

## Let's Get Active!

May is National Physical Fitness and Sports Month. 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 located in Pacoima, Inglewood, Boyle Heights, Lynwood and soon Palmdale (opening in May). For more information or to enroll in classes, call 1.877.287.6290 (TTY 711) or visit [lacare.org/frc](http://lacare.org/frc). Consult with your doctor before starting any exercise program.

Together, we can get more active during the month of May and the rest of the year!

Sources: [cdc.gov](http://cdc.gov); [healthfinder.gov](http://healthfinder.gov)





# Keep Your Child Healthy

April 22-29 is National Infant Immunization Week. Immunizations are one of the best ways parents can protect infants, children and teens and we encourage you to vaccinate your child.

## What are immunizations?

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.

## When should your child get shots?

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.

## Are shots safe?

Yes. Lots of children get shots each year. Years of testing are needed before a vaccine can be approved and used. Shots may sometimes cause mild side effects. Call your doctor if you have concerns about how your child feels after getting shots.

## Do shots cause autism?

No. Autism is a developmental disorder. Studies show that shots do not cause autism. Autism rates are the same in children who get shots as in those who don't. Some people think there is a link between thimerosal (a mercury-based preservative

used in some vaccines) and autism. Although this has never been proven, thimerosal has been removed from all routinely given childhood vaccines in the United States.

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

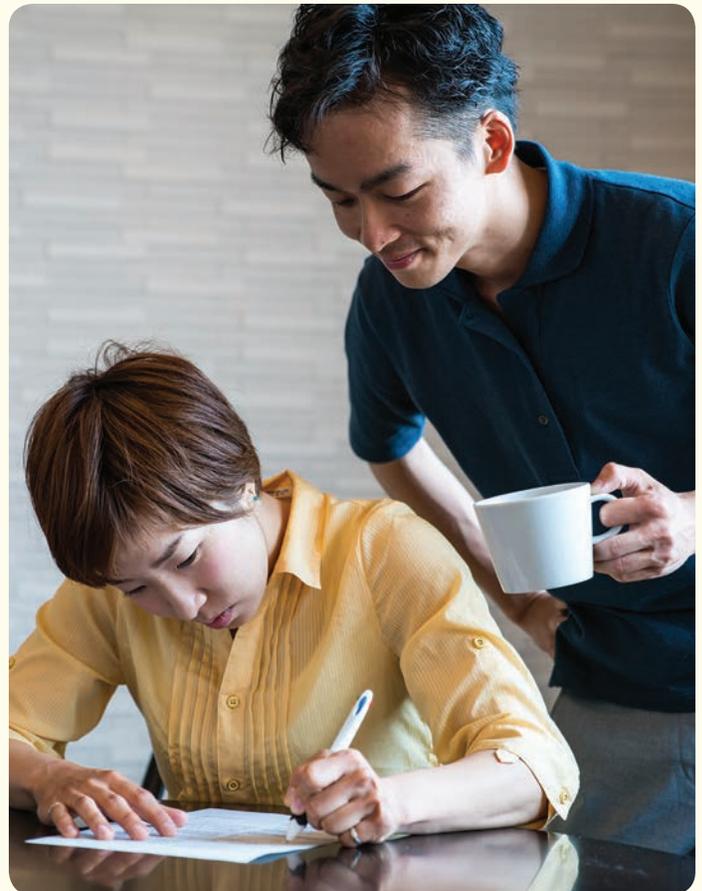


# Special Enrollment Has Started

Did you know that certain life events make you eligible to apply for L.A. Care Covered™? Special Enrollment is a period outside of Open Enrollment when you can apply for health coverage. (Open Enrollment for 2017 ended January 31, 2017.)

You may be able to apply for health coverage if you experience any of these qualifying life events:

- **Loss of health coverage.** For example, you are no longer eligible for Medi-Cal or you lose health coverage through your job.
- **Income changes.** For example, if you are already getting help paying for your insurance premium and your income goes down, you may be able to get extra help.
- **Having a birthday.** Turning 26 years old and you are no longer eligible to stay on your parents' plan.
- **Change in place of residency.** A permanent change of address within California or from another state. This also applies to individuals who are released from jail or prison.
- **Having a child or adopting a child.** Also includes receiving a child into foster care or placing a child in adoption or in a foster home.
- **Getting married or entering into a domestic partnership.**



- **Becoming citizens, national or lawfully present individuals.** This event applies only to people who were not previously citizens, nationals or lawfully present.

