



L.A. Care
Covered™

SPRING 2019

stay well

A Newsletter for L.A. Care Covered™ Members

Live a Longer, Healthier Life

Did you know that regular physical activity increases your chances of living a longer, healthier life? It can also help improve your mental health and reduce your risk for high blood pressure, heart disease and some types of cancer. Physical activity is for everyone. No matter what shape you are in, you can find activities that work for you.

Here are some tips to help you get started:

- Reduce sedentary time and increase active time. For example, you can take a walk after dinner instead of watching TV.
- Schedule specific times for physical activity. Make it part of your daily or weekly routine.
- Do things that you enjoy. Some people might like running in their neighborhood in the mornings; others might prefer an exercise class at a health club after work.
- Enlist your friends or family members to help you with motivation and support.
- Start slowly and work your way up to more physically challenging activities. For many people, walking is a good activity to start with.

Keep in mind that the L.A. Care Family Resource Centers offer free health education and exercise classes. You can sign up for Aerobics, Dance,

Tai Chi, Yoga, Zumba® classes and much more. The centers are in Pacoima, Inglewood, Boyle Heights, Lynwood, Palmdale and East L.A. For more information or to enroll in classes, call **1.877.287.6290** (TTY **711**) or visit **lacare.org/frc**. Consult with your doctor before starting any exercise program.

Together, we can get more active now and throughout the year!

Sources: cdc.gov; healthfinder.gov



| lacare.org | 1.855.270.2327 | TTY 711



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



Keep Your Child Happy

This year L.A. Care Covered™ is celebrating the 25th anniversary of National Infant Immunization Week, April 27-May 4. Since 1994, communities across the United States have joined together to celebrate the critical role vaccinations play in protecting our children, communities, and public health. Immunizations are one of the best ways parents can protect infants, children and teens. We encourage you to vaccinate your child.

Immunizations (vaccines) help keep your baby or child from getting sick. Most immunizations are given as shots, but some, such as rotavirus, are given by mouth. They work by helping the body fight illness.

It is important for your child to get shots at the right time. That's why your child needs to see a doctor for well-care visits. Follow the schedule your doctor gives you. Bring your immunization record (yellow card) with you.



Your family's health is our priority. Immunizations and well-child visits are covered by L.A. Care Covered™ at no additional cost. If you have questions or need more information, call us at **1.855.270.2327 (TTY 711)**.

Source: cdc.gov



My Health In Motion™ Personalized Online Wellness



Did you know you have personalized wellness information at your fingertips? With just a few clicks or swipes, you can access a wide range of online health activities and tools. Whether you want to quit smoking, lose weight, or manage stress, L.A. Care's My Health In Motion™ site has something for you! You can even earn gift card rewards to some of your favorite stores by completing a lifestyle survey, participating in workshops and speaking with our certified health coaches!

It allows you to go at your own pace with ease from your computer or phone. There is no need to make an appointment, no traveling, or wait time. Log on any time, day or night, whatever fits your schedule. Sign in at **lacare.org** under "Member Sign in" and click on the "My Health In Motion™" tab to see all the fun tools that can help you stay healthy. You'll find:

- A lifestyle survey with a personal health report that offers real-world tips to improve your health
- Interactive guides on exercising, healthy eating, quitting smoking, and managing your weight
- Health trackers to help you reach your health goals
- Interactive online health workshops
- A health information library
- Healthy recipes and meal plans

With My Health In Motion™ you can even send a message to a health coach, trainer or dietitian. Get your personal health questions answered by a qualified health professional!

If you have questions or need help with My Health In Motion™ call L.A. Care's Health Education Department at 1.855.856.6943 (TTY 711).

Get a Checkup. It's Free!



Preventive care is free for L.A. Care Covered™ members. Start the new year off right by scheduling an appointment for your annual checkup with your primary care physician (PCP). It is one of the simplest and most important steps you can take to stay healthy. Ask your PCP what preventive screenings and care you need. L.A. Care Covered™ members can receive these services at no charge.*

*Preventive care is not subject to co-pays or deductibles. However, co-pays and deductibles may apply if you receive non-preventive care during your visit. Non-preventive care includes treatment for medical conditions.

