



L.A. Care Covered™
Direct
For All of L.A.

FALL 2018

stay well

A Newsletter for L.A. Care Covered Direct™ Members

Thank You for Being a Loyal Member!

Now more than ever, we are committed to delivering quality, affordable health care to all Angelenos. It is now time to renew your health insurance for coverage that begins on January 1, 2019.

Why renew your L.A. Care Covered Direct™ Health Plan?

- **You can count on a health plan that was created to serve you** - L.A. Care is a not-for-profit health plan dedicated to meeting the health care needs of all Angelenos.
- **You have access to our large network of providers** - Our network includes 60 hospitals, 3,000 physicians and 1,000 pharmacies, including CVS and Rite Aid stores.
- **You get no-cost preventive and wellness care** - You may have no co-pays or co-insurance, and you do not have to meet your deductible (if there is one for your plan), before full coverage for preventive care services begin.
- **You can take advantage of all the programs and services we offer** - Our free **Nurse Advice Line** is available to all members, 24 hours a day, 7 days a week. Our **Family Resource Centers** offer free health education, exercise classes and disease management programs.

How to renew?

- If you are happy with your current health plan, **then YOU DON'T NEED TO DO ANYTHING.** Covered California™ will renew your insurance using the most recent household size and income information in your application.
- To make changes to your current plan, call our Enrollment Support Services team at **1.855.222.4239 (TTY 711)** for personalized assistance. Or visit us at **lacarecovered.org** to shop and compare plans that best suit you and your family.

Please note that **December 15, 2018** is the last day to renew or change your plan for coverage beginning on **January 1, 2019.**



| lacare.org | 1.855.270.2327 | TTY 711



**ELEVATING
HEALTHCARE**
IN LOS ANGELES COUNTY
SINCE 1997

Mammograms Save Lives



Women ages 50 to 74 should get a mammogram every two years.

tested for breast cancer. If you're between 50 and 74 years old, get a mammogram every two years.

Mammograms are safe. You cannot get cancer from a mammogram. It can be a little uncomfortable, but the test only takes a few minutes. An over-the-counter pain reliever may help ease any discomfort.

Mammograms are **free** for L.A. Care Covered Direct™ members. Call your doctor to schedule your appointment today. Your doctor's office can refer you to a mammography center near you. L.A. Care may be able to assist with transportation if you need help getting to and from your appointment.

October is Breast Cancer Awareness Month and L.A. Care Covered Direct™ encourages you to take care of your health.

A mammogram is an X-ray that tests for breast cancer. Even if you're healthy, don't feel lumps, or don't have a family history, you still need to be

