



L.A. Care
Covered™

FALL 2019

stay
well

A Newsletter for L.A. Care Covered™ Members

It's Time to Renew Your Health Insurance

Thank you for being a loyal member! You are always at home with L.A. Care, which is committed to helping Angelenos maintain health coverage through every stage of life.

Why renew your L.A. Care Covered™ Health Plan?

- **L.A. Care Covered was created to serve you** – We are a not-for-profit health plan dedicated to meeting the health care needs of all Angelenos.
- **Access our large network of providers** – Our network includes over 60 hospitals and more than 2,900 physicians and 1,700 pharmacies, including CVS and Rite-Aid Stores.
- **Qualify for premium assistance** – You may qualify for new state subsidies in 2020.
- **Visit MinuteClinics at select CVS locations** – You can get immediate care without an appointment.
- **Get no-cost preventive and wellness care** – You may have no co-pays or co-insurance, and you do not have to meet your deductible (if there is one for your plan), before full coverage for preventive care services begin.
- **Take advantage of all the programs and services we offer** – Our free Nurse Advice Line is available 24 hours a day, 7 days a week. Our Family Resource Centers offer free health education and exercise classes and much more!

How to renew?

- If you are happy with your current health plan, **then YOU DON'T NEED TO DO ANYTHING.** Covered California™ will renew your insurance automatically.
- To make changes to your current plan, call our Enrollment Support Services team at **1.855.222.4239 (TTY 711)** for personalized assistance. Or visit us at **lacare.org** to shop and compare plans that best suit you and your family needs.

Please note that **December 15, 2019** is the last day to renew or change your plan for coverage beginning on **January 1, 2020.**



| lacare.org | 1.855.270.2327 | TTY 711



**ELEVATING
HEALTHCARE**
IN LOS ANGELES COUNTY
SINCE 1997

Grow Your Attitude of Gratitude

Thanksgiving usually means spending quality time with family and friends. It is also a time to reflect and be thankful. Gratitude is important, not just on Thanksgiving, but every day. Take time to notice the positive things in your life. Practicing gratitude is a great way to promote good physical and mental health.

Being grateful enables you to deal better with stress and trauma. It can make you more helpful to others. Gratitude boosts the feeling of connection and can lessen comparing yourself to others.

One simple way to practice gratitude is to count your blessings. Daily or weekly, think of or write down a few things you are grateful for. Perhaps you appreciate a sunny day, a good meal or a friendly co-worker.

Once you start noticing things to be grateful for, pause to enjoy them. Stop and savor the feeling of the sun on your skin or the taste of food, or the way your co-worker makes you laugh.

Do something to show your gratitude. Thank people who do something nice for you. Tell people in your



life what they mean to you. Take the time to do something nice for another person. Then *they* will have reason to be grateful too!

Source: SHM Publishing

Care for Your Mind



Taking care of your mental health is important. It includes our emotional, psychological, and social well-being. It affects how we think, feel and act. Good mental health is important at every stage of life, from childhood and adolescence through adulthood.

When you have good mental health, you can realize your full potential. You can maintain it by getting professional help when needed. It is important to connect with others, stay positive, be physically active, get enough sleep and develop coping skills.

Coverage for mental or behavioral health care and substance use treatment is included in your L.A. Care Covered™ benefits. If you or a loved one needs these services, 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: mentalhealth.gov

Our Family Resource Centers Are Your Centers for Health and Wellness!



Family
Resource
Centers

Come to L.A. Care's **Family Resource Centers** (FRCs) to improve your health and elevate your knowledge with a variety of classes and services that are **FREE** and **OPEN** to anyone! The Centers offer classes like CPR, Dance,

Healthy Cooking, Parenting Support, Yoga, Zumba®, children's classes and much more. Earn rewards when you attend six health education classes and receive a gift!

L.A. Care members can attend a Member Orientation to learn how to get a Member ID card, choose or change a doctor, and fill a prescription. At the Centers, L.A. Care members can also speak to a Member Services Representative or Care Manager to learn more about their health plan benefits.

There are now six FRCs conveniently located throughout Los Angeles County. For more information and to view the schedule of classes, visit lacare.org/frc or call **1.877.287.6290** (TTY 711).