Service	Who needs the service
Annual physical or checkup	Everyone
Immunizations	Ask your PCP
Pap and HPV tests	Women ages 21-65
Mammograms	Women ages 50-75
Colorectal cancer screening	Men & women ages 50-75
Chlamydia screening	Women ages 16-24

Spring Is Here!

Celebrate the season with these healthy behaviors.

- Get at least 150 minutes of physical activity every week (30 minutes a day, 5 days a week).
- Eat a healthy diet with more fruits and veggies and less salt, saturated fat, and added sugar.
- Quit smoking. You can quit today! Call the CA Smokers' Helpline at **1.800.NO BUTTS (1.800.662.8887)** for free support.
- Get at least 7 hours of sleep every night.
- Stay up-to-date on your health screenings.
- Wear sunscreen and insect repellent.

Source: cdc.gov



Sweeten Your Life



Spring brings the sweetness of beautiful, warm days, tasty fruits and lovely flowers as the birds and bees get busy doing their work in nature. The season can also be a reminder to sweeten your life in a healthy way by choosing the right amount and type of sweets that you eat.

Foods sweetened with sugar may taste good, but the calories and your blood sugar levels can add up fast. When using natural sweeteners such as sugar, honey, agave nectar or stevia, less is better. Artificial sweeteners such as aspartame (Equal, NutraSweet), saccharin (Sweet'N Low) or sucralose (Splenda) can help you lower the sugar in your blood but be careful of the health risks they may cause. Know which sweeteners are safe and do not have negative effects.

Make healthier choices, such as fruits, veggies and whole grains. Check the nutrition label on your food and drinks. Make water your go-to drink. Sodas, juices and other energy drinks are loaded with sugar. Every 4 grams of sugar is equal to 1 teaspoon of sugar. A 12-ounce can of a regular soft drink has an average of 39 grams of sugar or a little over 9 teaspoons of sugar! Having a sweet treat such as candy or pastry occasionally is okay, if you balance it by keeping the portions small and make healthier choices daily.



Do You Need to See a Doctor?

Getting in to see your doctor doesn't have to be hard. L.A. Care adheres to 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 a day/7 days a 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.

*The applicable waiting time for a particular appointment may be extended if the referring or treating health care provider has determined and noted in the patient record that a longer waiting time will not have a detrimental effect on the health of the member.

Protect Yourself

If someone gets your medical ID or Social Security number, you could become a victim of medical identity theft. 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 (if any) and/or your Explanation 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).



Take Care of Your Mental Health

May is Mental Health Month. L.A. Care Covered™ encourages members to make their mental health a priority. Mental health refers to how you feel, think and act. It consists of the way you feel about yourself and your ability to manage your emotions and handle difficulties.

For good mental health throughout your life, try these steps:

See a professional.

If you have depression or anxiety, talk to a mental health professional about treatment.

Stay physically active.

Physical activity boosts your mood and may be as effective as medicine in reducing symptoms of depression.

Watch what you eat and drink.

Eat plenty of fresh fruits and veggies. Avoid caffeine, alcohol and foods high in sodium (salt).

Do not smoke.

Smoking tobacco is linked to depression. If you do smoke, learn how to quit.

Get support from loved ones.

Talk to trusted family or friends about what you are feeling.

Coverage for mental or behavioral health care and substance use treatment is included in the benefits for L.A. Care Covered™ members. 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**.



The L.A. Care Formulary Has You Covered



L.A. Care Health Plan has a Formulary that is an approved list of covered drugs for its members. It is reviewed and updated monthly for safety and effectiveness. The Formulary and updates are available online at lacare.org.

How to Use the Formulary

- Formulary drugs are listed by their generic and brand name as follows: Generic name (BRAND NAME)
- If only the brand name drug is on the market, only that will show: BRAND NAME
- Drugs can be searched on the online Formulary by generic or brand name, or therapeutic category. Using the "Ctrl + F" function or the index makes it easy.

