



Help for Caregivers

The care of a loved one with Alzheimer's or dementia can be challenging, as you see their loss of everyday skills and memory. But your care will make a difference in their quality of life. The more you learn about the disease, the better able you'll be to care for your loved one.

Tips to Help Make Caregiving Easier

- Involve your loved one as much as you can in daily activities. Find things they like and can do safely, such as gardening or helping out.
- Establish a regular daily routine, such as waking up, meals, bathing and bedtime.
- Speak slowly and clearly. Let the person know what to expect, even if they may not understand.
- Take a break if you feel yourself getting frustrated, upset, depressed or even angry.

Reach out for Support

Having a support network in place is important. Take steps to keep yourself well.

- Reach out to family members, friends, churches or volunteer groups for help and support.
- Consider hiring a homecare worker from In-home Support Services (IHSS) to help with daily needs. For Medi-Cal and Cal MediConnect members, L.A. Care will work with the County IHSS office to arrange services.

- Use Community-Based Adult Services (CBAS) – These are daytime health care centers that can help with nursing care, therapy, activities and meals.
- Join a support group. To find one in your area, contact these agencies:
 1. **Alzheimer's Association** – provides a caregiver support group specifically for those caring for a loved one with memory problems, 1.800.272.3900.
 2. **City of Los Angeles Department of Aging Family Caregiver Support Programs** – helps locate support groups for those caring for seniors 60 and older, 1.800.510.2020.
 3. **USC Family Caregiver Resource Center (FCSC)** – helps locate support groups for those caring for seniors 60 and older, 1.855.872.6060.

For more information, please contact the L.A. Care Managed Long-Term Services and Supports Department at 1.855.427.1223 or email mltss@lacare.org.



Ask the Doc: What You Need to Know About Heart Disease



February is American Heart Month! Help spread awareness about heart health and take part in local and national activities to learn more about living a heart-healthy lifestyle.

Q: What is heart disease?

A: Heart disease is a broad term used for different types of heart conditions. It is the #1 killer in both men and women. The most common type of heart condition is coronary artery disease (CAD), which happens when excess cholesterol forms plaque (deposits) in the arteries around the heart. This painless process is called atherosclerosis and over time causes hardening and narrowing of the arteries. Silently and slowly, blood flow is reduced or blocked which can cause a heart attack.

Q: What are the risk factors?

A: Some risk factors you can't change, such as age and family history. However, other risk factors, like those listed below, can be changed by adopting healthy habits:

- High blood pressure/cholesterol
- Diabetes
- Tobacco use
- Being overweight or obese
- Lack of exercise
- An unhealthy diet

Q: Are women at risk?

A: Yes! Women are more likely to get heart disease after menopause, due in part to a drop in estrogen (hormone). Symptoms for women

are generally shortness of breath, nausea/vomiting and back or jaw pain.

Q: How can I reduce my risk?

- A:** You can reduce your risk by doing the following:
- Not smoking
 - Exercise and stay active
 - Eat lots of fruits, vegetables, whole grains and lean meats that are low in fat
 - Maintain a healthy weight for your age and height
 - Keep blood sugar in a healthy range
 - Talk to your doctor about ways to lower cholesterol and blood pressure

Q: What if I have questions about heart health?

A: You can call L.A. Care's Nurse Advice Line, 24 hours a day, 7 days a week. A registered nurse will answer your health care questions in your preferred language at no cost to you. The Nurse Advice Line number is listed on your member ID card.

You can also contact the L.A. Cares About Your Heart® Program to find out if you are eligible for our Disease Management Program. Call 1.855.707.7852 (TTY 711). For more information, visit www.heart.org.

The Nurse Advice Line Can Help You

Do you have questions about your health? Need medical advice fast? The Nurse Advice Line is available 24 hours a day, 7 days a week. Registered nurses will answer your health questions and help you take care of your family. Get tips on avoiding the flu, treating the common cold, and so much more. You can also use the audio library to learn about different health topics. Call 1.800.249.3619 (TTY 711) or chat with a nurse online for free. Please visit lacare.org and log onto the member sign-in to access the nurse chat function.

If you are a Medi-Cal member with one of our Plan Partners, you can call the Nurse Advice Line at:

Anthem Blue Cross
1.800.224.0336 or
TTY 1.800.368.4424

Care1st Health Plan
1.800.609.4166 or
TTY 1.800.735.2929

Kaiser Permanente
1.888.576.6225

Importance of Your Initial Health Assessment

If you are a new member to L.A. Care Health Plan, we welcome you and look forward to supporting your health goals! Be sure to make an appointment to see your primary care provider for your Initial Health Assessment (IHA). It is important and should be made within the first 120 days of joining L.A. Care.



