

**L.A. Care**  
Covered™

WINTER 2023

**stay**  
*well*

A Newsletter for L.A. Care Covered™ Members

# Welcoming in the New Year With a New You!

To get back on track after the holidays, try to return to a more balanced way of living.

## Get Back to Food Basics

Look at the types of foods in your cabinets and see how much of them you are eating. It is best to eat moderate portions of a variety of foods.

- Shop for groceries at least once a week. Put plenty of veggies in your cart!
- Cook more meals at home instead of eating out.
- Eat less processed foods, such as chips and sweet drinks.
- Make water your main drink.

## Make a Hobby Out of Exercise

A great way to get back on track is to move your body more. Anyone can exercise; the trick is to find the right type for you!

- Try taking short walks each day.
- Add stretching, yoga, or using light weights for variety.
- Start a hobby where you move your body - hiking, biking, or dancing.
- Share the fun and work out with a friend.



## Get Enough Sleep

Our sleep habits affect how we feel during the day. If you've been staying up late, getting up early or sleeping in, try to return to (or start) a healthy sleep routine.

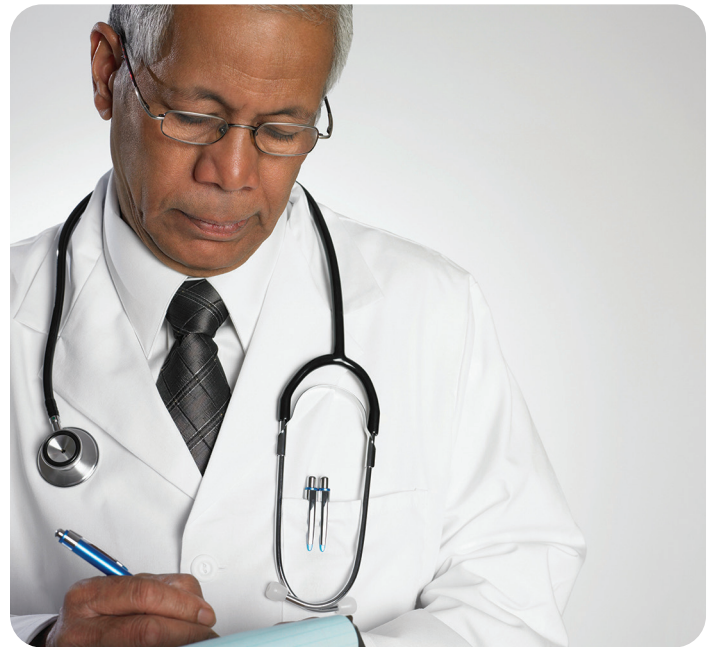
- Aim for 7-8 hours of sleep a night.
- Go to bed and wake up at about the same time each day.
- Avoid using screens such as TV or cell phones, right before or in bed.
- Keep the bedroom as dark as possible.
- Use earplugs if noise is a problem.

# Doctor's Orders: Take Your Medications Every Day as Prescribed!

Medications are not taken correctly 50% of the time. There are many reasons why people stop taking their medications. This can be bad news, especially if you are taking medication for chronic conditions such as high cholesterol, blood pressure, or diabetes. Not taking your medications can worsen your health and lead to hospitalization.

## Tips to Make Taking Your Medications Easier

- Take your medication at the same time every day (e.g., after brushing your teeth in the morning or getting ready for bed)
- Set an alarm and use a pillbox
  - Refill your box at the same time each week (e.g., every Sunday evening after dinner)
- Keep a "medicine calendar"
  - Mark on the calendar each time you take your medications
- Ask your doctor for a different medication
  - If you are paying too much for your current medication, ask your doctor to prescribe an alternative that may cost less
  - If you think you may have side effects from your medication, your doctor may be able to adjust your medication or switch to an alternative with less side effects
- Sign up for a mail order pharmacy service
  - This can help you get your medications brought right to your door
  - If you want to sign up for the L.A. Care mail order service, please call Ralphs Pharmacy at **1.213.452.0830**.
- Ask your doctor for a 90-day supply of medication



- Keep a list of medications you are taking
  - Ask your pharmacy to give you a list of your medications or make your own
  - Take the list to your doctor at every visit
  - Update your medication list if there is a change or in how you take them

If you disagree or do not understand your medication, do not be shy – ask your doctor or pharmacist for more information!



