or think there is a problem, please call L.A. Care Member Services at 1.888.839.9909 (TTY 711).

Go green and get *Be Well* electronically!

Would you like to get *Be Well* by email or on your cell phone? Call us or send your email or cell phone number to editor@lacare.org. Be sure to like us on Facebook, Twitter and LinkedIn.



Find Your Reason to Quit Smoking for Good

The Great American Smokeout is on November 17. On this day, L.A. Care and the American Cancer Society encourage you to find your reason to quit smoking for good. Anyone can do it. Start preparing now. Success starts with finding a reason that's important to you. Great reasons to quit smoking are:

- To feel better, have more energy and breathe easier
- To reduce the chance of getting sick
- To have whiter teeth and a healthier mouth
- To taste and smell food better
- To improve the health of people around you
- To give your baby the best start if you're pregnant
- To save up to \$1,900 a year! (based on smoking a pack a day at the cost of \$5 per pack)



The California Smoker's Helpline is a free phone-based counseling service that can help you quit smoking. Call 1.800.NO.BUTTS (1.800.662.8887) to learn more. Your health plan also covers medication if you feel you need help to quit. Call your doctor for a prescription.

You will be taking an important step towards a healthier life. Today's the day that quitters win!

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 and show your L.A. Care member ID card. Questions? Call **1.888.839.9909** (TTY 711).



Get your flu shot!



Wash your hands



Avoid touching your face



Cough/sneeze into your sleeve



Exercise



Eat healthy



Get plenty of sleep



Avoid contact with sick people



Doctor +



Flu Shot =



Protection for yourself and your family



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.

Some health care service plans may be exempt from these standards. For more information, please call the DMHC Help Center at 1.888.466.2219.

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) 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.



Important Phone 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 & L.A. Care Healthy Kids (0-5)

1.888.839.9909 (TTY 711)

24 hours a day, 7 days a week and holidays

L.A. Care Cal MediConnect

1.888.522.1298 (TTY 1.888.212.4460)

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

L.A. Care Covered™

1.855.270.2327

L.A. Care Compliance Helpline

(to report fraud or abuse)

1.800.400.4889

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

MEDI-CAL PLAN PARTNERS

Anthem Blue Cross: **1.888.285.7801**

Care1st Health Plan: **1.800.605.2556**

Kaiser Permanente: **1.800.464.4000**

Plan Partners' Nurse Advice Lines

(for non-emergency medical advice)

Anthem Blue Cross: **1.800.224.0336**

(TTY **1.800.368.4424**)

Care1st: **1.800.609.4166**

(TTY **1.800.735.2929**)

Kaiser: **1.888.576.6225**

OTHERS

LogistiCare (No-cost Medi-Ride to the doctor)

1.866.529.2141 (Spanish **1.866.529.2142**)

24 hours a day, 7 days a week

Beacon Health Options (Behavioral health care)

1.877.344.2858 (TTY 1.800.735.2929)

beaconhealthoptions.com 24 hours a day,
7 days a week

IN CASE OF EMERGENCY CALL 911

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Health and wellness or prevention information



MARKETING DEPARTMENT



L.A. Care
HEALTH PLAN®

English To request free interpreting services, information in your language or in another format, call L.A. Care at **1.888.839.9909** or TTY **711**.

Arabic لطلب خدمات ترجمة فورية مجانية، ومعلومات بلغتك أو بتنسيق آخر، اتصل بـ L.A. Care على الرقم **1.888.839.9909** أو رقم الصم **711**

Armenian Անվճար բանավոր թարգմանչական ծառայություններ ինչպես նաև ձեր լեզվով կամ այլ ֆորմատով տեղեկություններ խնդրելու համար, գանգահարեք L.A. Care **1.888.839.9909** կամ TTY **711** հեռախոսահամարներով:

Chinese 如果您需要免費口譯服務，或需要您使用之語言版本或其他格式的資訊，請致電 L.A. Care，電話號碼是 **1.888.839.9909** 或 TTY 專線 **711**。

Farsi جهت درخواست خدمات رایگان مترجم شفاهی، دریافت اطلاعات به زبان خودتان یا سایر فرمتها، با L.A. Care به شماره تلفن **1.888.839.9909** یا TTY **711** تماس بگیرید.

Khmer ដើម្បីស្នើសុំសេវាការបកប្រែដោយឥតគិតថ្លៃ ឬសំរាប់ព័ត៌មានជាភាសាខ្មែរ ឬជាទម្រង់មួយទៀត សូមទូរស័ព្ទទៅ L.A. Care តាមលេខ **1.888.839.9909** ឬ TTY **711**។

Korean 무료 통역 서비스, 다른 언어 또는 다른 형식으로 된 자료가 필요하신 경우, L.A. Care **1.888.839.9909**번 또는 TTY **711**번으로 문의하십시오.

Russian Чтобы сделать запрос о предоставлении бесплатных услуг переводчика, информации на Вашем языке или в другом формате, позвоните в L.A. Care по номеру телефона **1.888.839.9909** или по номеру линии TTY **711**.

Spanish Para solicitar servicios de interpretación gratuitos o información en su idioma o en otro formato, llame a L.A. Care al **1.888.839.9909** o al **711** para TTY.

Tagalog Upang humiling ng mga libreng serbisyo sa pagsasalang-wika, impormasyon sa iyong wika o sa isa pang format, tumawag sa L.A. Care sa **1.888.839.9909** o TTY **711**.

Vietnamese Để yêu cầu dịch vụ thông dịch miễn phí, thông tin bằng ngôn ngữ của quý vị hoặc bằng một hình thức khác, vui lòng gọi L.A. Care tại số **1.888.839.9909**, hoặc nếu dùng TTY, xin gọi số **711**.

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 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.



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lacare.org

For a Healthy Life

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