



A PUBLICATION FOR
L.A. CARE MEMBERS



L.A. Care.
Medi-Cal

SEPTEMBER 2024

October is National Healthy Lung Month

Keeping Your Lungs Healthy in Los Angeles

Living in Los Angeles means you need to take good care of your lungs, especially as you get older. The air isn't always clean, but you can do a few things to keep your lungs healthy.

- **Avoid Smoking:** Don't smoke, and stay away from other people's smoke. Smoking is bad for your lungs, and even being around smoke can hurt them. If you want to stop smoking, check out resources like Kick It California for support.
- **Stay Inside on Smoggy Days:** Sometimes, the air in Los Angeles gets really dirty. On those days, check the Air Quality Index (AQI) on AirNow and try to stay indoors as much as you can.
- **Exercise Safely:** Regular exercise like walking, swimming, or biking is great for your lungs. Just make sure to do it in clean air, like indoors or in areas where the air is fresh.
- **Keep Your Home Clean:** Keep your house free from dust, mold, and other things that can make the air dirty. Using an air purifier and keeping windows open when the air is clean can help too.
- **Stay Up-to-Date with Doctor Visits and Shots:** See your doctor regularly and get your flu shot every year. Getting a pneumonia vaccine is also important to protect your lungs from infections.

By doing these things, you can help keep your lungs strong and enjoy life in Los Angeles more.



Fight the Flu and Covid-19. Get Vaccinated this Season!

Protect yourself and your loved ones this season by getting your flu and COVID-19 shots. The shots are updated each year to give the best protection. Just show your L.A. Care member ID card at your local pharmacy or doctor's office.

Here are other tips to prevent from getting sick this season.

- Stay away from those who are sick and stay home when you are sick.
- Wash your hands or use hand sanitizer often.
- Avoid touching your eyes, nose or mouth.
- Cough into your sleeve to stop the spread of germs.

Keep yourself and your family healthy this season!



October is Health Literacy Month

It is important to understand health information so you can make smart choices about your health. Health literacy helps us prevent illness, understand what doctors say, and figure out the best ways to take care of our families and ourselves.

Sometimes, health words and ideas can be confusing. These are some easy ways to learn more and feel confident about your health:

- **Ask Questions:** Whenever you visit your doctor or pharmacist, ask questions until you understand everything they say.
- **Read Up:** Look for information in places like health brochures or trustworthy websites.
- **Talk About It:** Share what you learn with friends or family. Talking helps you remember better.

It is okay to ask for help understanding health information. You are taking a big step towards a healthier life just by wanting to learn more!



Medi-Cal Renewals

Dear Medi-Cal Members,

Medi-Cal renewals are happening. All Medi-Cal members will have their eligibility reviewed once per year. Make sure you and your family stay covered. Some people will be renewed automatically based on the information available to the Los Angeles County Department of Public Social Services (DPSS). Others will need to provide additional information. Everyone's renewal date is different.

DPSS will contact you two months before your renewal is due and you can check your renewal month in your online account. Make sure DPSS has your correct mailing address, phone number, and email address, especially if they have changed. If you get a renewal form, you must complete it and submit the additional information it requests. Complete your renewal by the due date printed on the form. If you don't, you will lose your Medi-Cal coverage!

The easiest way to complete your form is online through [BenefitsCal.com](https://www.benefitscal.com). If you do not have an account, you can also provide your renewal information by mail, at your local DPSS office, or by calling **1-866-613-3777** (TTY) 1-800-660-4026.

Once you submit your renewal form, DPSS will determine your eligibility and contact you by mail.



Following-up After a Hospital Discharge

Did you know it is important to follow-up with your doctor after leaving the hospital? Even after you leave the hospital for help with a mental health condition like anxiety, depression, or after a mental health crisis, you should follow up with your doctor within 30 days.

It is important for your doctor to know what is going on with your mental health as well as your physical health in order to get you on the right care plan. Remember, your mental health care doesn't end once you leave the hospital.

Research shows that people who do not attend follow-up care often have poorer health outcomes. And people who do not seek care after within 30 days after discharge are more likely to end up in the hospital again in the same year. Keeping these regular appointments can continue the healing process and help you learn new ways to cope.

If you would like to connect to a mental health provider, call Carelon Behavioral Health at **877-344-2858**. You will get help with a referral to a licensed therapist or psychiatrist.

If you would like help with alcohol or substance use related treatment, call Los Angeles County's Substance Abuse Service Helpline (SASH) at **844-804-7500**. You will be helped by a live person and be presented with options for your recovery.

Remember to follow up with your doctor after all hospital discharges. It is the key to maintaining your overall health and well-being!



L.A. Care's Community Supports are here for you and your family!

Community Supports are services that help with everyday things that can affect your health, such as housing, food, and more! L.A. Care offers 14 Community Supports. Click on the links below to learn if you qualify and how we can help you!

Community Supports that can help you find or keep housing:

[Day Habilitation Programs](#)

[Housing Deposits](#)

[Housing Tenancy and Sustaining Services](#)

[Housing Transition Navigation Services](#)

Community Supports that can help you transition to or from a place of care, like a hospital or nursing facility or get support at home.