- **Boyle Heights (The Wellness Center)**

Phone: 213.294.2840

- **East L.A.**

Phone: 213.438.5570

- **Inglewood**

Phone: 310.330.3130

- **Lynwood**

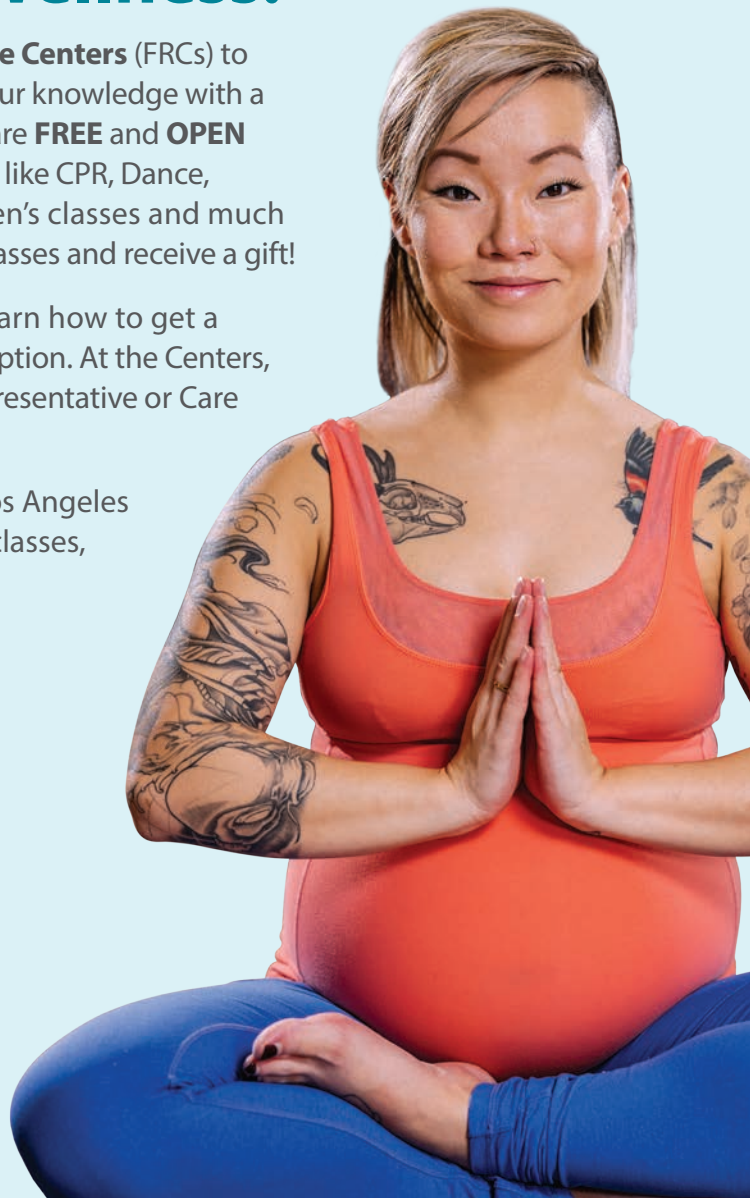
Phone: 310.661.3000

- **Pacoima**

Phone: 213.438.5497

- **Palmdale**

Phone: 213.438.5580



Ready . . . Set . . . Quit!

If you're ready to quit smoking, or even thinking about it, the Great American Smokeout is for you! The American Cancer Society sets aside one day a year for smokers to commit to quit even for just one day. This year, that day is Thursday, November 21.

Quitting smoking may be one of the hardest things you'll ever do, but it's one of the best things for your health. You may have tried to quit once, twice, or many times before. These attempts are not failures! They helped prepare you for the time you'll quit for good.

If you need help quitting, L.A. Care can help. Call **1.855.856.6943** to learn about in-person workshops and online self-paced programs and resources. Talk to your doctor about medication to help you. You can also call the California Smoker's Helpline, a free phone-based counseling service, at **1.800.NO.BUTTS (1.800.662.8887)**. You will be taking an important step towards a healthier life. One day at a time.

Fun Foods for Fall

Fall is when the summer bounty of fresh fruits and vegetables starts to slow down, but keep serving those fruits and veggies! Get inspired with this year-round favorite: spinach. It's packed with vitamins and minerals to keep you feeling your healthy best.

If you or your family are unsure about "green foods" try raw baby spinach in salads. Add sliced pears, orange slices, or dried cranberries to make it fun and tasty. Try a new recipe, such as the one below! It can be used as a side dish or a snack everyone will love.