The IHA appointment is a great way for you and your doctor to get to know each other and set health goals. Some of the things you may do at this appointment are:

- Review your health history
- Have a physical exam
- Fill out a behavioral health assessment called the Staying Healthy Assessment (SHA)
- Get screening tests (example: for depression)
- Keep up with preventive health care (example: immunizations such as the flu shot)
- Discuss your health and wellness goals

Don't wait. Call for your IHA appointment today! Your doctor's office phone number is conveniently located on the back of your L.A. Care member ID card.

Let's Choose Health Together!



Family
Resource
Centers

FRCs are *Your Centers for Health and Wellness!* Our FRCs are vibrant spaces for

the community to come together and learn new skills. The Centers offer health education and exercise classes that are **free** and **open to everyone**. You and your family can take CPR, Dance, Healthy Cooking, Yoga, Zumba® classes and much more at your nearest center. L.A. Care members can attend an orientation, request an ID card, and get help choosing a doctor or making an appointment.

There are four FRCs conveniently located throughout Los Angeles County:

- Boyle Heights (The Wellness Center at the Old General Hospital)
- Inglewood (Corner of Century & Crenshaw)
- Lynwood (Plaza Mexico)
- Pacoima (Corner of San Fernando Rd. & Van Nuys)

Visit an L.A. Care Family Resource Center today! You can view the calendar of activities on our website at lacare.org/frc or get more information by calling 1.877.287.6290.



Did You Know?

Care Management is a free service for all members.

L.A. Care has Care Managers, nurses who can help you get the most from your health care plan. They can schedule doctor visits and find transportation to get you there. Care Management staff can also explain your health care benefits and help you understand your medication and health concerns. Plus, they can put you in touch with other resources such as food pantries, low-income housing and clinics in your area.

To speak to a Care Manager, please call 1.844.200.0104, Monday through Friday from 8 a.m. to 5 p.m., except on holidays. For free interpreting services and information in your language or in braille, large print, or audio, call Member Services at 1.888.839.9909 or TTY 711.

Medical Identity Theft: 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:

- Distrust 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, 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.

If you have questions about your bill or think there is a problem, please call L.A. Care Member Services at 1.888.839.9909 (TTY 711).

Getting Connected With Your Formulary



L.A. Care uses a list of covered drugs called a Formulary. Drugs on the Formulary have been reviewed and approved by a team of pharmacists and doctors. The Formulary and updates can be found on the L.A. Care website at lacare.org. Click on the *For Members* tab. Under Member Services, select Pharmacy Services and you can check to see if your drug is covered.

You can also see Formulary updates. If you need a copy of the Formulary in your language, large print or in audio, please call Member Services at 1.888.839.9909 (TTY 711) for more information.

How Do I Use the Formulary?

- Generic drugs are listed by their generic names. The brand name is listed in CAPITAL letters. If a drug only comes as brand, only the brand name will show.
- You can search for a brand or generic drug on the Formulary by pressing “Ctrl + F” keys on your computer to use the search tool, or by using the index on the Formulary page. If you need help checking if your drug is covered, please call Member Services at 1.888.839.9909.

Formulary Restrictions

- 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. The request can be approved if there is a documented medical need.
- To see a full list and explanation of the restrictions, visit L.A. Care’s website at lacare.org.

Where to Pick Up Your Medication

- You can fill your prescription at any pharmacy that partners with L.A. Care. Visit lacare.org to find one near you. Mail-order pharmacy can be used for drugs to treat chronic health conditions like diabetes and high blood pressure. Always follow your doctor’s instructions when you take your medication for safe and effective therapy.

Go green and get *Live Well* electronically!

Would you like to get *Live Well* by email? Please send your email address to editor@lacare.org. Be sure to like us on Facebook, Twitter and LinkedIn.



Health Education Emphasis on YOU!

Health education is all about you and meeting *your* health needs. That's why L.A. Care offers health education in different ways: in-person group workshops, one-on-one phone counseling, and online. You can also get easy-to-read health information in your preferred language at your doctor's office. No matter what your health needs, or how you like to learn, we have something for you. Our programs focus on the most important thing – **you**.



Match the people below with a health education program that's right for them. Draw a line from number 1, 2 or 3 on the left to the lettered health education program on the right.

