

A woman with dark hair, wearing a bright yellow t-shirt and grey pants, is smiling and focused on preparing food in a kitchen. She is standing at a counter with various fresh ingredients like green apples and vegetables. In the background, there is a wooden shelf with plants and a window with a view of the outdoors.

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WELL

A NEWSLETTER FOR L.A. CARE
COVERED™ MEMBERS



JANUARY 2025

New Year, New You!

Lose Weight with the Diabetes Prevention Program

Start the New Year by learning how to make small changes to your food choices with the support of L.A. Care. The Diabetes Prevention Program (DPP) can help. You won't even need to leave your house!

The DPP includes a full year of support from health coaches. They will help you make better food and exercise choices. These changes can have a big impact on your health and weight loss.

This is a free program to you. To qualify you must:

- Be at least 18 years old and
- Be overweight based on your height and weight
- Not have diabetes
- Have other risks of developing diabetes, like family history or a history of gestational diabetes

To see if you qualify, call Diabetes Care Partners at 1-877-227-3889 | TTY 711, Monday through Friday from 9 a.m. – 6 p.m. PST.



Doctors Orders: Remember to Take Your Medications the Same Way, Everyday!

Did you know that medications are taken incorrectly 50% of the time?

At L.A. Care Health Plan, we know taking medications can be hard and confusing. Many people stop taking their medicine for different reasons. They might forget to take it, not understand what their doctor says, have bad side effects, or think it is not helping.

Not taking your medications can worsen your health and lead to more trips to the hospital.

Tips to Help You Take Your Medications Everyday:

- Keep your medications somewhere you can easily access or see everyday
- Set an alarm
- Associate taking your medications with another daily activity to make it a habit (e.g., after brushing your teeth in the morning)
- Use a pill box and refill it at the same time each week (e.g., every Sunday after dinner)
- Keep a “medicine calendar” to check off each time you take your medications
- Ask your doctor for a different medication if it’s too expensive or you feel side effects
- Ask your doctor for a 90-days’ supply of medication and/or sign up for mail order to visit the pharmacy less often

If you do not agree with your medication or do not understand it, please talk to your doctor or pharmacist today.



Prescription Drugs Listed on L.A. Care Website

To find out more about L.A. Care list of covered drugs called the Formulary, and monthly updates, visit the lacare.org/members/getting-care/pharmacy-services under “Formulary Updates”.

You will also find information about limits or quotas, generic and brand medications, restrictions, on medication coverage, the medication request process, drug preferences and procedures on how to use the Formulary.



988: A Number for Mental Health Support

Did you know there is a number to call or text when you or someone you care about are having a mental health crisis?

988 is the three-digit number that you or someone in need can call or text for mental health support.

988 is available to anyone who is feeling depressed, going through a hard time, needs to talk, or is thinking about suicide.

Contacting 988 will:

- Route you or someone in need to the National Suicide Prevention & Mental Health Crisis Lifeline
- Connect you to a trained crisis counselor who will: Listen to you
- Understand how your problem is affecting you
- Provide support
- Share resources that may be helpful

988 is available 24 hours a day, 7 days a week, across the United States. Your conversations are free and confidential.

If you're thinking about suicide, are worried about a friend or loved one, or would like emotional support please reach out to 988.

For ongoing mental health services, you can call Carelon Behavioral Health at **877-344-2858** where you will get connected to a live person who can provide you with referrals to a therapist or psychiatrist that are trained to help with your behavioral health needs.

www.988california.org



Doctor's Orders

Understanding your health is important. That is why we want to make sure that you can get health care in your language. All these services are free:

- You can receive documents from L.A. Care in your language.
- You can ask for a doctor who speaks your language.
- You can get someone to interpret for you during your doctor visits.

If you want someone to interpret for you during your doctor visit, call us at least 10-15 days before your appointment. We can provide a trained interpreter in any language including American Sign Language.

L.A. Care might ask about your language, race, and ethnicity. We do this to understand what you need and how we can make our services better. But don't worry, this doesn't change any of your healthcare benefits or coverage. We also make sure your private information is safe.

L.A. Care Health Plan Member Services **1-855-270-2327**.