Parmesan Spinach Creamy Bites

Ingredients:

- 20 ounces frozen chopped spinach, thawed and drained
- 3 large eggs
- 1 cup non-fat milk
- 1 cup white, whole wheat, or whole wheat pastry flour
- 1 teaspoon baking powder
- 1 ½ cup (6 ounces) shredded Monterey Jack cheese or other cheese of your choice
- ½ cup grated Parmesan cheese

Instructions:

- Preheat oven to 350 degrees F
- Oil a 13" x 9" dish with spray oil
- Mix eggs and milk in large bowl
- Add all other ingredients and mix
- Bake for 35 minutes or until edges begin to brown
- Let cool and cut into squares of desired size

Enjoy!

Call the **L.A. Care Health Education Unit** at **1.855.856.6943** to learn more.



Do You Need to See a Doctor?

Getting in to see your doctor can be easy! L.A. Care has implemented rules about how long you should wait to get a doctor appointment.

You should be able to get an appointment within these timeframes:

Primary Care Doctors

- Routine appointment (non-urgent): **10 business days**
- Urgent appointment (no authorization required): **48 hours**

Specialists

- Routine appointment (non-urgent): **15 business days**
- Urgent appointment (requiring prior authorization): **96 hours**

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

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 will give you the health information you need. Remember, if you have a medical emergency and need help right away, dial **911** or go to your nearest emergency room.



Medications to Your Doorstep: New Mail Order Pharmacy Vendor

Great news - L.A. Care now offers mail order pharmacy service through Kroger Mail Order Pharmacy! Kroger works with Postal Prescriptions Services (PPS) to offer a convenient mail order service to get your prescriptions to your door. The service is optional and at no additional cost. Sign up with PPS, then have your doctor call in, mail, fax or e-prescribe orders directly to PPS. L.A. Care members must register and create an account to use this service.

What are the benefits?

- If your doctor writes prescriptions for **90 days'** worth of your medication, Kroger Mail Order Pharmacy can fill prescriptions for **90 days** and send them straight to your doorstep.
- Standard shipping is **free!**
- You can save time by decreasing visits to the pharmacy.
- No extra costs – just your usual pharmacy co-pay! Please refer to your benefits plan for co-pay information.
- Prescriptions will arrive within 7-10 days of placing your order.

How do I sign up?

- **Phone:** Call **1.800.552.6694** to sign up with a Kroger Mail Order Pharmacy representative. In most cases, Kroger can call your pharmacy and transfer your prescriptions within 48 hours.
- **Mail/Fax:** Fill out the form (available in English and Spanish), found on the L.A. Care website **lacare.org** under the **"For Members"** tab on the **"Pharmacy Services"** page and mail it to the address below or fax to **1.800.723.9023**.

Kroger Mail Order Pharmacy:
Postal Prescription Services (PPS)
PO Box 2718
Portland, OR 97208-2718

- **Online:** Visit **ppsrx.com**, and make an online account to sign up for mail order services and track your prescriptions.

Questions?

- Contact the Kroger customer service line at **1.800.552.6694**.
The customer service line is available Monday through Friday from 6 a.m. to 6 p.m., and Saturday from 9 a.m. to 2 p.m.
- You can also learn more about the mail order pharmacy on L.A. Care's website at **lacare.org** under the Pharmacy Services section.

To find out more about the L.A. Care list of covered drugs called the Formulary, and monthly updates, visit the L.A. Care website at **lacare.org**. You will also find information about limits or quotas, generic and brand medications, restrictions on medication coverage, the medication request process, drug preferences and procedures on how to use the Formulary.

Flu Myths



MYTH: The flu shot can give me the flu.

FALSE: The flu shot is made from an inactivated (dead) virus that can't make you sick. It takes weeks to get protection from the flu shot. If you get the flu after the shot, you were going to get sick anyway.

MYTH: Getting the flu shot is the only thing you need to do to protect yourself from getting the flu.

FALSE: Although getting the flu shot is the best way to prevent the flu, you can also protect yourself by washing your hands, eating healthy foods, and staying away from sick people.

MYTH: You don't need to get the flu shot every year.

FALSE: Each year's flu strain is different and so is the flu shot, which is protection against the most common strains of flu for the current year.

Protect yourself and your family from the flu. Getting a flu shot is easy and free for L.A. Care members. Just go to your doctor or pharmacy and show your L.A. Care member ID card.



Vaping – More Dangerous Than You Think

Vaping is inhaling vapor from an e-cigarette, pen, or other device. These devices work by heating a liquid containing nicotine, marijuana, or other drugs. Candy-like flavors add to their appeal. Vaping is on the rise and many people think it is less harmful or addictive than cigarettes. The truth is vaping is more dangerous than you think.

Research into the long-term effects of vaping are ongoing and there is much we don't know. Here is some of what we do know.

