



L.A. Care
HEALTH PLAN®

SUMMER 2013

be
well

A Publication for L.A. Care Members



L.A. Care Offers Low-Cost Healthcare with Covered California™!

What is Covered California? California has a new Health Plan Marketplace called Covered California, where people and small employers can get a low cost health plan. All people in the U.S. must have a health plan by 2014 (or pay a tax fine for failing to do so). Covered California will help more than 2 million people compare and choose a health plan that works best for their needs. And, Covered California can also help with low and no cost programs like Medi-Cal. L.A. Care is one of the Qualified Health Plans (QHPs) that a person can choose from Covered California.

From October 1, 2013, until March 15, 2014, people can join a QHP, such as L.A. Care, for a health plan start date in 2014. L.A. Care members must legally live in the county of Los Angeles.

If you or your family or friends would like to learn more, please call L.A. Care at 1-855-222-4239 or go to www.lacarecovered.org.

Fight Cancer with Veggies!



Experts say eating broccoli, cabbage, brussels sprouts, kale, cauliflower, bok choy or other cruciferous vegetables just once a week could greatly lower your risk of many types of cancer. These foods are rich in vitamins, minerals, and fiber, which are thought to help protect against certain cancers. For best results, experts say eat them raw or slightly steamed to save their nutrients.

September is National Childhood Cancer Awareness Month - and - Fruit & Veggies - More Matters Month!

Finding a cure starts with knowledge. Learn to choose and eat the good food that can help fight cancer. Be sure to eat more veggies and be well - you matter!



Ask the Doc: Pre-Diabetes

Q: I've been told I have pre-diabetes. What does that mean?

A: It means your blood sugar (glucose) levels are higher than normal; but, you are not yet at the level of diabetes. When you have diabetes, your body cannot make or use insulin. Insulin helps change sugar into energy to keep you alive. Having pre-diabetes also means that it's not too late for you to take steps to prevent getting diabetes.

Q: I don't feel ill or see any signs. How can I have pre-diabetes?

A: Most people with pre-diabetes don't feel ill or see any signs. A blood test will show if your blood sugar levels are higher than normal.

Q: What can I do to help prevent getting diabetes?

A: Talk with your doctor, and ask what your blood glucose numbers should be. Eat well-balanced healthy meals three times a day. Be sure to keep a healthy body weight with exercise at least 30 minutes a day five days a week. And ask your doctor what healthy food is best for you.



Have a Healthy & Happy Summer with L.A. Care!

L.A. care believes in keeping our members healthy. This summer stay healthy and happy by following some basic healthy tips.



Protect your skin.

- All people should use sunscreen. Sunscreen should have a Sun Protection Factor (SPF) of at least 15 or more. Too much sun can cause sunburn, make your skin age faster, or even lead to cancer.
- Put more sunscreen on after two hours, and each time after swimming, play, or exercise.
- Protect your head from the sun by wearing a hat.



Have plenty of fluids.

- Drink plenty of water; it's great for your health and has zero calories.
- Eat healthy foods that have water, such as watermelon, cantaloupe, grapes, oranges, plums and other juicy fruits.



Be careful at pools.

- Never leave a child alone by a swimming pool, lake, or at the beach – not even for a moment!
- Make sure you know where a pool's lifeguard and safety items are. Safety items may be a life preserver and a long pole with a hook at the end.

Planning for a Healthy Pregnancy

Thinking about starting a family? Take these healthy steps before you get pregnant to help yourself and your baby-to-be.

- **Visit Your Doctor** – See your doctor to talk about your health and family health history.
- **Stop Smoking** – Smoking can make it harder to get pregnant. It can also cause low birth weight and health risks for your baby.
- **Take Your Vitamins** – Your doctor will tell you which to take, such as Folic Acid (folate). Taking folate reduces the risk of certain birth defects.
- **Ditch the Junk Food** – The food you eat is the food that will feed your baby. So be sure to eat well-balanced and healthy meals.
- **Get Moving** – Start an exercise routine now. It will help you during pregnancy. Walking, swimming and biking are great things to do.
- **Choose Your Place & Method of Birth** – There are many choices for birthing, such as nurse midwives, home birth, and hospitals. When you choose your hospital, take a tour before you give birth, so you will be more at ease when it's time to go there. Also, many hospitals offer classes for moms-to-be.



