

member news

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Անվճար թարգմանչական ծառայություններ խնդրելու կամ ավելի
լեզվով, խոշոր գրվածքով, ձայնագրություն կամ հրապի տպագրով
տեղեկություն ստանալու համար, զանգահարեք L.A. Care՝ 1-888-839-9909
կամ TTY 1-866-522-2731 հեռախոսահամարներով:

如果您需要免費口譯服務，或需要其他語言版本、大型字體、
音訊或盲文版本的資訊 請致電 L.A. Care 的電話 1-888-839-9909 或
TTY 專用電話 1-866-522-2731。

To request free interpreting services or for information in another language,
large print, audio or Braille, call L.A. Care at 1-888-839-9909 or TTY 1-866-522-2731.

جهت درخواست خدمات ترجمه شفاهی بصورت رایگان یا برای دریافت اطلاعات
به زبان دیگر، چاپ بزرگ، فرمت صوتی یا خط بریل، با L.A. Care به شماره تلفن
1-888-839-9909 یا TTY 1-866-522-2731 تماس بگیرید.

ដើម្បីស្នើសុំសេវាបកប្រែភាសាដោយឥតគិតថ្លៃ ឬ សំរាប់ព័ត៌មានជាភាសាមួយផ្សេងទៀត
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1-888-839-9909 ឬ TTY 1-866-522-2731 ។

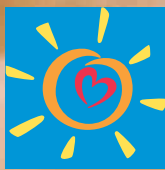
무료 통역 또는 다른 언어나 큰 글씨, 음성녹음, 혹은 브라유 점자로 된
자료가 필요하신 분은 L.A. Care, 1-888-839-9909 혹은 TTY 1-866-522-2731로
전화 주십시오.

Чтобы запросить о предоставлении бесплатных услуг переводчика или о
получении информации на другом языке, напечатанной крупным шрифтом,
записанной в аудио формате или шрифтом Брайля, звоните в L.A. Care по
телефону 1-888-839-9909 или по телетайпу 1-866-522-2731.

Para solicitar servicios de interpretación o pedir información en otro idioma,
letra grande, audio o Braille, llame a L.A. Care al 1-888-839-9909 o
TTY 1-866-522-2731.

Upang humiling ng libreng serbisyo ng pagsasalin o para sa impormasyon sa
ibang wika, malalaking titik, audio o Braille, tumawag sa L.A. Care sa
1-888-839-9909 o TTY 1-866-522-2731.

Để yêu cầu dịch vụ thông dịch hoặc nhận tin tức bằng ngôn ngữ khác, bản
in khổ lớn, băng âm thanh hoặc chữ nổi Braille, xin gọi L.A. Care tại số
1-888-839-9909 hoặc TTY 1-866-522-2731.



L.A. Care
HEALTH PLAN®

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What to Do in an Emergency



It's 1 a.m. and your 4-year-old daughter has a fever of 102°. She says she is cold and that her stomach hurts. Is this an emergency? Should you take her to an emergency room?

Sometimes it's easy to know you have an emergency (see the box for a few examples).

But when you're not sure, you can call your PCP doctor. The PCP doctor's phone number is on a member's ID card. If you cannot reach your PCP doctor, you can call L.A. Care's 24-hour nurse advice line at 1-800-249-3619. A caring nurse will ask you to describe what is going on and help you decide what to do.

Call 911 or go to the nearest emergency room if you have an emergency. Emergency care is covered at all times and in all places.

If you go to an emergency room, call your PCP doctor as soon as you can afterwards. This is very important. After you leave the hospital, make an appointment with your PCP doctor for any follow-up care.

To learn more about how your health plan works, please read your Member Handbook (which is also called an Evidence of Coverage, or "EOC") that your health plan sent you. If you would like another copy of the Member Handbook, or want a copy in another language, call your health plan or L.A. Care at 1-888-839-9909.