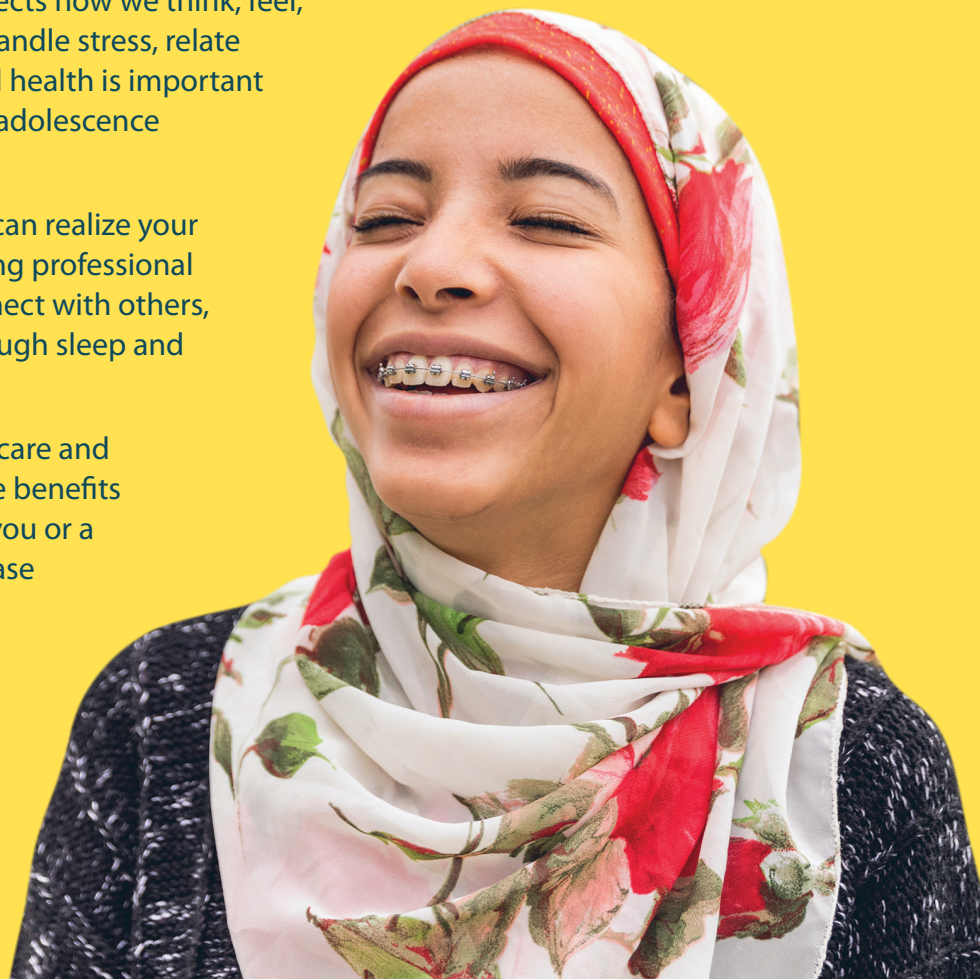
Care for Your Mind

Taking care of your mental health is important. It includes our emotional, psychological, and social well-being. It affects how we think, feel, and act. It also helps determine how we handle stress, relate to others, and make choices. Good mental health is important at every stage of life, from childhood and adolescence through adulthood.

When you have good mental health, you can realize your full potential. You can maintain it by getting professional help when needed. It is important to connect with others, stay positive, be physically active, get enough sleep and develop coping skills.

Coverage for mental or behavioral health care and substance use treatment is included in the benefits for L.A. Care Covered Direct™ members. If you or a loved one is in need of these services, please visit your primary care provider (PCP) or contact **Beacon Health Options** at **1.877.344.2858** (TTY **1.800.735.2929**), 24 hours a day, 7 days a week, including holidays. In case of an emergency, please call **911**.

Source: mentalhealth.gov



Grow Your Attitude of Gratitude

Thanksgiving usually means spending quality time with family and friends and enjoying lots of delicious food. It is also a time to reflect and be thankful. Gratitude is important, not just on Thanksgiving, but each and every day. Take time to notice the positive things in your life. Practicing gratitude is a great way to promote good physical and mental health.



Being grateful enables you to better deal with stress and trauma. It can make you more helpful to others. Gratitude boosts the feeling of connection and lessens comparing yourself to others.

You can take simple steps to practice gratitude. One way is to count your blessings. Daily or weekly, think of or write down a few things you are grateful for. Perhaps you appreciate a sunny day, a good meal or a friendly co-worker.

Once you start noticing things to be grateful for, pause to enjoy them. Stop and savor the feeling of the sun on your skin or the taste of food, or the way your co-worker makes you laugh.

Do something to show your gratitude. Thank people who do something nice for you. Tell people in your life what they mean to you. Take the time to do something nice for another person. Then they will have reason to be grateful, too.

Source: SHM Publishing

It's Time to Get the Flu Shot



Getting a flu shot is easy and free for L.A. Care Covered Direct™ members. Just go to your doctor or pharmacy and show your L.A. Care member ID card. It's best to get your flu shot early in the season to give your body time to respond to the vaccine.

Questions? Call **1.800.249.3619** (TTY 711) to speak to a registered nurse. The **Nurse Advice Line** is available 24 hours a day, 7 days a week.