Nurse Advice Line: Free Health Care Advice 24/7

Last year, the L.A. Care Nurse Advice Line took close to 5,000 calls from people who planned to go to the emergency room (ER). Most of them had a health problem like a runny/stuffy nose, earache, coughing, throwing up, or backache. Over 4,000 of those callers were able to put off spending long hours in the ER. Instead of going to the ER, they called the Nurse Advice Line and learned what they needed to find out. This means *many times you don't need to go to the ER to get help*. When you have many things to take care of, you don't have a lot of time. It makes good sense to spend 15 minutes on the phone at home instead of 4 hours in an ER to get the same help.

The phone number for your Nurse Advice Line is on the back of your I.D. card. Here are the numbers just in case:



Anthem Blue Cross
1-800-224-0336

Care1st Health Plan
1-800-605-2556

Kaiser Permanente
1-888-576-6225

L.A. Care Health Plan
1-800-249-3619

Get Healthy Food for Your Child from WIC



Do you have a baby or child less than 5 years old? Chances are you can get healthy food at no charge for your child through the Women, Infants, Children (WIC) program from the California Department of Public Health. If your child is a member of Healthy Families or Medi-Cal, he/she can get healthy food through the WIC program. WIC food checks can be used to buy many kinds of food, such as fresh fruits, vegetables, baby food, milk, cheese and other

healthy foods for your child. You can choose which foods you'd like to get from a long list.

Would you like to learn more about healthy food for your child?

WIC educators can help with this too! WIC can also help you learn about breastfeeding your newborn.

Would you like to learn more about WIC?

You can call or walk into any WIC center and ask about WIC:

- If you live in Los Angeles County, you may call 1-310-661-3080.
- If you live outside Los Angeles County, you may call 1-800-852-5770 or 1-888-942-9675.

How did you like the Nurse Advice Line?

We would like to hear from you. Please let us know by calling L.A. Care at 1-888-839-9909 or email editor@lacare.org.

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

Kaiser Permanente

1-800-464-4000

L.A. Care Health Plan

1-888-839-9909

L.A. Care Health Plan Medicare Advantage (HMO SNP)

1-888-522-1298

L.A. Care Healthy Kids (0-5)

1-888-839-9909

L.A. Care Compliance Helpline

1-800-400-4889

L.A. Care Family Resource Centers

Inglewood or Lynwood

1-877-287-6290

Do You Have a Mobile Phone?

Would you like to get *Member News* on your mobile phone or get health help by text from L.A. Care? Send us your e-mail or cell phone number and tell us what you want to know to editor@lacare.org.

Be sure to like us on Facebook, Twitter and LinkedIn.



Learn About Your Coverage

Member Alert: Don't Pay for Covered Services!

Many services are covered under the Medi-Cal Program. We have learned that some doctor offices may be wrongfully charging members for care.

If you are asked to pay for any basic health care services, such as a doctor visit, prenatal care or other approved service, do not pay more than your copayment. You should not be charged more for any reason. You can learn more about what services are covered by Medi-Cal by reading your Member Handbook or calling our Member Services Department. Members of other health plans, such as Anthem, Kaiser or Care1st should call their Member Services Department.

When you pay your copayment or for any services, you should always get proof of payment and keep it. If you believe you have paid more than your copayment for a covered service or have been wrongfully charged, please let us know. You can help us fix wrongful charges by calling Member Services at 1-888-839-9909 (TTY 1-866-522-2731).



L.A. Care Selects New Mental Health Vendor

Beacon Health Strategies is L.A. Care's new mental health vendor. Beacon Health Strategies will support mental health services for members of Medicare Advantage (HMO SNP), PASC-SEIU Homecare Workers Health Care Plan, Healthy Kids, and Healthy Families as of August 1, 2013.

