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WELL

A PUBLICATION FOR
L.A. CARE MEMBERS



L.A. Care
Medi-Cal



JULY 2024

National Immunization Awareness Month 2024

National Immunization Awareness Month (NIAM) highlight the importance of staying up-to-date on routine vaccinations for people of all ages.

No matter what you call them — immunizations, vaccines, or shots — we all need them at some point in our lives. August is National Immunization Awareness Month (NIAM), and it serves as a perfect reminder to get yourself and your children’s immunizations up-to-date before the school year kicks off. Flu shots are a vital immunization of staying healthy and protecting those around you.

It is a good idea for almost everyone six months of age and older to get a flu shot each year. Flu shots are especially important for older adults and people with long-term health issues. The best time to get a flu shot is before flu season hits - as early as August or September. Older adults should get a pneumonia and COVID shot as well.

Do not wait until you are sick to go to the doctor. Seeing the doctor when you are well allows them to focus on you rather than your illness.

For more information on immunizations and easy-to-read schedules for all ages go to <https://www.cdc.gov/vaccines/schedules/index.html>.

Contact your doctor today to discuss routine vaccinations during National Immunization Awareness Month (NIAM) and throughout the year.



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 the
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>



Community Resource Centers: Wellness at Your Doorstep

Discover a world of opportunities to improve your health and well-being at the L.A. Care and Blue Shield Promise Community Resource Centers.

The centers – which are open to everyone – are your partner to a healthier lifestyle. With many locations throughout Los Angeles County, chances are there is one near you.

Here you will find a variety of free classes and programs for everyone.

For example, you can stay active and energized with dance and fitness classes that make exercise enjoyable.

Manage chronic health conditions through health education classes, equipping you with valuable information to make healthier choices.

Explore the world of nutrition and healthy cooking with classes that guide you toward proper nutrition and hands-on preparation of delicious, health-conscious meals.

Join support groups to connect with others facing similar challenges, fostering mutual support and understanding.

Get in-person healthcare coverage enrollment support, ensuring you have assistance in navigating all of your healthcare options.

The Community Resource Centers are open Monday through Friday from 9:00 am to 5:00 pm.

Visit CommunityResourceCenterLA.org for more information – and embark on a journey to stay active, healthy and informed. Your well-being awaits!



KICK / IT

California

Start Your Quit Journey!

Have you been thinking about quitting smoking?

Quitting smoking is not easy. It takes time and a plan. With a good plan and support, your chances of success increase.

You can quit whether you smoke cigarettes, vape or chew tobacco by:

- Contacting your doctor about medication to help you quit.
- Attend tobacco workshops through L.A. Care's health and wellness site, My Health in Motion.
- Call Kick it California, which offers free telephone counseling for those want to quit.

To learn more contact Kick It California:

- Call for English **1-800-300-8086**
- Call for Spanish **1-800-600-8191**
- Click on Website: kickitca.org

Quitting smoking may be hard things but you do not have to go through this alone. With the right support and determination, you can quit for good.



Learn About Your Coverage

When you first join L.A. Care, and then every year after, you will get a package of important information about your health care coverage.

Please read it and if you have questions, call us at **1.855.270.2327** (TTY 711) 24 hours a day, 7 days a week and holidays. You can visit L.A. Care's website at lacare.org for the information listed below and more:

Basic Information

- What benefits and services are covered
- What benefits and services are not covered
- How your health plan makes decisions about when new treatments will become benefits
- What care you can and cannot get when you are out of Los Angeles County or the L.A. Care network
- How to access care when you are out of Los Angeles County
- How to change or get care from your primary care physician (PCP)
- How to get information about doctors
- How to get a referral for specialty care, behavioral health care services or to go to the hospital
- What to do when you need care right away or when the office is closed
- What to do if you have an emergency
- How to get prescriptions filled, other pharmacy program information and updates
- Co-payments and other charges
- What to do if you get a bill
- How to keep you and your family healthy guide
- How your health plan evaluates new technology to decide if it should be a covered benefit
- Submitting a complaint

Special Programs

L.A. Care has the following special programs:

- Quality Improvement Programs to tell us how we can improve quality of care, safety and services for our members. These programs tell us how to measure our progress so that we can meet our goals and provide quality services and decide what we may need to change
- Care Management Programs for members who have ongoing medical needs
- Programs to better manage diseases, like diabetes and/or asthma

Learn About How Decisions Are Made About Your Care at lacare.org

- How our doctors and staff make decisions about your care based only on need and benefits. We do not encourage doctors to provide less care than you need and doctors are not paid to deny care.
- How to reach us if you want to know more about how decisions are made about your care
- How to appeal a decision about your care, including external independent review Member Issues
- Your rights and responsibilities as a health plan member
- How to complain when you are unhappy
- What to do if you are disenrolled from your plan
- How L.A. Care protects and uses your personal health information
- How to get help if you speak a different language



What is Early Intervention?

Children reach developmental milestones by a certain age through how they play, learn, speak, act, and move.

Developmental milestones are skills such as:

- First step
- Smiling for the first time
- Waving “bye-bye”

If your child is not meeting developmental milestones, talk with your child’s doctor today, share your concerns, and ask about developmental screenings. Your child may be eligible for California’s Early Start services and referrals.

California’s Early Start services and referrals offer:

- Teams of service coordinators
- Health care providers
- Early intervention specialists
- Therapists

These services and referrals can evaluate and assess your child to provide appropriate early intervention services.

For more information regarding California’s Early Start services and referrals, please contact **800-515-BABY (800-515-2229)**.

Early intervention helps infants, toddlers and young children work toward meeting developmental milestones.

If you need assistance scheduling your child’s next Well Child Visit, please contact L.A. Care Health Plan’s Member Services at **888-839-9909**, our representatives are ready to help.



Medi-Cal Renewals

Dear Medi-Cal Members,

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 the Los Angeles County Department of Public Social Services (DPSS) has access to. 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.



Get Protected Against Measles

Measles cases are on the rise!

International travel is a contributing factor to the rise in measles cases particularly in the United States. Unvaccinated travelers who can contract measles can bring the virus back and placing unvaccinated people, mostly children at risk for getting sick.

Measles symptoms include:

- Fever
- Cough
- Runny nose
- Pink eye
- Rash

Those who are more likely to have serious complications due to measles are:

- Children younger than 5 years of age
- Pregnant people
- People with weakened immune systems

Vaccination of MMR (measles-mumps-rubella) is the best way to prevent measles. The vaccine is two doses and gives lifelong protection:

- The first dose at 12 to 15 months
- The second dose at 4 to 6 years old

Talk to your doctor today to learn more about the MMR (measles-mumps-rubella) vaccination and ensure the best protection for yourself and child.

If you are an adult who have not received two MMR (measles-mumps-rubella) doses, talk to your doctor to discuss vaccination before your international trip.



Community Engagement Group

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