Tasty, Delicious Holiday Punch!



Fall celebrations like Halloween and Harvest Day are a perfect time to try this delicious kid-friendly punch!

Ingredients

- ✓ 4 Cups Apple Cider
- ✓ 1 Cup Pear Nectar or White Grape Juice
- ✓ 3 Cups Ginger Ale
- ✓ 1 Diced Apple

Instructions

Combine apple cider, pear nectar, and ginger ale into a pitcher or punch bowl. Throw in the apples and enjoy!



A Little Information Goes a Long Way

L.A. Care members have individual needs. Periodically, we ask questions that let us know exactly what those needs are. You may be asked, for example, “What is your race?” or “What is your preferred written or spoken language?” The information you provide will help us better understand the needs of the members we serve, initiate programs to improve quality of care, and provide patient-centered care.

By state law, L.A. Care must collect information about your race, ethnicity, and language preference. We may also ask about your sexual orientation or if you have any disabilities. Providing L.A. Care with this information is optional, but it can help you receive better care. For example, it can help you get access to L.A. Care’s language help services—such as receiving written materials in your preferred language or format. It can also give you access to our no-cost interpreting services,

available 24 hours a day, 7 days a week, including American Sign Language.

Your health is very important to us, and so is your privacy. The information you give to L.A. Care is safe. L.A. Care protects the privacy of your information and is only allowed to use or disclose it for limited purposes to authorized users. Moreover, the information you provide can never be used to deny you coverage and/or benefits. L.A. Care does not use individual member demographic data to perform underwriting, set rates or determine benefits. Your race, ethnicity and language preferences help us provide you with care tailored to your individual needs.

Please call **Member Services** at **1.855.270.2327 (TTY 711)** to update your information or for any questions regarding the use of your personal information.

Protect Your Identity



You could become a victim of medical identity theft if someone gets your medical ID or Social Security number. 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:

- ✓ Do not trust 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 bill collectors, they will already have your information.
- ✓ Review your medical bills and statements, and your Explanations of Benefits. 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 and/or Explanation of Benefits or think there is a mistake, please call **Member Services** at **1.855.270.2327 (TTY 711)**.

Do You Need to See a Doctor?

Getting in to see your doctor can be easy! L.A. Care has implemented rules about how long you should wait to get a doctor appointment. You should be able to get an appointment within these timeframes:

Primary Care Doctors	Routine Appointment (<i>non-urgent</i>)	10 Business Days
	Urgent Appointment (<i>no authorization required</i>)	48 Hours
Specialists	Routine Appointment (<i>non-urgent</i>)	15 Business Days
	Urgent Appointment (<i>requires prior authorization</i>)	96 Hours

Did you know that you can get health advice when your doctor's office is closed, on weekends and on holidays?

- L.A. Care doctors must be available, or have someone available, to help you at all times.
- If you need to talk to your doctor when the office is closed, call your doctor's office phone number. Follow their instructions.
- A doctor or nurse should call you back within 30 minutes.

If you have trouble reaching your doctor, call L.A. Care's **Nurse Advice Line** at **1.800.249.3619** (TTY **711**) 24 hours per day, 7 days per week. A nurse will give you the health information you need. Remember, if you have a medical emergency and need help right away, dial **911** or go to your nearest emergency room.

Remember to get your Zzzs

Getting enough sleep helps keep your mind and body healthy. Make sure your bedroom is quiet, dark and at a comfortable temperature. Turn off technology 20-30 minutes before sleep, consume less alcohol and do not smoke tobacco at night. These changes may not guarantee you extra hours of sleep, but they will help make the most of every minute you are in bed. Even if your lifestyle may not allow big changes right now, at the end of the day, if you make sleep a priority, you are also prioritizing your health!