Emergency Examples

According to most health plans, emergencies include (but are not limited to) the following:

- breathing problems
- seizures (convulsions)
- lots of bleeding
- unconsciousness/blackouts (will not wake up)
- severe pain (including chest pain)
- swallowing of poison or medicine overdose
- broken bones
- head injury
- eye injury

Nurse Advice Line Numbers

- **L.A. Care Health Plan**
1-800-249-3619
- **Anthem Blue Cross**
1-800-224-0336
- **Care1st Health Plan**
1-800-605-2556
- **Community Health Plan**
1-800-475-5550
- **Kaiser Permanente**
1-888-576-6225

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.

Medi-Cal Members

Anthem Blue Cross
1-888-285-7801

Care1st Health Plan
1-800-605-2556

Community Health Plan
1-800-475-5550

Kaiser Permanente
1-800-464-4000

L.A. Care Health Plan
1-888-839-9909

Medicare Advantage Special Needs Plan, Healthy Families Program, and Healthy Kids Members

L.A. Care Health Plan
1-888-839-9909

L.A. Care Fraud and Abuse Hotline
1-800-400-4889

L.A. Care Family Resource Center
1-888-525-9693

Control Your Diabetes and Feel Better!

If you have diabetes, taking care of yourself is important.

A few things that you can do:

Eat Right

To lower your blood sugar, eat smaller portions and eat fewer carbohydrates. Half of your plate should be vegetables, a quarter should be protein (like meat or tofu) and a quarter should be carbs (like bread). Try to have your meals and snacks at about the same time each day and about the same amount.

Be Active

Exercise can help you control your blood sugar, lose weight, and feel better. Check your weight once a month and write it down along with the date. This will help you keep track of your weight changes and how this may be affecting your diabetes.

Check Your Blood Sugar and Write It Down

It can be dangerous if your blood sugar is less than 55. You may feel dizzy, jittery, and can fall or pass out. If it is greater than 200, it can damage your eyes, kidneys, heart and feet. Your PCP doctor may give you a monitor or meter so you can check your blood sugar. Check your blood sugar as often as your PCP doctor suggests. After you check your blood sugar, write the number down along with the time and date. When you visit your PCP doctor, take your blood sugar numbers with you. This will help you and your doctor decide if you need to make any changes in your medication, diet, or exercise routine.

Take Your Pills

Most people with diabetes need to take pills to keep their blood sugar under control. Taking your pills on a regular basis will help you feel better. Do not stop taking your medicine unless your PCP doctor tells you to.

Talk to Your PCP Doctor

You should see your PCP doctor regularly and have the following screening tests at least once a year. Ask your PCP doctor about the ABCs of diabetes care.

- Is my **A1c** level at its goal? When do I need the test again? *The A1c test tells you how well your blood sugar control has been over the past few months. Normal A1c levels are under 7.0.*
- Is my **Blood pressure** under control? *A blood pressure goal for someone with diabetes is less than 130/80.*
- Is my **Cholesterol** level at its goal? *The goal for someone with diabetes is to keep their cholesterol- LDL level goal is less than 100.*

Diabetes can be hard to live with, but, if your PCP doctor has recommended it, taking your medicine every day (even when you don't have symptoms) can help you feel well and stay active. Get started now to get your diabetes in control and feel better!

Diabetes Disease Management Program

L.A. Care offers "L.A. Cares About Diabetes," a no cost program to help you keep your diabetes in control and stay healthy. Members with diabetes in Healthy Kids, Healthy Families, Medi-Cal or Medicare Advantage Special Needs Plan with L.A. Care are automatically enrolled. The program will provide you with health education materials. A nurse may also call you to talk about your diabetes concerns. Call 1-866-756-2048 if you have questions about diabetes, want to join the program, or want to be taken off the program.

Get Medical Help in Your Language

L.A. Care members can have interpreting services (someone who can speak your language) at no cost to you. This includes over the phone and whenever you receive medical services. You can also ask for materials in your language or in a different format, such as audio, Braille, and large print.

Tell your doctor what language you prefer to speak and read. If you feel your language needs are not being met, you have the right to file a complaint with L.A. Care.