These are just some of the more common qualifying life events. To read more about **Special Enrollment and qualifying life events**, visit [lacarecovered.org](http://lacarecovered.org). To apply for coverage through Special Enrollment, call us at 1.855.222.4239 (TTY 711).



# Do You Need to See a Doctor?

Getting in to see your doctor doesn't have to be hard. L.A. Care is committed to the California Department of Managed Health Care (DMHC) Timely Access Law and 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: **48 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.**

# Prevent Fraud and Protect Your Identity – Tips you can follow right now!

You could become a victim of medical identity theft if someone gets your health plan member ID or Social Security number and uses it to see the doctor, buy prescription drugs or submit fake bills in your name. Medical identity theft could damage your credit rating and also harm your health. If false information gets into your medical records, you may get the wrong treatment.



Here are some tips to protect you from 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. Check for items or services you did not receive. If you see something strange or wrong, call your health care provider immediately.

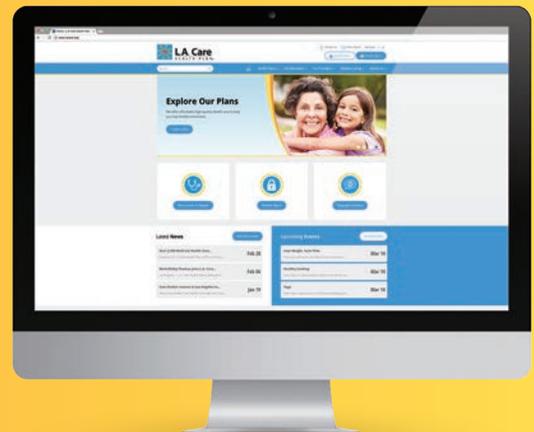
If you have questions about your bill or think there is an error, please call L.A. Care Covered *Direct*™ Member Services at 1.855.270.2327 (TTY 711).

## Keep Your Plan Working

Create Your Member Account on **L.A. Care Connect**™. You will be able to pay your monthly premium online, view eligibility and benefits, request a new member ID card, change your doctor and much more!

**Simply follow these easy steps:**

- 1 Visit [lacare.org](http://lacare.org)
- 2 Click the “Member Sign In” icon at the top of the page
- 3 Select “Create an Account” and follow the instructions





## Did You Know? L.A. Care Has a List of Covered Drugs Called a Formulary

- The Formulary is updated and posted monthly. You can find the Formulary and updates on our website at [lacare.org](http://lacare.org).
- Certain covered drugs have restrictions such as Step Therapy (ST), Quantity Limits (QL), and/or require a Prior Authorization (PA).
- FDA approved generic drugs will be used in most situations, even when a brand-name drug is available.
- If your drug is non-Formulary, or has a restriction, your doctor will need to submit a request to L.A. Care for the drug to be covered. The request can be approved if there is a documented medical need.
- To see a full list and explanation of the pharmaceutical management procedures and restrictions, visit L.A. Care's website at [lacare.org](http://lacare.org).

### **Taking your medications correctly is a step to good health!**

- Taking your medicine the way the doctor instructed is taking action for good health.
- Long term conditions such as high blood pressure, heart disease, diabetes, asthma, schizophrenia, and depression require long-term medication to keep these conditions under control.
- When your conditions are under control, your health is better and you feel better!
- If you have questions about how to take your medications, talk to your doctor or pharmacist.



### **Tips on refilling your medication**

- Make sure to refill your medication on time so that you don't run out.
- Ask your doctor for a 90-day supply of medications for long-term conditions like diabetes or high blood pressure.
- If you have no refills left on your prescription, talk to your doctor or pharmacist. You will need to get more refills if you are taking the medication for a long-term condition. Some medications to treat short-term conditions may need refills too.
- Call Member Services at 1.855.270.2327 (TTY 711) to learn about the medicine mail order service called WellDyneRx or you can visit the L.A. Care Website at [lacare.org](http://lacare.org).