Naloxone, the Antidote for Opioid Overdose

Opioids are prescription drugs for strong pain. The most common prescription opioids are hydrocodone, oxycodone, morphine, oxymorphone, codeine and fentanyl. Some opioids are street drugs (they don't come from a pharmacy) and are harmful to your health. Taking too much of any opioid can cause a person to stop breathing and even die. This is called an overdose.

Signs of an opioid overdose include:

- Limp body - no response, even if you call their name or shake them
- Slowed or stopped breathing
- Blue or gray color to lips and fingernails
- Pale or clammy skin

Naloxone can reverse an opioid overdose and cause someone to breathe again.

- In order to work, naloxone must be used right away with first signs of an overdose.

If you think that someone has overdosed on opioids:

- Look for the signs of overdose
- Give naloxone
- Call 911
- Give a second dose in 2-3 minutes if there is no response
- Follow 911 dispatcher's instructions

To avoid accidental overdose:

- Get your pain medications from the same doctor
- Do not take more than the dose of an opioid prescribed by your doctor
- Do not mix opioids with alcohol, benzos (alprazolam, diazepam, clonazepam), muscle relaxants, or medicines that make you sleepy
- Do not take prescription drugs from family and friends
- Do not use street drugs

If your doctor writes a prescription for an opioid drug, play it safe and ask for a prescription for naloxone. You can even ask your pharmacist for naloxone if you don't have a prescription from your doctor.

To find out more about the L.A. Care list of covered drugs called the Formulary, and monthly updates, visit the L.A. Care website at lacare.org. 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.



We Are "Elevating Healthcare in Los Angeles County"

Last year, L.A. Care Health Plan unveiled a new brand campaign and it continues to unfold in Year 2. We are committed to our goal of revitalizing L.A. Care in the hearts and minds of our communities. L.A. Care is, and will always be, committed to providing access to quality health care to Los Angeles County residents. Look for our exciting campaign in your neighborhood! You can find it on billboards, bus stops and other on-the-go places across Los Angeles.

Important Phone Numbers

L.A. Care Covered Direct™
1.855.270.2327 (TTY 711)

L.A. Care Compliance Helpline
 (to report fraud or abuse)
1.800.400.4889

L.A. Care Language/Interpreter Services
1.855.270.2327 (TTY 711)

L.A. Care Nurse Advice Line
 (for non-emergency medical advice)
1.800.249.3619 (TTY 711)

Beacon Health Options
 (behavioral health care)
1.877.344.2858 (TTY 1.800.735.2929)



Would you like to receive Stay Well via email?
Sign up now at
www.lacare.org/stay-well.
It's that simple!

Nondiscrimination and Accessibility Statement

L.A. Care complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. L.A. Care Health Plan cumple con las leyes federales de derechos civiles y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