For more information, ask your doctor or call L.A. Care's Member Services at 1-888-839-9909. Help is available 24 hours a day, 7 days a week.



Ask the Doc: What is a Mammogram?



Elaine Batchlor, MD

What is a mammogram?

A mammogram is a test used to look for cancer in a woman's breasts. Mammograms can show small lumps or growths that cannot be seen or felt. Early detection is the most important way to survive breast cancer.



Who should have one?

Most women should have their first test at age 40 and then every 1 to 2 years after that. Women who have symptoms of breast cancer such as a lump, or who have a personal or family history of breast cancer, might need to have a mammogram earlier or more often.

What does a mammogram detect?

A screening mammogram is used to check for changes in women who have no signs of breast cancer. A *diagnostic* mammogram is used to check for breast cancer after a lump or other symptom has been found.

How long does it take?

Screening mammograms takes about 15 minutes. You stand in front of a special x-ray machine and one at a time your breasts are placed between two plastic plates that press your breast flat. Two pictures are taken of each breast – one from the side and one from above. *Diagnostic* mammograms take longer because more pictures of the breast are taken.

Does it hurt?

You will feel pressure on your breasts for a few seconds. This may be a little uncomfortable. Try to make your appointment for one week after your period; your breasts will hurt less.

What about monthly breast self exams (BSE)?

The best way to find breast cancer is to have mammograms along with a breast exam done by a doctor. Checking one's own breasts for lumps or other changes is called breast self-exam or BSE. BSE should not take the place of routine clinical exams and mammograms.

Are all women at equal risk for breast cancer?

No! Women from some race and ethnic groups might not be screened as often as needed. If you are African American or Asian American, get screened every year or two. Ask your PCP doctor how often you should be screened.

L.A. Care's Website Made Easier for You

L.A. Care has changed its website with members in mind. Our goal is to make it as easy as possible for you to find what you're looking for on our website.

The improved website lets you:

- Find a doctor, hospital or pharmacy
- Find out about your benefits
- Learn about health topics
- Register for L.A. Care events

These are just some of the things you can find on our website. Take a minute to visit www.lacare.org today!



Protect Yourself from the Flu and make sure to get your flu shot!



Wash
your hands.



Add
Vitamin C
to your diet.



Drink lots
of fluids.

Checkups are Important!

Getting your first checkup helps your PCP doctor learn about your health care needs. It is important for a new member to get a checkup soon after joining L.A. Care—even if you are not sick. These visits are at no cost to you!

Here's how to schedule your first checkup:

Call your PCP doctor's office at the phone number on your ID card for an appointment. If you are not sure who your PCP doctor is, call L.A. Care's Member Services at 1-888-839-9909 to find out.

Have your ID card handy. Your PCP doctor's office will ask you for information that is on the card.

Be on time for your appointment. If you need directions, ask your PCP doctor's office.

Call if you cannot keep the appointment. If you miss the appointment, call to make another one right away.



*Start getting
your care now!*

Taking Care of You and Your Baby

First Things First

If you're pregnant, be sure to see your doctor right away. Your doctor will perform tests to make sure that you and your growing baby are healthy. You need to see your doctor even if this is not your first baby.

Eat Healthy

Your baby depends on you for food. Now is the time to make every calorie count. Make healthy choices from each food group every day: grains, vegetables, fruits, milk, protein, and oils. Limit caffeine in your diet. Caffeine is in coffee, tea, soda and chocolate. A good rule is to have only one cup of coffee, tea or soda each day.

Take vitamins if they are given to you by your doctor. Be sure to get enough folic acid. Folic acid is a B-vitamin found in fruits, vegetables, cereals, grains and prenatal vitamins.



Exercise

Thirty (30) minutes of exercise a day can make you feel better. Walking is a good choice. Now is not the time to start a hard exercise program. Avoid sports that can make you fall, such as skating.