- | | |
|---|--|
| <ol style="list-style-type: none">1. Maria wants to lose weight and have the support of others who also want to lose weight. She hopes her children can come with her to learn healthy eating habits.2. Ray wants to better control his blood sugar. He can't take off work to go to the class his doctor told him about. Ray would like to have a meal plan that allows him to eat his favorite foods.3. Lucy has had asthma since she was a child. She wants to learn more about it as she starts life on her own. Lucy, like most young adults, loves to "surf the web" to learn new things. | <ol style="list-style-type: none">A. L.A. Care's one-on-one counseling with a registered dietitianB. Virtual health coaching through L.A. Care's online program called <i>My Health In Motion</i>™C. L.A. Care's Nutrition for Families Group Workshop |
|---|--|

To learn more about health education, call us at 1.855.856.6943 or visit us online at <http://www.lacare.org/healthy-living/health-resources/health-education>.

Answers: 1/C, 2/A, 3/B

Looking for New L.A. Care Volunteers!

You can be a voice to help L.A. Care meet the needs of the neighborhoods we serve. We are seeking new people to help with our Regional Community Advisory Committees (RCACs).

RCAC members bring the voice of their communities to L.A. Care's Board of Governors, which guides programs for over 2 million members. L.A. Care invites people over 18 years of age of any background to volunteer. Seniors and people with disabilities are encouraged to be part of RCAC. For more information, please call 1.888.522.2732, Monday – Friday, 8 a.m. - 5 p.m.



L.A. Care Works for You

At L.A. Care, we inform, educate, and engage our members. We want to empower you to be well and happy with your health care. We reach more than 2 million members through mail, email, phone, websites, newsletters, and even through your doctor!

Let us help you with your health care when and how you need it. Call us at 1.888.839.9909 (TTY 711) 24 hours a day, 7 days a week and holidays. Also, visit our website and member portal at lacare.org.





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 and courtesy by your health plan's providers and staff.
- You have the right to be free from consequences 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 and request corrections to your medical record.
- If you are a minor, you have the right to certain services that do not need your parents' approval.

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 also have the right to get appointments within a reasonable amount of time.
- You have the right to talk with your doctor about all treatment options for your condition, regardless of the cost, and participate in making decisions about your care.
- You have the right to say "no" to treatment, and the right to a second opinion.
- You have the right to decide how you want to be cared for in case you get a life-threatening illness or injury.

Receive timely customer service.

- You have the right to wait no more than 10 minutes to speak to a customer service representative during L.A. Care's normal business hours.

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 as follows:
 - **Medi-Cal and CalMediConnect members:** Emergency care services are covered at all times anywhere in the United States, Mexico and Canada. For Medicare-covered services, emergency is NOT covered outside of the United States and its territories. For Medicare-covered emergency care provided outside of the United States and its territories that are not covered by Medi-Cal, you may receive a bill from the provider.
 - **PASC-SEIU members:** Emergency care services are covered 24 hours a day, 7 days a week, anywhere.

Service and information in your language.

You have the right to request an interpreter at no charge. You have the right to get all member information in your language or in another format (such as audio or large print).

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, 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 that your providers and L.A. Care need in order to provide care.
- You are responsible for getting regular checkups 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 you and your doctor 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 Compliance Helpline toll free at 1.800.400.4889, going to lacare.eithicspoint.com, or calling the California Department of Health Care Services (DHCS) Medi-Cal Fraud and Abuse Hotline toll-free at 1.800.822.6222.

Important Numbers

Do you have questions about your health plan or your benefits? Call your health plan directly or call L.A. Care Health Plan.

L.A. CARE:

L.A. Care Health Plan & PASC-SEIU Member Services

1.888.839.9909 (TTY 711)

24 hours a day, 7 days a week and holidays

L.A. Care Cal MediConnect

1.888.522.1298 (TTY 1.888.212.4460)

24 hours a day, 7 days a week and holidays

L.A. Care Family Resource Centers

(Your Centers for Health and Wellness)

1.877.287.6290

L.A. Care Covered™

1.855.270.2327

L.A. Care Compliance Helpline

(to report fraud or abuse)

1.800.400.4889

24 hours a day, 7 days a week and holidays

L.A. Care Language/Interpreter Services

1.888.839.9909 (TTY 711)

24 hours a day, 7 days a week and holidays

L.A. Care's Nurse Advice Line

(for non-emergency medical advice)

1.800.249.3619 (TTY 711)

24 hours a day, 7 days a week and holidays

MEDI-CAL PLAN PARTNERS

Anthem Blue Cross: 1.888.285.7801

Care1st Health Plan: 1.800.605.2556

Kaiser Permanente: 1.800.464.4000

Plan Partners' Nurse Advice Lines

(for non-emergency medical advice)