Test Your Health Knowledge: Crossword Puzzle

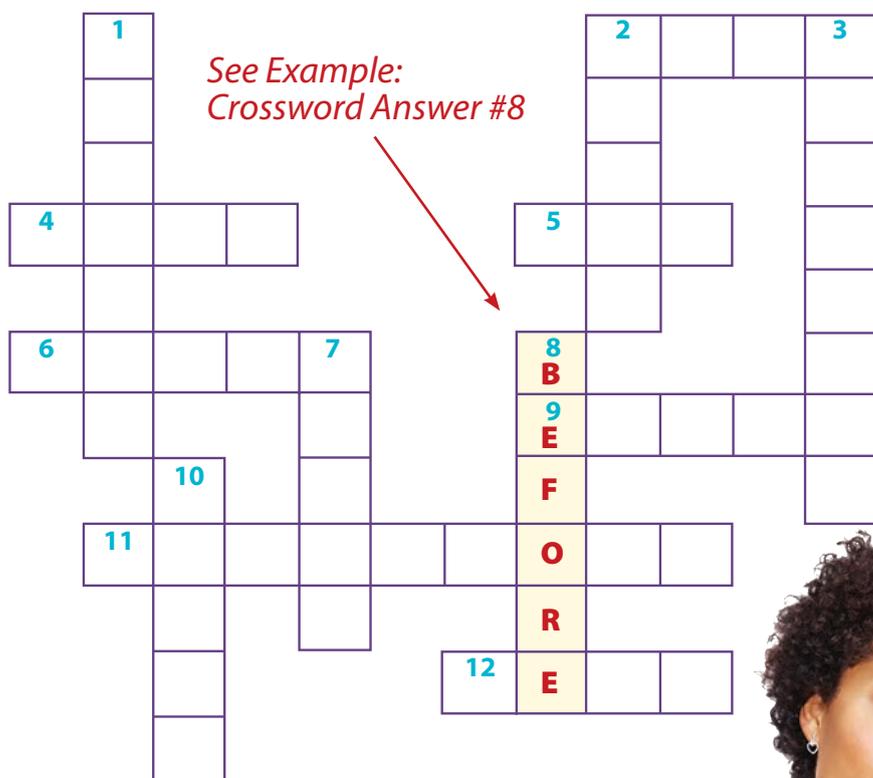
The answers to all of these questions can be found in the articles in this newsletter.

DOWN

1. Don't pay for _____ services.
2. Drink plenty of _____.
3. Get moving! An _____ routine is good for a healthy pregnancy.
7. Get free health advice any time 24/7 from the _____ Advice Line.
- 8. Don't wait. Drink _____ you feel thirsty.**
10. When you have pre-diabetes, blood levels of _____ are higher than normal.

ACROSS

2. Try to exercise for 30 minutes at least this many days each week: _____.
4. Many services are covered by the _____-Cal Program.
5. Some women, infants, and children can get free healthy food because of the _____ program.
6. Have at least _____ to nine hours of sleep.
9. L.A. Care _____ national honor from the NCQA.
11. When you visit your doctor bring a list of _____.
12. Be sure to _____ your Member Handbook to learn what services are covered.



Living with Stress

We all get stressed. It's the body's way of preparing for a challenge. Stress can help us when we are in danger or want to be extra sharp. But stress can cause problems when the cause is something that lasts over time, such as a tough job or money problems. Here are some ways to help reduce stress:

Take Care of Your Body

- Get seven to nine hours of sleep per night.
- Eat lots of fruits, vegetables, beans and whole grains.
- Get daily exercise.
- Don't overeat, smoke, use drugs or drink alcohol to cope with stress.
- Drink plenty of water.

Take Care of Your Mind

- See change as a challenge rather than a threat, and be positive.
- Prepare for events that may be stressful.
- Don't take on too much or try to do everything on your own. Learn to set limits and get help, as needed.
- Write your concerns in a journal or diary.
- Ease your mind, relax, and use deep breathing, stretching and other techniques.