Generic and Brand Name Medications

- Generic and brand name drugs are covered.
- Generic drugs are safe and cost-effective.
- Brand drugs are used when a generic drug is not available.

Non-Formulary Medications

Drugs not listed on the Formulary are not covered (non-formulary).

Benefit Coverage and Limitations

Quantity Limits (QL): Some drugs have quantity limits for safety or cost reasons.

Step Therapy (ST): Requires trying one or more drugs first (Step Process).

Medication Request Process

The Medication Request Process requires a Prior Authorization (PA) request from your doctor.

The following drugs need a PA:

- Non-formulary drugs
- Formulary drugs needing safety or cost reviews.
- Formulary drugs that exceed quantity limits (QL).
- Step therapy (ST) drugs that do not go through the normal Step Process.
- Brand drug when the generic is available.

Approval may be given for a documented medical need. Otherwise, the request will be denied.

General Benefit Exclusions (Not Covered)

- Drugs for cosmetic purposes
- Infertility drugs
- Experimental drugs
- Foreign drugs

The 'Medication Request Process' is not available for excluded drugs but denied requests can be appealed.

Improving Opioid Safety

On January 1, 2019, L.A. Care started new pharmacy opioid safety procedures to help keep our members opioid safe. These include:

- Limits on high-dose opioids
- Limits on opioids and benzodiazepines (benzos) used together

- Limits on use of multiple long-lasting opioids used together
- Limits on how soon controlled medications can be refilled

Talk to your doctor about steps to increase your safety when using opioids and other controlled medications.

Important Phone Numbers

L.A. Care Covered™

1.855.270.2327 (TTY 711)

L.A. Care Family Resource Centers

1.877.287.6290 (TTY 711)

L.A. Care Compliance Helpline

(to report fraud or abuse)

1.800.400.4889

L.A. Care Health Education

1.855.856.6943

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 بتسويق 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: Ձևագրաբար 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 lus pub dawb rau koj. Koj tuaj yeem thov kom muab cov ntaub ntauv txhais ua lus lossis txhais ua ntauv rau koj lossis muab txhais ua lwm yam lossis muab khoom pab thiab lwm yam kev pab cuam. Hu rau L.A. Care ntauv 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។ ការបកប្រែនេះគឺឥតគិតថ្លៃឡើយ។
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	ພາສາຂ້າງຄິດ ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໄດ້ອະນຸຍາດ, ທ່ານສາມາດຂໍບໍລິການພາສາ ຫຼື ຈຸດປຸງສາໄດ້, ສຳລັບຂໍ້ມູນໃນພາສາຂອງທ່ານ ຫຼື ໃບຮູບແບບອື່ນ, ຫຼື ເຄື່ອງມືຊ່ວຍເຫຼືອ ແລະ ບໍລິການອື່ນ. ໃຫ້ໂທຫາ L.A. Care ໂດຍ 1.855.270.2327 (TTY 711) , 24 ຊົ່ວໂມງຕໍ່ມື້, 7 ມື້ຕໍ່ອາທິດ, ວ່ອມຕັ້ງວັນພັກຕ່າງໆ. ການໃຫ້ຂໍ້ມູນບໍ່ເສຍຄ່າ.
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, ਹਫ਼ਤੇ 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.



L.A. Care
Covered™

In this issue

Live a Longer, Healthier Life	1	Protect Yourself	5
Keep Your Child Happy	2	Take Care of Your Mental Health.....	5
My Health In Motion™	2	The L.A. Care Formulary	
Get a Checkup. It's Free!.....	3	Has You Covered	6
Spring Is Here!.....	3	Improving Opioid Safety	6
Sweeten Your Life	4	Important Phone Numbers.....	7
Do You Need to See a Doctor?.....	4		

SPRING 2019

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A Newsletter for L.A. Care Covered™ Members

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