Call your doctor right away, if:

- You have blood, water or fluid coming from your vagina
- You have cramps or low back pain
- Your baby stops moving

Having a baby can be one of the best times for a woman. To take care of yourself and your unborn baby, see your doctor regularly. Getting prenatal care is part of loving yourself and your child.

Breastfeeding is Best

Breastfeeding is good for both Mom and her baby. It helps Mom recover from giving birth and helps her lose the weight gained during pregnancy. Most women can breastfeed.

Talk to your PCP doctor or call WIC (Women, Infants and Children Program) at 1-888-942-2229 if you need help getting started. If you can, it is best to breastfeed for the first six months.



Breast milk is the best food for new babies because it:

- Has the right amount of fat, protein and water that a baby needs
- Helps to keep a baby from getting sick
- It is easy for little tummies to digest

Some great things about breastfeeding are it is free, natural, and always ready, with no bottles to heat and wash!

COME CELEBRATE! The Family Resource Center Turns One.

The Family Resource Center (FRC) has had over 5,000 visitors since opening last year! Members have enjoyed classes such as Weight Watchers®, Nutrition & Exercise, Pilates, Salsa and Aerobics.

Visit the FRC in November and receive a complimentary Weight Watchers Cookbook and pedometer in honor of our one-year anniversary. Also in November, the FRC will host a flu clinic on 11/19/08 from 5-7 p.m. and on 11/20/08 from 4-6 p.m. Get your flu shot, at no cost to you.

If you are a new L.A. Care member, be sure to attend the New Member Orientation at the FRC. You can learn about your health benefits and member services. As a new member, you will get a \$10 gift card just for coming to the New Member Orientation.

To learn more, call the FRC at 1-888-525-9693 or visit us at the Plaza Mexico Shopping Center, 3180 E. Imperial Highway, Lynwood, CA 90262.





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, dignity and courtesy from your health plan's providers and staff. You have the right to be free from retaliation or force 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, amend, and request corrections to your medical record. If you are a minor, you have the right to certain services that do not need your parent's okay.

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 have the right to choose your Primary Care Physician (doctor) from the doctors and clinics listed in your health plan's provider directory. You also have the right to get appointments within a reasonable amount of time. You have the right to talk with your doctor about any care your doctor provides or recommends, discuss all treatment options, and participate in making decisions about your care. You have the right to a second opinion. You have the right to talk candidly to your doctor about appropriate or medically necessary treatment options for your condition, regardless of the cost or what your benefits are. You have a right to information about treatment regardless of the cost or what your benefits

are. You have the right to say "no" to treatment. You have the right to decide in advance how you want to be cared for in case you have a life-threatening illness or injury.

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 whenever and wherever you need it.

Service and information in your language. You have the right to request an interpreter at no charge and not use a family member or a friend to translate for you. You have the right to get the Member Handbook and other information in another language or format.

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 and 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 and as much information as you can to all of your providers and L.A. Care. You are responsible for getting regular check-ups 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 and instructions you both 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 wrong doing. You are responsible for reporting health care fraud or wrong doing to L.A. Care. You can do this without giving your name by calling the L.A. Care Fraud and Abuse Hotline toll-free at 1-800-400-4889.



Accreditation of Medi-Cal, Healthy Kids and Healthy Families Program.

Member News is a publication for members of L.A. Care Health Plan. Published two times a year by L.A. Care, Member News goes to members in Medi-Cal, Medicare Advantage Special Needs Plan, Healthy Kids and Healthy Families Programs.

If you want the information contained in this newsletter in another language or in large print, Braille, or audio (cassette or CD) call L.A. Care at 1-888-839-9909 or TTY 1-866-LA-CARE1 (1-866-522-2731).



For a Healthy Life

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Weight Watchers® at the Family Resource Center

L.A. Care's Family Resource Center (FRC) holds a Weight Watchers® class that is open to the community. Classes are held on Saturdays.

For more information on the Weight Watchers® class schedule and fees, please contact the FRC at 1-888-525-9693 or visit www.lacare.org.



Red-Roasted Chicken with Sweet Potatoes

Hands-on prep 15 min, cook 1 hour 10 minutes, serves 6.