Language Assistance Services in Your Language

- English** Free language assistance services are available. You can request interpreting or translation services, information in your language or in another format, or auxiliary aids and services. Call L.A. Care at **1.855.270.2327 (TTY 711)**, 24 hours a day, 7 days a week, including holidays. The call is free.
- Spanish** Los servicios de asistencia de idiomas están disponibles de forma gratuita. Puede solicitar servicios de traducción e interpretación, información en su idioma o en otro formato, o servicios o dispositivos auxiliares. Llame a L.A. Care al **1.855.270.2327 (TTY 711)**, las 24 horas del día, los 7 días de la semana, incluso los días festivos. La llamada es gratuita.
- Arabic** خدمات المساعدة اللغوية متاحة مجاناً. يمكنك طلب خدمات الترجمة الفورية أو الترجمة التحريرية أو معلومات بلغتك أو بتسويق آخر أو مساعدات وخدمات إضافية. اتصل بـ L.A. Care على الرقم **1.855.270.2327 (TTY 711)** على مدار الساعة وطوال أيام الأسبوع، بما في ذلك أيام العطلات. المكالمات مجانية.
- Armenian** Տրամադրելի են լեզվական օգնության անվճար ծառայություններ: Կարող եք խնդրել բանավոր թարգմանական կամ թարգմանական ծառայություններ, ձեր լեզվով կամ տարբեր ձևաչափով տեղեկություն, կամ օժանդակ օգնություններ և ծառայություններ: Ձանգահարեք L.A. Care **1.855.270.2327** համարով (TTY 711), օրը 24 ժամ, շաբաթը 7 օր, ներառյալ տոնական օրերը: Այս հեռախոսազանգն անվճար է:
- Chinese** 提供免費語言協助服務。您可申請口譯或翻譯服務，您使用之語言版本或其他 格式的資訊，或輔助援助和服務。請致電 L.A. Care 電話 **1.855.270.2327 (TTY 711)**，服務時間為每週 7 天，每天 24 小時（包含假日）。上述電話均為免費。
- Farsi** خدمات رایگان امداد زبانی موجود می باشد. می توانید برای خدمات ترجمه شفاهی یا کتبی، اطلاعات به زبان خونتان یا فرمت دیگر، یا امدادها و خدمات اضافی درخواست کنید. با L.A. Care به شماره **1.855.270.2327 (TTY 711)** در 24 ساعت شبانه روز و 7 روز هفته شامل روزهای تعطیل تماس بگیرید. این تماس رایگان است.
- Hindi** मुफ्त भाषा सहायता सेवाएं उपलब्ध हैं। आप दुभाषिया या अनुवाद सेवाओं, आपकी भाषा या किसी अन्य प्रारूप में जानकारी, या सहायक उपकरणों और सेवाओं के लिए अनुरोध कर सकते हैं। आप L.A. Care को **1.855.270.2327 (TTY 711)** नंबर पर फोन करें, दिन में 24 घंटे, सप्ताह में 7 दिन, छुट्टियां सहित। कॉल मुफ्त है।
- Hmong** Muaj kev pab txhais lus pub dawb rau koj. Koj tuaj yeem thov kom muab cov ntauw ntawv txhais ua lus lossis txhais ua ntawv rau koj lossis muab txhais ua lwm yam lossis muab khoom pab thiab lwm yam kev pab cuam. Hu rau L.A. Care ntawm tus xov tooj **1.855.270.2327 (TTY 711)**, tuaj yeem hu tau txhua txhua 24 teev hauv ib hnuv, 7 hnuv hauv ib vij thiab suab nrog cov hnuv so tib si, tus xov tooj no hu dawb xwb.
- Japanese** 言語支援サービスを無料でご利用いただけます。通訳・翻訳サービス、日本語や他の形式での情報、補助具・サービスをリクエストすることができます。L.A. Care までフリーダイヤル **1.855.270.2327 (TTY 711)** にてご連絡ください。祝休日を含め毎日 24時間、年中無休で受け付けています。