[Community Transition Services/Nursing Facility Transition to a Home](#)

[Nursing Facility Transition/Diversion to Assisted Living Facilities](#)

[Personal Care and Homemaker Services](#)

[Recuperative Care](#)

[Respite Services](#)

[Short-Term Post-Hospitalization Housing](#)

Community Supports that can help you make changes to your home to help you stay safe and healthy:

[Asthma Remediation](#)

[Environmental Accessibility Adaptations \(Home Modifications\)](#)

Other Community Supports to help you with other needs:

[Meals As Medicine](#)

[Sobering Centers](#)

To learn more about L.A. Care's Community Supports Please call **1-888-839-9909**.

Anyone can refer to these programs, even you! We hope to hear from you soon!



Medi-Cal Pharmacy Benefits

Medi-Cal Pharmacy Benefits are administered through the fee-for-service delivery system Medi-Cal Rx.

For more information, please visit:

DHCS Medi-Cal Rx <https://www.medi-calrx.dhcs.ca.gov/home/>

L.A. Care Pharmacy Services <https://www.lacare.org/members/getting-care/pharmacy-services>



Prevention is Power: Get Screened for Cancer!

Taking care of your health starts now!

See your doctor for a yearly exam today even if you do not feel sick! L.A. Care and your doctor want to remind you of the importance of getting routine cancer screening.

- **Breast Cancer Screening:** People with breast tissue should have a mammogram every two years. A mammogram is an x-ray that looks for breast cancer. Some people may need them earlier.
- **Cervical Cancer Screening:** You may be due for Pap test and/or HPV test if you are between the ages of 21-65 and have a cervix. The recommended screening varies by age.
- **Colorectal Cancer Screening:** You may be due for colorectal cancer screening earlier than you think. Colorectal cancer screening is now recommended starting at age 45. There are many options to be screened – you can even do it at home with at-home test kit.

Call your doctor today to find out which screening option is right for you.
Take time out of your busy schedule for your health. Your loved ones will thank you.

Schedule your appointment today!



What is Medication Reconciliation?

Medication Reconciliation is a review of all your medications and supplements. This is done by your health care team and should happen at each visit. Your doctor needs to know about new medications and changes to your current ones. See your doctor within 30 days after you leave the hospital.

Here are some tips:

- Always carry a list of all your current medications. Have the name, dose, and how often you take them. Include how and why you are taking them.
- Write over-the-counter (OTC) medications on your list. Include vitamins and herbs.
- Schedule a doctor's visit as soon as you leave the hospital. Review this list with your doctor.

Here is a case: Luke went to the hospital. He had a heart attack and was given new medications to help with his heart. After Luke went home, he saw his doctor the day after. Luke shared his new medication list with his doctor. His doctor reviewed the new list and stopped an old medication. The doctor did this to prevent possible side effects from two medications that work the same way. Luke's doctor and Luke worked together to keep him healthy. For more tips, call your doctor today.



Community Engagement Group

We're looking for L.A. Care Members to Join the Community Engagement Group!

Do you want to help improve the healthcare of your family? Would you like to share your thoughts on how L.A. Care can improve health services for its members? If you answered yes, then L.A. Care would like to invite you to join our Community Engagement Group (CEG)!

As a CEG member, you will receive information on L.A. Care's programs, trainings on health topics and skills to help you be an advocate for your community. Best of all, you will meet other members who want to make a difference in improving the health care for over 2 million L.A. Care members in L.A. County! If you are interested in joining the CEG or have questions, please email coeadvisory@lacare.org



Important Numbers

Do you have questions about your benefits? Please see the contact information below to get help and answers.

L.A. Care Health Plan:

L.A. Care Medi-Cal Plan

1.888.839.9909 (TTY 711)

24 hours a day, 7 days a week and holidays

1055 W. 7th Street Los Angeles, CA 90017

L.A. Care PASC-SEIU Health Plan **1.844.854.7272**

(TTY 711) 24 hours a day, 7 days a week and holidays

L.A. Care Medicare Plus

1.833.522.3767 (TTY 711)

24 hours a day, 7 days a week and holidays

L.A. Care Community Resource Centers

(Your Centers for Health and Wellness)

1.877.287.6290 (TTY 711)

L.A. Care Covered

1.855.270.2327 (TTY 711)

Monday – Friday, 9 a.m. – 5 p.m.

L.A. Care Compliance Helpline:

(to report fraud or abuse)

1.800.400.4889 (TTY 711)

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 Nurse Advice Line (for non-emergency medical advice) **1.800.249.3619** (TTY 711)

24 hours a day, 7 days a week and holidays

Others:

Transportation Services

(No Cost Medi-Ride to the Doctor)

1.888.839.9909 (TTY 711) >

24 hours a day, 7 days a week

Carelon Behavioral Health

(Behavioral Health Care)

1.877.344.2858

(TTY 1.800.735.2929) [carelonbehavioralhealth.com](https://www.carelonbehavioralhealth.com)

24 hours a day, 7 days a week

TelaDoc®

1.800.835.2362 TTY 711

(Talk to a doctor for urgent care needs)

24 hours a day, 7 days a week and holidays

In case of emergency, call: 911