# About L.A. Care Health Plan

L.A. Care Health Plan (Local Initiative Health Authority of Los Angeles County) is a public entity and community-accountable health plan serving residents of Los Angeles County since 1997 through a variety of health coverage programs including L.A. Care Covered™, L.A. Care Covered *Direct*™, Medi-Cal, L.A. Care Cal MediConnect Plan and PASC-SEIU Homecare Workers Health Care Plan.

L.A. Care is a leader in developing new programs through innovative partnerships designed to provide health coverage to vulnerable populations and to support the safety net. With more than 2 million members, L.A. Care is the nation's largest publicly operated health plan.



## Important Phone Numbers

**L.A. Care Covered™ Member Services**  
**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**  
(mental health care)  
**1.877.344.2858 (TTY 1.800.735.2929)**

**In this issue**

Let's Get Active ..... 1 Prevent Fraud and  
 Keep Your Child Healthy..... 2 Protect Your Identity ..... 5  
 Special Enrollment ..... 3 Keep Your Plan Working ..... 5  
 Do You Need L.A. Care has a list of covered drugs ..6  
 To See a Doctor? ..... 4 About L.A. Care Health Plan ..... 7

PRSR STD  
 U.S. POSTAGE  
**PAID**  
 Anaheim, CA  
 Permit No. 288

# Words to Live By

## Love yourself enough to live a healthy lifestyle!



- English** To request free interpreting services, information in your language or in another format, call L.A. Care at 1.855.270.2327 or TTY 711.
- Arabic** لطلب خدمات ترجمة فورية مجانية، ومعلومات بلغتك أو بتنسيق آخر، اتصل بـ L.A. Care على الرقم 1.855.270.2327 أو رقم الصم 711 TTY.
- Armenian** Անվճար բանավոր թարգմանչական ծառայություններ ինչպես նաև ձեր լեզվով, կամ այլ ֆորմատով տեղեկություններ խնդրելու համար, զանգահարեք L.A. Care 1.855.270.2327 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 1.855.270.2327 或 TTY 專線 711。
- Farsi** جهت درخواست خدمات رایگان مترجم شفاهی، دریافت اطلاعات به زبان خودتان یا سایر فرمت ها، با L.A. Care به شماره تلفن 1.855.270.2327 یا TTY 711 تماس بگیرید.
- Hebrew** לקבלת שירותי תרגום חינם או מידע בשפה אחרת או בפורמט אחר, אנא התקשר/י ל-L.A. Care במספר 1.855.270.2327 או TTY 711.
- Japanese** 無料通訳サービス、日本語又はその他の形式で情報をご希望の際は、L.A. Careにお電話、フリーダイヤル1.855.270.2327もしくはTTY 711までご連絡ください。
- Khmer** ដើម្បីស្នើសុំសេវាការបកប្រែដោយឥតគិតថ្លៃ ឬសំរាប់ព័ត៌មានជាភាសាខ្មែរ ឬជាទម្រង់មួយទៀត សូមទូរស័ព្ទទៅ L.A. Care តាមលេខ 1.855.270.2327 ឬ TTY 711។
- Korean** 무료 통역 서비스, 다른 언어 또는 다른 형식으로 된 자료가 필요하신 경우, L.A. Care 1.855.270.2327번 또는 TTY 711번으로 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 1.855.270.2327 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 1.855.270.2327 o al 711 para TTY.
- Tagalog** Upang humiling ng mga libreng serbisyo sa pagsaling-wika, impormasyon sa iyong wika o sa isa pang format, tumawag sa L.A. Care sa 1.855.270.2327 o TTY 711.
- Thai** ในการขอรับบริการล่าม ข้อมูลในภาษาของคุณ หรือในรูปแบบอื่น ๆ โทรมาที่ L.A. Care ที่ 1.855.270.2327 หรือ 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 1.855.270.2327, hoặc nếu dùng TTY, xin gọi số 711.

*Stay Well* is a member newsletter by L.A. Care for L.A. Care Covered *Direct*™ members. To request free interpreting services, information in your language or in another format, call L.A. Care at **1.855.270.2327** or TTY **711**.

Para solicitar servicios de interpretación gratuitos o información en su idioma o en otro formato, llame a L.A. Care al **1.855.270.2327** o al **711** para TTY.

**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.