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



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, dignity and courtesy by L.A. Care providers and staff.
- You have the right to be free from retaliation or force of any kind when making decisions about your care.
- You have the right to be free from restraint (including physical and mechanical restraints and drugs), used as a means of coercion, discipline, convenience or retaliation.

Privacy and confidentiality.

- You have a right to have a private relationship with your provider and to have your medical record kept confidential.
- You also have a right to receive a copy of and request corrections to your medical record.
- If you are a minor, you have a right to certain services that do not need your parent's consent.

Choice and involvement in your care.

- You have the right to receive information about L.A. Care, its services, its doctors, and other providers.
- You have the right to choose your Primary Care Physician (doctor) from the doctors and clinics listed in L.A. Care's website or provider directory.
- You also have the right to get appointments within a reasonable amount of time.
- You have a right to talk with your doctor about any care your doctor provides or recommends.
- You have the right to a second opinion.
- You have a right to information about treatment regardless of the cost or what your benefits are.
- You have the right to say "no" to treatment.
- You have a right to decide in advance how you want to be cared for in case you have 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, our providers, or the care you get without fear of losing your benefits. L.A. Care will help you with the process.
- If you do not agree with a decision, you have a right to ask for a review.
- You have a right to disenroll from L.A. Care whenever you want.

Service outside of L.A. Care's provider network.

- You have a right to receive emergency, urgent and/or services in certain facilities outside L.A. Care's provider network.
- You have the right to receive emergency treatment whenever and wherever you need it. If you receive emergency care outside of the United States.
- You have a right to be reimbursed for the cost of emergency services at the maximum allowable amount.

Service and information in your language.

- You have the right to request an interpreter at no charge instead of using a family member or friend to interpret for you.
- You should not use children to interpret for you.
- You have the right to request other member materials in a language or format (such as large print or audio) you understand.

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 to all of your providers.
- You are responsible for getting regular checkups and telling your doctor about health problems before they become serious.
- You are responsible for notifying L.A. Care as soon as possible if you are billed by mistake by a provider.

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 you both 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 or L.A. Care's 24-hour, free nurse advice line.
- If you are not sure you have an emergency, you can call your doctor or call our free Nurse Advice Line at 1.800.249.3619.

Report wrongdoing.

- You are responsible for reporting health care fraud or wrongdoing 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** (TTY 711), going to lacare.ethicspoint.com.



New Member Portal Coming

L.A. Care is excited to announce that our new Member Portal is coming soon!

The new modernized portal offers our members access to a range of new and enhanced features, giving you more information and more online resources at your fingertips.

The new Member Portal offers an intuitive, user-friendly interface that supports easy adoption of this exciting new technology; enhanced capabilities and features that allow you to do more online and a streamlined platform that enables you to interact more efficiently with us through the portal.

In the new portal, members will be able to view and print their Digital Member ID card, change their primary care doctor, clinic, or medical group, view their current eligibility, access their plan benefits in real time, and MORE!

More to Come

L.A. Care will be sending out additional communications in the coming weeks with more detailed information on new features in the portal, how to gain access and where to find other resources. Stay tuned for more updates!

Thank you for being a part of these exciting changes coming to L.A. Care!



L.A. Care
HEALTH PLAN®



L.A. Care Works for You

Be sure to like us on Facebook, X, Instagram and LinkedIn.

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 **1-855-270-2327** (TTY 711) 24 hours a day, 7 days a week and holidays. Also, visit our website at **lacare.org**.



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 Covered

1.855.270.2327 (TTY 711)

Monday – Friday, 9 a.m. – 5 p.m.

L.A. Care Medi-Cal Plan

1.888.839.9909 (TTY 711)

24 hours a day, 7 days a week and holidays

1200 W. 7th Street Los Angeles, CA 90017

L.A. Care Medicare Plus

1.833.522.3767 (TTY 711)

24 hours a day, 7 days a week and holidays

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 Community Resource Centers

(Your Centers for Health and Wellness)

1.877.287.6290 (TTY 711)

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

1.855.270.2327 (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:

Carelon Behavioral Health

(Behavioral Health Care)

1.877.344.2858

(TTY 1.800.735.2929)

carelonbehavioralhealth.com

24 hours a day, 7 days a week

TelaDocR

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