Anthem Blue Cross: 1.800.224.0336

(TTY **1.800.368.4424**)

Care1st: 1.800.609.4166

(TTY **1.800.735.2929**)

Kaiser: 1.888.576.6225

OTHERS

LogistiCare (No-Cost Medi-Ride to the Doctor)

1.866.529.2141 (Spanish **1.866.529.2142**)

24 hours a day, 7 days a week

Beacon Health Options (Behavioral Health Care)

1.877.344.2858 (TTY 1.800.735.2929)

beaconhealthoptions.com 24 hours a day, 7 days a week

IN CASE OF EMERGENCY, CALL 911

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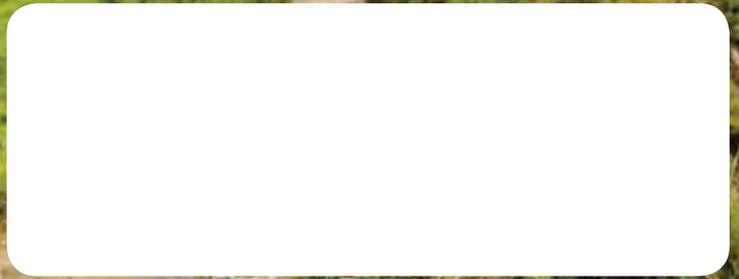
live well

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A Publication for L.A. Care's Senior and Special Needs Members

PSRT STD
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Health and wellness or prevention information



MARKETING DEPARTMENT



English To request free interpreting services, information in your language or in another format, call L.A. Care at 1.888.839.9909 or TTY 711.

Arabic لطلب خدمات ترجمة فورية مجانية، ومعلومات بلغتك أو بتتسيق آخر، اتصل بـ L.A. Care على الرقم 1.888.839.9909 أو رقم الصم TTY 711.

Armenian Անվճար բանավոր թարգմանական ծառայություններ ինչպես նաև ձեր լեզվով կամ այլ ֆորմատով տեղեկություններ խնդրելու համար, զանգահարեք L.A. Care 1.888.839.9909 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 1.888.839.9909 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 1.888.839.9909 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 1.888.839.9909 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1.888.839.9909もしくはTTY 711までご連絡ください。

Khmer ដើម្បីស្នើសុំសេវាការបកប្រែជាយកតិចឬ ប្រសិនបើព័ត៌មានជាភាសាខ្មែរ ឬជាទម្រង់មួយទៀត សូមទូរស័ព្ទទៅ L.A. Care តាមលេខ 1.888.839.9909 ឬ TTY 711។

Korean 무료 통역 서비스, 다른 언어 또는 다른 형식으로 된 자료가 필요하신 경우, L.A. Care 1.888.839.9909번 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 1.888.839.9909 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 1.888.839.9909 o al 711 para TTY.

Tagalog Upang humiling ng mga libreng serbisyo sa pagsasalang-wika, impormasyon sa iyong wika o sa isa pang format, tumawag sa L.A. Care sa 1.888.839.9909 o TTY 711.

Thai ในการขอรับบริการสาม ข้อมูลในภาษาของคุณ หรือในรูปแบบอื่น ๆ โทรมาที่ L.A. Care ที่ 1.888.839.9909 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 1.888.839.9909, hoặc nếu dùng TTY, xin gọi số 711.

This is not a complete list. The benefit information is a brief summary, not a complete description of benefits. For more information contact the plan or read the Member Handbook. Limitations, co-pays, and restrictions may apply. For more information, call L.A. Care Cal MediConnect Member Services or read the L.A. Care Cal MediConnect Member Handbook. Benefits and/or co-payments may change on January 1 of each year.

The list of covered drugs and/or pharmacy provider networks may change throughout the year. We will send you a notice before we make a change that affects you.

To learn more, please call L.A. Care Member Services Department at **1.888.839.9909 (TTY 711)**, 24 hours a day, 7 days a week, and holidays.

Live Well is a member news publication by L.A. Care for L.A. Care's Senior and Special Needs Members.

L.A. Care Health Plan is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees. You can get this information for free in other languages. Call **1.888.522.1298 (TTY 711)**. The call is free. L.A. Care Member Services is open 24 hours a day, 7 days a week and holidays.

Esta información está disponible de forma gratuita en otros idiomas. Comuníquese con Servicios para los Miembros al número **1.888.839.9909** para más información. Los usuarios que utilizan TTY deben llamar al **711**. El servicio está disponible las 24 horas del día, los 7 días de la semana, incluso los días festivos.



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