## Prescription Drugs Listed on the L.A. Care Website

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](http://lacare.org). You will also find information about limits or quotas, generic and brand medications, restriction on medication coverage, the medication request process, drug preferences and procedures on how to use the Formulary.

# Get your Flu Shot!

If you have not gotten your FREE flu shot this flu season, get one today! Getting a flu shot is easy and free for L.A. Care members. Just go to your doctor or pharmacy and show your L.A. Care member ID card.

With ongoing COVID-19 risks, keep up with healthy habits this flu season by:

- ✓ Getting a flu shot
- ✓ Washing your hands or using hand sanitizer often
- ✓ Avoid touching your eyes, nose or mouth
- ✓ Following local masking, social distancing and COVID-19 guidelines

If you are older than 65, ask your doctor about getting a pneumonia shot.



## What is Medication Reconciliation?

Medication Reconciliation is a review of all your medications and supplements, 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:

- 1 Always carry a list of your current medications. Have the name, dose, and how often you take them. Include how and why you are taking them.
- 2 Write over-the-counter (OTC) medications on your list. Include vitamins and herbs.
- 3 Review the list with your doctor and discuss your medications at each visit.

## A New Number for Mental Health Support

Individuals experiencing a mental health crisis can now dial **988** and be connected to a network of trained counseling professionals and resources for support. The new number is easy to remember, which will help during a mental health crisis.



For ongoing mental health services, please call Beacon Health Options at **1.877.344.2858** (TTY **1.800.735.2929**) who can provide you with referrals to a therapist or psychiatrist trained to help with your behavioral health needs.



# Feel Better Soon Without Antibiotics

Antibiotics are medications that treat infections caused by bacteria.

They do not work against viruses such as the flu, common cold, or COVID. In fact, using antibiotics when they are not needed can cause them not to work as well later.

Take antibiotics the right way by:

- Taking them only when prescribed by your doctor
- Not sharing them with others
- Finishing all the pills, even if you start to feel better; do not save some for later

The good news is there are things you can do to feel better soon, without antibiotics.

- Stay home from work or school and get plenty of rest.
- Drink plenty of fluids.
- Eat a healthy diet full of fruits and vegetables.
- Use over-the-counter cold and flu medicines to manage symptoms, if needed.



## No-Cost Home Visit Programs

If you are pregnant, or a new mom, you may benefit from no-cost home visit programs.

Women who enroll in home visit programs and services are more likely to have a good birth experience and better birth outcomes.



### A home visitation worker can:

- ✓ Be a source of comfort and encouragement during and after pregnancy
- ✓ Help with learning to breastfeed
- ✓ Connect families to other resources

To find the right programs for you go to <https://edirectory.homevisitingla.org/>. Fill out the questionnaire and learn about the different types of programs. For more information or resources on pregnancy visit [lacare.org/pregnancy](https://lacare.org/pregnancy).

# Enjoy FREE Classes at Our Community Resource Centers!



## Community Resource Center

L.A. Care Health Plan and Blue Shield of California Promise Health Plan Community Resource Centers' (CRC) are here to serve you. Get access to a variety of health care and community resources such as health, nutrition and fitness classes. You can also participate in free on-demand classes at [youtube.com/activehealthyinformed](https://www.youtube.com/activehealthyinformed).

Call **1.877.287.6290 (TTY 711)** for more information.

# Help in Your Language Is Only a Call Away!

You can get language services 24 hours a day, 7 days a week, including no-cost interpreting services and American Sign Language. Use a professional interpreter at your medical appointment. You should not use friends, family, or children to interpret for you, except in an emergency. Please call **Member Services** at **1.855.270.2327 (TTY 711)** to schedule an interpreter **at least 10 business days before** your appointment.



## A Little Information Can Go a Long Way



We all have individual needs. L.A. Care will sometimes ask questions to help us understand our members' particular needs, such as, "What is your race?" or "What is your preferred written or spoken

language?" Sharing this information is always voluntary, but it helps L.A. Care better understand your needs, create new programs, and improve services for all members.