Connect with Others

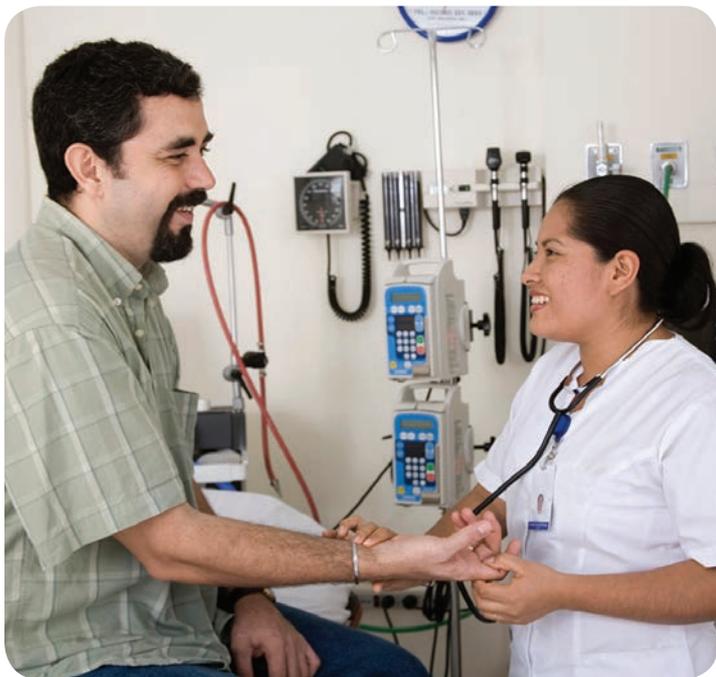
- Talk about your problems with helpful family members or friends.
- Ask your doctor for help, as needed.



Have You Had Your Annual Wellness Exam?

This summer be well. If you have not had your yearly health exam, also known as the Annual Wellness Exam, please call your doctor's office to plan a visit.

In your health exam, your doctor will ask about your past and current health, and things like smoking, drinking, foods that you eat, exercise, and what you like to do. The doctor will also check your body temperature, blood pressure, heart, lungs, and more. The doctor will talk with you about any cares and questions, and give you the health care you need. The Annual Wellness Exam is a vital visit with your doctor. Use the visit to talk with your doctor and bring a list of questions to ask.



Checklist of Questions to Ask Your Doctor

When you visit your doctor bring a list of questions you will want to know, and let the doctor know how you feel. Share what is troubling you. Here are some questions to ask:

- Why do I need a yearly check-up?
- How are my heart rate, blood pressure and cholesterol?
- Do my skin and nails look healthy?
- Do my throat and mouth look healthy?
- How is my stomach, liver and digestive system?
- How are my reflexes and nerves?
- Are there any wellness tests needed based on my age or gender?
- Are there any tests or self exams I should do at home? And how do I them?
- Is there more that I need to know?
- Do I need to see any specialists, or when should I come back?



Also ask about these:

- If any tests are ordered, ask what they are for and when to expect results.
- If medicine is prescribed, ask the doctor's office if they have samples to get you started and also ask about generic medicine you can take.



L.A. Care Earns National Honor

L.A. Care has earned a national honor for giving great help and health care to many diverse people in Los Angeles County. It was given to only 11 health plans in the nation. It came from the National Committee for Quality Assurance (NCQA). They liked L.A. Care's efforts to give equal health care to all races and ethnic groups, and the use of many native languages. The honor is called the Multicultural Health Care Distinction. It matches L.A. Care's long time promise to serve those who need help the most.

About NCQA: NCQA is a private, non-profit organization dedicated to improving health care quality. NCQA accredits and certifies a wide range of health care organizations. It also recognizes clinicians and practices in key areas of performance. NCQA is committed to providing health care quality information for consumers, purchasers, health care providers and researchers.

L.A. Care Protects Your Privacy

As a member of L.A. Care you have a right to privacy and confidentiality. You have the right to have a private relationship with your doctor and to have your health records kept private. You also have the right to change, ask for corrections, and get a copy of your records. If you are a minor, you have the right to get certain services that do not need your parent's consent.