The following is a healthy recipe from Weight Watchers®. To find another healthy dish from the Weight Watchers® cookbook, please visit www.lacare.org.

1 lime	1 teaspoon salt
1 tablespoon ancho chile powder	1 (3½-pound) roasting chicken, without giblets
1 tablespoon paprika	3 (10-ounce) sweet potatoes, peeled and each quartered lengthwise
1 tablespoon dried oregano	
2 garlic cloves, minced	

1 Preheat the oven to 375°F. Place the rack of a roasting pan in the pan and spray with canola nonstick spray. Lightly spray a 9 x 13-inch baking dish.

2 Grate the zest from the lime and cut the lime in half. Squeeze 1 tablespoon of juice from the lime; set the lime halves aside. Combine the lime zest and juice, chile powder, paprika, oregano, garlic, and ½ teaspoon of the salt in a small bowl and mix until a paste forms. Loosen the skin from the breasts and legs of the chicken; rub the paste under the skin. Place the lime halves in the cavity. Tuck the wings under and tie the legs. Place, breast-side up, in the roasting pan.

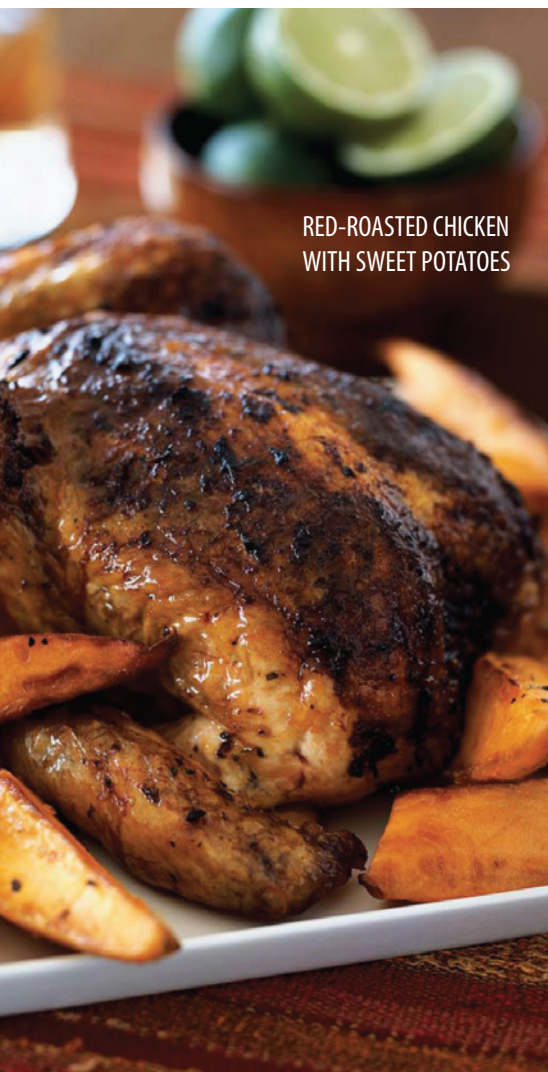
3 Roast the chicken on the middle oven rack until an instant-read thermometer inserted in a thigh registers 180°F, about 1 hour and 10 minutes.

4 Meanwhile, place the potatoes in the baking dish; spray with nonstick spray and sprinkle with the remaining salt. After the chicken has roasted for 30 minutes, place the potatoes on the lower oven rack; roast until tender, about 40 minutes.

5 Remove the chicken from the oven; let stand 10 minutes. Discard the lime and carve the chicken. Serve the chicken with the sweet potatoes. Discard the chicken skin before eating.

Per Serving (1/6 of chicken and 2 potato wedges): 268 Cal, 8 g Fat, 2 g Sat Fat, 0 g Trans Fat, 81 mg Chol, 516 mg Sod, 20 g Carb, 4 g Fib, 29 g Prot, 63 mg Calc.

Points value: 5.



RED-ROASTED CHICKEN WITH SWEET POTATOES