State law requires that L.A. Care collect information about race, ethnicity and language preference. We may also ask about your sexual orientation or whether you have a disability. Sharing this information with L.A. Care is optional, but it can help you receive the care you need, when you need it.

It can also help us know if you need access to services, such as receiving written materials in your preferred language or format. You can also get access to our no-cost interpreting

services, available 24 hours a day, 7 days a week, including American Sign Language. You may wonder, "Is my information safe?" The answer is yes. L.A. Care values and protects your privacy, and is only allowed to use or disclose this information for limited purposes to authorized users. Your privacy is as important to us as your health.

Remember: the information you provide is never used to deny coverage or benefits. L.A. Care does not use member demographic data to perform underwriting, set rates, or determine benefits. Your race, ethnicity and language preferences is only used to help us provide you with care tailored to your individual needs.

Questions about the use of personal information or want to provide us with updated information? Please call **Member Services** at **1.855.270.2327 (TTY 711)**, 24 hours a day, 7 days a week, including holidays, for help.



# 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 call us if you have any questions. You can visit the L.A. Care website at [lacare.org](http://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 special care 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** improve equitable quality of care, safety, and services for our members. These programs measure our progress so that we can meet our goals and provide equitable quality services and decide what we may need to change
- **Care Management Programs** for members who have challenging medical needs

## How Decisions Are Made About Your Care

- 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 voice your concerns if 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

# Nurse Advice Line Can Help You



Do you have questions about your health? Need medical advice fast? The **Nurse Advice Line** is available 24 hours a day, 7 days a week. Registered nurses will answer your health questions and help you take care of your family. Get tips on avoiding the flu, treating the common cold and so much more. Use the audio library to listen to recorded messages on many different health topics.

Call the L.A. Care **Nurse Advice Line** at **1.800.249.3619 (TTY 711)** or chat with a nurse free online. For the nurse chat function, go to [lacare.org](http://lacare.org) and click on "Member Sign In" to log on.

# Important Phone Numbers

## L.A. Care Covered™

1.855.270.2327 (TTY 711)

Monday – Friday 9 a.m. – 5 p.m.

## L.A. Care Community Resource Centers

1.877.287.6290 (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 Health Education

1.855.856.6943 (TTY 711)

Monday – Friday 9 a.m. – 5 p.m.

## L.A. Care Language/Interpreter Services

1.855.270.2327 (TTY 711)

Monday – Friday 9 a.m. – 5 p.m.

## 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

## Beacon Health Options

(behavioral health care)

1.877.344.2858 (TTY 1.800.735.2929)

Monday – Friday 8 a.m. – 8 p.m.

## 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



Would you like to receive Stay Well via email?