- Khmer** សេវាជំនួយខាងភាសា គឺមានដោយឥតគិតថ្លៃ។ អ្នកអាចស្នើសុំសេវាបកប្រែផ្ទាល់មាត់ ឬការបកប្រែ ស្នើសុំព័ត៌មាន ជាភាសាខ្មែរ ឬជាទម្រង់មួយទៀត ឬជំនួយប្រែប្រួល និងសេវា។ ទូរស័ព្ទទៅ L.A. Care តាមលេខ **1.855.270.2327 (TTY 711)** បាន 24 ម៉ោងមួយថ្ងៃ 7 ថ្ងៃមួយអាទិត្យ រួមទាំងថ្ងៃបុណ្យផង។ ការហៅនេះគឺឥតគិតថ្លៃឡើយ។
- Korean** 무료 언어 지원 서비스를 이용하실 수 있습니다. 귀하는 통역 또는 번역 서비스, 귀하가 사용하는 언어 또는 기타 다른 형식으로 된 정보 또는 보조 지원 및 서비스 등을 요청하실 수 있습니다. 공휴일을 포함해 주 7일, 하루 24시간 동안 L.A. Care, **1.855.270.2327 (TTY 711)**번으로 문의하십시오. 이 전화는 무료로 이용하실 수 있습니다.
- Lao** ພາສາອັງກິດ ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໄດ້ຍັບປະສອດ, ທ່ານສາມາດຂໍບໍລິການພາສາອື່ນ ຫຼື ບໍ່ພາສາໄດ້, ສຳລັບຂໍ້ມູນໃນພາສາອື່ນ ຫຼື ໃນຮູບແບບອື່ນ, ຫຼື ເຄື່ອງມືຊ່ວຍເຫຼືອ ແລະ ບໍລິການອື່ນ. ໃຫ້ໂທຫາ L.A. Care ໂດຍ **1.855.270.2327 (TTY 711)**, 24 ຊົ່ວໂມງຕໍ່ມື້, 7 ມື້ຕໍ່ອາທິດ, ວ່ອມຕັ້ງອັນພາກຕ່າງ. ການໂທແມ່ນບໍ່ສະຄອດ.
- Panjabi** ਪੰਜਾਬੀ: ਮੁਫਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ।ਤੁਸੀਂ ਦੁਆਰੀਆਂ ਜਾਂ ਅਨੁਵਾਦ ਸੇਵਾਵਾਂ, ਅਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਣਕਾਰੀ ਜਾਂ ਕਿਸੇ ਹੋਰ ਫੋਰਮੈਟ ਵਿੱਚ, ਜਾਂ ਸਹਾਇਕ ਉਪਕਰਣਾਂ ਅਤੇ ਸੇਵਾਵਾਂ ਲਈ ਬੇਨਤੀ ਕਰ ਸਕਦੇ ਹੋ। L.A. Care ਨੂੰ **1.855.270.2327 (TTY 711)** ਨੰਬਰ ਉੱਤੇ ਕਾਲ ਕਰੋ, ਇੱਕ ਦਿਨ ਵਿੱਚ 24 ਘੰਟੇ, ਹਫ਼ਤੇ ਵਿੱਚ 7 ਦਿਨ, ਛੁੱਟੀਆਂ ਸਮੇਤ। ਕਾਲ ਮੁਫਤ ਹੈ।
- Russian** Мы предоставляем бесплатные услуги перевода. У Вас есть возможность подать запрос о предоставлении устных и письменных услуг перевода, информации на Вашем языке или в другом формате, а также вспомогательных средств и услуг. Звоните в L.A. Care по телефону **1.855.270.2327 (TTY 711)** 24 часа в сутки, 7 дней в неделю, включая праздничные дни. Этот звонок является бесплатным.
- Tagalog** Available ang mga libreng serbisyo ng tulong sa wika. Maaari kang humiling ng mga serbisyo ng pag-interpret o pagsasalang-wika, impormasyon na nasa iyong wika o nasa ibang format, o mga karagdagang tulong at serbisyo. Tawagan ang L.A. Care sa **1.855.270.2327 (TTY 711)**, 24 na oras sa isang araw, 7 araw sa isang linggo, kabilang ang mga holiday. Libre ang tawag.
- Thai** มีบริการช่วยเหลือภาษาฟรี คุณสามารถขอรับบริการการแปลหรือล่าม ข้อมูลในภาษาของคุณหรือในรูปแบบอื่น หรือความช่วยเหลือและบริการเสริมต่าง ๆ ได้ โทร L.A. Care ที่ **1.855.270.2327 (TTY 711)** ตลอด 24 ชั่วโมง 7 วันต่อสัปดาห์รวมทั้งวันหยุด โทรฟรี
- Vietnamese** Có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Quý vị có thể yêu cầu dịch vụ biên dịch hoặc phiên dịch, thông tin bằng ngôn ngữ của quý vị hoặc bằng các định dạng khác, hay các dịch vụ và thiết bị hỗ trợ ngôn ngữ. Xin vui lòng gọi L.A. Care tại **1.855.270.2327 (TTY 711)**, 24 giờ một ngày, 7 ngày một tuần, kể cả ngày lễ. Cuộc gọi này miễn phí.

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FALL 2018

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