

# Earn Rewards for Healthy Living!

L.A. Care now offers rewards for taking steps to improve your health! Healthy choices are rewarded with points that can be redeemed for gift cards to one or more retail stores of your choice. The new rewards program is available through the *My Health In Motion™* wellness site on L.A. Care Connect™.

On the *My Health In Motion™* site, you'll find personalized tools such as meal plans and recipes, workout tips and videos, and interactive online workshops on topics like managing stress, headaches, and asthma. You can even work one-on-one with a certified health coach and ask a dietitian or personal trainer questions.

## Here's how to earn points that can be redeemed for gift cards: (1 point = \$1)

- Take your Health Appraisal survey – **40 points**
- Sign up for Health Coaching, set goals, and report your progress – **25 points**
- Complete a six-week online workshop for tobacco cessation or weight management – **75 points**

To get started, go to [lacare.org](http://lacare.org) and click on "Member Sign In." Sign in and then click on the "My Health In Motion" tab. Start your profile, take your Health Appraisal, and earn points for gift cards!

To qualify for rewards, you must be at least 18 years old, enrolled in L.A. Care Covered™, and up to date on your premium payments.

\*The My Health In Motion™ Rewards Program may be modified or terminated at any time, with or without notice, at L.A. Care's sole discretion.



# Asthma and Allergies Go Hand-In-Hand

Spring is in the air and so are seasonal allergens. Although asthma and allergies are not the same thing, they often go hand-in-hand. Asthma is a disease of the lungs which makes it hard to breathe. An allergy is when the body reacts to something harmless like the family pet or dust. How can you tell them apart?

## Allergies feel like this:

- Itchy, runny or stuffy nose
- Sneezing
- Itchy, red or watery eyes
- Headaches

## Asthma feels like this:

- Coughing
- Wheezing or noisy breathing
- Tightness in the chest
- Tiredness

Allergies do not cause asthma. You can have one without the other. But allergies can make asthma symptoms worse. How does this happen? With an allergy, the body's immune system thinks it is being attacked. It tries to fight back by making antibodies—the cells which fight germs. For some people, this response also affects the lungs. This is called allergic asthma. Pollen, dust mites, and pet dander are common triggers.

There is no cure for asthma or allergies, but both can be controlled. The key is to know your triggers. Once you know your triggers, you can take steps to avoid them. Make a list of all your symptoms and the date and time each symptom occurs. Include where you are and what you are doing. Share this list with your doctor.

Having an asthma action plan helps you manage your asthma. It also tells you what to do when you're having asthma symptoms. Talk to your doctor if you do not have an asthma action plan.

If you have questions about asthma, please call L.A. Cares About Asthma® at 1.888.200.3094 (TTY/TDD 711) Monday through Friday, 8 a.m. to 4 p.m.

L.A. Cares About Asthma® is a national award-winning program that is available to L.A. Care Covered™ members to help them learn how to control their asthma.



## Keep Your Plan Working What Are Out-Of-Pocket Costs?

Out-of-pocket costs are expenses for medical care that aren't reimbursed by your health plan. These expenses include deductibles, co-insurance, and co-payments for covered services plus all costs for services that aren't covered. **Deductible** is what you pay toward your health care expenses before your health plan begins to pay to help cover some of your out-of-pocket costs. **Co-insurance** is your share of the costs of a covered service, calculated as a percent of the allowed amount for the service. For example, if the plan's allowed amount for an overnight hospital stay is \$1,000, your co-insurance payment of 20% would be \$200. This may change if you haven't met your deductible.

**Co-payment** is a fixed dollar amount (for example, \$15) you pay for covered health care, usually when you receive the service.

We will keep track of your out-of-pocket expenses as reported to us by your providers of health care. However, please request and save all receipts for payments you make to your health care providers for covered services.

To learn more about your out-of-pocket costs, see your Summary of Benefits and Coverage on L.A. Care Connect™. Simply log into your member account on [lacare.org](http://lacare.org). Once logged in, click on "Member Resources" to access your health plan summary.

# Got L.A. Care Covered™?

## Use the Nurse Advice Line

You may have questions about your health that may be quickly answered by our Nurse Advice Line staff.