Sign up now at [lacare.org/stay-well](http://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	ATTENTION: If you need help in your language call 1.855.270.2327 (TTY: 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call 1.855.270.2327 (TTY: 711). These services are free of charge.
Spanish	ATENCIÓN: si necesita ayuda en su idioma, llame al 1.855.270.2327 (TTY: 711). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al 1.855.270.2327 (TTY: 711). Estos servicios son gratuitos.
Arabic	يرجى الانتباه: إذا احتجت إلى المساعدة بلغتك، اتصل بـ 1.855.270.2327 (TTY: 711). تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بربل والخط الكبير. اتصل بـ 1.855.270.2327 (TTY: 711). هذه الخدمات مجانية.
Armenian	Ուշադրություն: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, գանգադարեք 1.855.270.2327 (TTY: 711): Կան նաև օժանդակ միջոցներ ու ծառայություններ հարմարավորություն ունեցող անձանց համար, օրինակ՝ Բրայլի գրասխյաով ու խոշորատառ տպագրված նյութեր: Չանգանգարեք 1.855.270.2327 (TTY: 711): Այդ ծառայություններն անվճար են:
Cambodian	ចំណាំ: បើអ្នកត្រូវការជំនួយជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ 1.855.270.2327 (TTY: 711)។ ជំនួយ និង សេវាកម្មសម្រាប់ ជនពិការ ដូចជាជំនួយសេវាអប់រំសម្រាប់ ជនពិការភ្នែក ឬជំនួយសេវាអប់រំសម្រាប់ ជនពិការស្តីពីការប្រើប្រាស់បច្ចេកវិទ្យា ក៏អាចទទួលបានផងដែរ។ ទូរស័ព្ទកម្រៃ 1.855.270.2327 (TTY: 711)។ សេវាកម្មទាំងនេះមិនគិតថ្លៃឡើយ។
Chinese	请注意: 如果您需要以您的母语提供帮助, 请致电 1.855.270.2327 (TTY: 711)。另外还提供针对残疾人士的帮助和服务, 例如文盲和需要较大字体阅读, 也是方便使用的。请致电 1.855.270.2327 (TTY: 711)。这些服务都是免费的。
Farsi	توجه: اگر می‌خواهید به زبان خود کمک دریافت کنید، با 1.855.270.2327 (TTY: 711) تماس بگیرید. کمک‌ها و خدمات مخصوص افراد دارای معلولیت، مانند نسخه‌های خط بربل و چاپ با حروف بزرگ، نیز موجود است. با 1.855.270.2327 (TTY: 711) تماس بگیرید. این خدمات رایگان ارائه می‌شوند.
Hindi	ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो 1.855.270.2327 (TTY: 711) पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और बड़े पटि में भी दस्तावेज उपलब्ध हैं। 1.855.270.2327 (TTY: 711) पर कॉल करें। ये सेवाएं नि:शुल्क हैं।
Hmong	CEEb TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau 1.855.270.2327 (TTY: 711). Muaj cov kev pab txhawb thiab kev pab cuam rau cov neeg xiam oob qhab, xws li puav leej muaj ua cov ntawv su thiab luam tawm ua tus ntawv loj. Hu rau 1.855.270.2327 (TTY: 711). Cov kev pab cuam no yog pab dawb xwb.
Japanese	注意日本語での対応が必要な場合は 1.855.270.2327 (TTY: 711) へお電話ください。点字の資料や文字の拡大表示など、障がいをお持ちの方のためのサービスも用意しています。1.855.270.2327 (TTY: 711) へお電話ください。これらのサービスは無料で提供しています。
Korean	유의사항: 귀하의 언어로 도움을 받고 싶으시면 1.855.270.2327 (TTY: 711) 번으로 문의하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. 1.855.270.2327 (TTY: 711) 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.
Punjabi	ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ 1.855.270.2327 (TTY: 711). ਅਧਾਰਨ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ 1.855.270.2327 (TTY: 711)। ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।
Russian	ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру 1.855.270.2327 (TTY: 711). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру 1.855.270.2327 (TTY: 711). Такие услуги предоставляются бесплатно.
Tagalog	ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa 1.855.270.2327 (TTY: 711). Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Tumawag sa 1.855.270.2327 (TTY: 711). Libre ang mga serbisyo ng ito.
Thai	โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข 1.855.270.2327 (TTY: 711) นอกจากนี้ ยังมีพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข 1.855.270.2327 (TTY: 711) ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้
Vietnamese	CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số 1.855.270.2327 (TTY: 711). Chúng tôi cũng hỗ trợ và cung cấp các dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi Braille và chữ khổ lớn (chữ hoa). Vui lòng gọi số 1.855.270.2327 (TTY: 711). Các dịch vụ này đều miễn phí



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**In this issue**

Welcoming in the New Year With a New You! .....	1	Feel Better Soon Without Antibiotics .....	4
Doctor's Orders: Take Your Medications Every Day as Prescribed! .....	2	No-Cost Home Visit Programs .....	4
Prescription Drugs Listed on the L.A. Care Website .....	2	Enjoy FREE Classes at Our Community Resource Centers! .....	5
Get your Flu Shot! .....	3	Help in Your Language Is Only a Call Away! .....	5
What is Medication Reconciliation? .....	3	A Little Information Can Go a Long Way .....	5
A New Number for Mental Health Support .....	3	Learn About Your Coverage .....	6
		Nurse Advice Line Can Help You .....	6

WINTER 2023

# stay well

A Newsletter for L.A. Care Covered<sup>™</sup> Members

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*Happy*  
**New Year**