To learn more about privacy and confidentiality, please see L.A. Care's Notice of Privacy Practices in your Member Handbook. You may also find it online at lacare.org/privacypractices.

A Health Knowledge - Crossword Puzzle Answers

(from page 5):

The answers to all of these questions can be found in the articles in this newsletter.

DOWN: 1-covered, 2-fluid, 3-exercise, 7-nurse, 8-before, 10-sugar

ACROSS: 2-five, 4-Medi, 5-WIC, 6-seven, 9-earns, 11-questions, 12-read



Things to Remember

1. Always keep your I.D. card with you. Show your I.D. card when you:

- Go to a doctor's office
- Go to the hospital
- Need emergency services
- Pick up a prescription

Don't give your I.D. card to anyone else to use. If you lose or damage your I.D. card, call L.A. Care at **1-888-839-9909**.

2. You have the right to receive service and information in a language or format you understand. If you need a FREE interpreter for a doctor's visit, or member information in another language or format (like Braille, large print, or audio), call **1-888-839-9909** (TTY/TDD **1-866-522-2731**).

3. You can talk to a nurse for free, any time day or night, 7 days a week. Check your I.D. card for the phone number. Nurse advice lines also provide pre-recorded information on many health topics. There is a list of these topics at the end of the *Member Handbook* we mailed to you.

4. Visit our website at www.lacare.org. You can:

- Find a doctor
- Learn about your benefits
- Look into our health education services and Family Resource Center classes
- Find out about your rights and responsibilities
- File a complaint, called a "grievance"

5. Do you have questions? L.A. Care is here to help you get the care and service you need. Call our Member Services department at **1-888-839-9909** (TTY/TDD **1-866-522-2731**) 24 hours a day, 7 days a week (open holidays).

لطلب خدمات ترجمة فورية أو للحصول على المعلومات بلغة أخرى أو طباعة بالحجم الكبير، اطلب L.A. Care على رقم 1-888-839-9909 أو الهاتف النصي/جهاز اتصال الصم على رقم 1-866-522-2731

(Arabic)

Անվճար թարգմանչական ծառայություններ խնդրելու կամ այլ լեզվով, խոշոր գրվածքով, ձայնագրություն կամ Բրայլի տպագրված տեղեկություն նպատակահամար, գանձահարձը L.A. Care՝ 1-888-839-9909 կամ TTY 1-866-522-2731 հեռախոսահամարներով:

(Armenian)

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。

(Chinese)

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.

(English)

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.

(Farsi)

ដើម្បីស្នើសុំសេវាកម្រិតភាសាដោយឥតគិតថ្លៃ ឬ សុំរូបថតតម្លាភាពភាសាផ្សេងទៀត អក្សរព្រះពុទ្ធគ្រាស់ ឬ អក្សរសំរាប់មនុស្សខ្លាច សូមទូរស័ព្ទក្រុម L.A. Care លេខ 1-888-839-9909 ឬ TTY 1-866-522-2731 ។

(Khmer)

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

(Korean)

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 TTY 1-866-522-2731.

(Russian)

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.

(Spanish)

Upang humiling ng libreng serbisyo ng pagsasalín 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.

(Tagalog)

หากต้องการขอรับบริการล่ามฟรีหรือขอรับข้อมูลเป็นภาษาอื่น หรือต้องการให้พิมพ์ตัวอักษรขนาดใหญ่ ให้ติดต่อ L.A. Care ที่หมายเลข 1-888-839-9909 หรือ TTY/TDD 1-866-522-2731

(Thai)

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.

(Vietnamese)

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Be Well is a member news publication by L.A. Care for members of L.A. Care Health Plan. If you would like the information contained in this newsletter in another language or in large print or audio, please call L.A. Care at 1-888-839-9909 or TTY 1-866-LA-CARE1.

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L.A. Care HEALTH PLAN logo

Health or wellness or prevention information

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