Our nurses are on call 24 hours a day, 7 days a week. They are available to offer advice about self-care at home for a sickness or injury, urgent care after your doctor's office closes, or provide information about medications.



### Talk With a Nurse on the Phone

When you call the Nurse Advice Line, please have your L.A. Care Covered™ member ID card handy. You will be

asked about your health concerns so you can speak to a nurse who will give you health advice to meet your specific needs. To reach the Nurse Advice Line, call 1.800.249.3619 (TTY/TDD 711).



### Chat With a Nurse Online

You now have the option of getting real-time access to medical advice.

Visit [lacare.org](http://lacare.org) and click the "Member Sign In" at the top of the page. Sign in and click on the "Chat With a Nurse" icon to begin asking questions. Note: This service should only be used for non-emergency situations.



## Ask the Doctor: **STRESS**

### Q: What is stress?

**A:** Stress is the body's physical and mental reaction to a situation or event. It is a normal and healthy reaction to change or a challenge. A little bit of stress may help us stay motivated and perform well on tasks. However, stress that is chronic (long-term) can be harmful to your health and relationships.

### Q: How do I recognize stress?

**A:** Everyone reacts differently to stress. Some symptoms may include headaches, muscle tension, sleep problems and stomach upset. Know your own signs and symptoms of stress.

### Q: How can I manage stress?

**A: Plan and Prepare** For example, if you cannot be late for an appointment the next day, you can plan and prepare to make sure you get there earlier or on time.

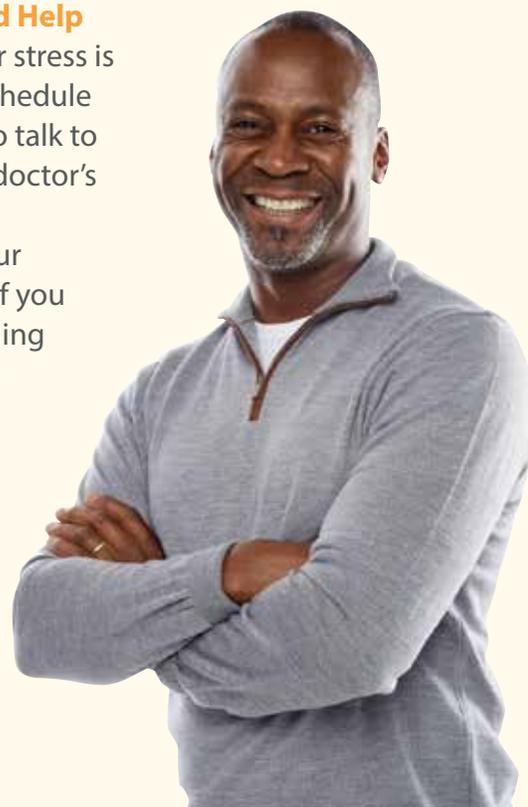
**Live Healthy** Eat healthy foods that include vegetables, fruits, whole grains, low-fat dairy and lean protein. Get 30 minutes of moderate exercise on most days of the week. Get 7-8 hours of sleep every night.

**Think Differently** Change negative thoughts to positive ones.

**Relaxation Activities** Do activities that are relaxing to you, like reading, playing an instrument, or gardening.

### Seek Support and Help

If you feel like your stress is unmanageable, schedule an appointment to talk to your doctor. Your doctor's name and phone number are on your member ID card. If you need help scheduling your appointment or you would like to change your PCP, call Member Services at 1.855.270.2327 (TTY/TDD 711).





## In this issue

Rewards for Healthy Living!... 1	Nurse Advice Line..... 3
Asthma and Allergies ..... 2	Ask the Doctor..... 3
What Are Out-Of-Pocket Costs? ..... 2	L.A. Care Connect™..... 4
	L.A. Care Health Plan ..... 4

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## 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 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.

## 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™, Medi-Cal, L.A. Care Cal MediConnect Plan, L.A. Care’s Healthy Kids 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 1.8 million members, L.A. Care is the nation’s largest publicly operated health plan.