- E-cigarettes are just as addictive as regular cigarettes. In fact, nicotine levels in vape products vary. You might be getting as much nicotine in one vape pod as a whole pack of cigarettes!
- Vaping won't help you quit smoking. Instead of switching, some people end up using both. About 60% of e-cigarette users also smoke.
- Vaping is harmful to brain growth in teens and young adults. Yet these groups are drawn to vaping due to the flavors and "cool" devices.

A serious lung disease has been linked to vaping. Most people need to stay in the hospital. Many of these people are young. Symptoms include:

- Shortness of breath, cough
- Fatigue, body aches
- Vomiting and diarrhea

See your doctor if you think vaping is making you sick.

For help quitting vaping, call the California Smoker's Helpline at **1.844.8.NO.VAPE**.

For more information, please visit nobutts.org/quitvaping.

Protect Your Identity

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 and/or Explanation of Benefits, or think there is a mistake, please call **Member Services** at **1.855.270.2327 (TTY 711)**.

Important Phone Numbers

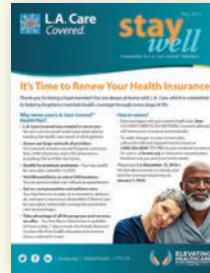
L.A. Care Covered™
1.855.270.2327 (TTY 711)

L.A. Care 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** خدمات المساعدة اللغوية متاحة مجاناً. يمكنك طلب خدمات الترجمة الفورية أو الترجمة التحريرية أو معلومات بلغتك أو بتبسيط آخر أو مساعدات وخدمات إضافية. اتصل بـ L.A. Care على الرقم **1.855.270.2327 (TTY 711)** على مدار الساعة وطوال أيام الأسبوع، بما في ذلك أيام العطلات. المكالمات مجانية.
- Armenian** Տրամադրելի են լեզվական օգնության անվճար ծառայություններ: Կարող եք խնդրել բանավոր թարգմանական կամ թարգմանական ծառայություններ, Ձեր լեզվով կամ տարբեր ձևաչափով տեղեկություն, կամ օժանդակ օգնություններ և ծառայություններ: Չանգահարեք 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 格式的資訊，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 **1.855.270.2327 (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 करें, दिन में 24 घंटे, सप्ताह में 7 दिन, छुट्टियों सहित। कॉल मुफ्त है।
- Hmong** Muaj kev pab txhais lub pub dawb rau koj. Koj tuaj yeem thov kom muab cov ntauw ntauw txhais ua lus lossis txhais ua ntauw rau koj lossis muab txhais ua lwm yam lossis muab khoom pab thiab lwm yam kev pab cuam. Hu rau L.A. Care ntauw 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 ឬជំនួយប្រែប្រួល និងសេវា។ ទូរស័ព្ទទៅ L.A. Care តាមលេខ **1.855.270.2327 (TTY 711)** បាន 24 ម៉ោងមួយថ្ងៃ 7 ថ្ងៃមួយអាទិត្យ រួមទាំងថ្ងៃបុណ្យផង។ ការបាត់បង់ឥតគិតថ្លៃឡើយ។
- 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** ພາສາຂ້າງກິດ ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໄດ້ຍັບປະສອດຄ່າ, ທ່ານສາມາດຂໍບໍລິການພາສາອື່ນ ຫຼື ຈຸດປະສານໄດ້, ສຳລັບຂໍ້ມູນໃນພາສາຂອງທ່ານ ຫຼື ໃນຮູບແບບອື່ນ, ຫຼື ເຄື່ອງມືຊ່ວຍເຫຼືອ ແລະ ບໍລິການອື່ນ. ໃຫ້ໂທຫາ L.A. Care ໂດຍທີ **1.855.270.2327 (TTY 711)**, 24 ຊົ່ວໂມງຕໍ່ມື້, 7 ມື້ຕໍ່ອາທິດ, ວ່ອມຕັ້ງວັນພັກຕ່າງໆ. ການໂທແມ່ນບໍ່ສະຄ່າ.
- Panjabi** ਪੰਜਾਬੀ: ਮੁਫਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਤੁਸੀਂ ਦੁਆਰੀਆਂ ਜਾਂ ਅਨੁਵਾਦ ਸੇਵਾਵਾਂ, ਅਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਣਕਾਰੀ ਜਾਂ ਕਿਸੇ ਹੋਰ ਫੋਰਮੈਟ 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, ਹਰ ਸਪੱਤਾ 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 ข้อมูลในภาษาของคุณหรือในรูปแบบอื่น 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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FALL 2019

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A Newsletter for L.A. Care Covered[™] Members

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Happy Holidays!

