



SPRING 2022
be
well

A Publication for L.A. Care Members

Asthma and Its Triggers

Asthma is a disease of the lungs that narrows airways and makes it hard to breathe. It causes coughing, wheezing and tightness in the chest.

Things that cause your asthma symptoms to flare up are called *triggers* and can make your symptoms worse. Not everyone has the same triggers. To avoid asthma attacks, know what triggers your symptoms and avoid them when you can.

Here are some of the common triggers that can cause asthma symptoms to flare up:

- Grass, trees, plants and weeds
- Dust and molds
- Some insects
- Household pets
- Smoke, colds or flu
- Changes in the weather
- Some foods
- Strong smells

See your doctor often to review your triggers, medicines, and to make a written **Asthma Action Plan**. You will likely take medicines using an inhaler. **Controller medicines** are taken every day even when you feel well, to reduce airway inflammation and help prevent asthma symptoms. **Quick-relief medicines** (sometimes called rescue medicines) are taken as soon as you have any warning signs of an asthma attack.



L.A. Care offers a free program called *L.A. Cares About Asthma*[®] to help members keep their asthma under control. To learn more about asthma, please contact the **Health Education Department** at **1.855.856.6943** (TTY 711), Monday - Friday, 9 a.m. - 5 p.m. Parents of kids with asthma can visit lacare.org/asthma.

For more information, please call **Member Services** at **1.888.839.9909** (TTY 711), 24 hours, 7 days a week and holidays.



Ask the Doc: Key Things to Know About COVID-19 Vaccines



To stay healthy and keep our family and community COVID-19 free, it is important that we all do our part. That includes wearing a mask indoors, frequent hand-washing, social distancing, getting vaccinated and a booster. Many doctors' offices, pharmacies and clinics offer vaccinations. Visit [VaccinateLACounty.com](https://www.vaccinatelacounty.com) for more locations. Following is information to help you as we move through the pandemic.

Q: Who can get the COVID-19 vaccine?

A: Everyone age 5 and older can get vaccinated.

Q: Will getting the vaccine help me fight the virus and the variants?

A: Vaccines help protect against catching COVID-19 and severe illness from the virus, including variants such as Delta and Omicron.



If you are in need of support or resources during the pandemic, please visit communitylink.lacare.org.

Q: Will I have side effects from taking the vaccine?

A: As with other routine vaccines, side effects may occur after vaccination. These are usually mild and should go away within a few days. If not, please contact your doctor.

Q: After being vaccinated can I continue with my normal activities?

A: People who are fully vaccinated can resume the activities they did before being vaccinated. Continue to wear a mask indoors in public where there might be a chance for high transmission.

Q: Can you get the COVID-19 vaccine and the flu vaccine at the same time?

A: Yes, you can get both the vaccine shots close together or at the same time.

Q: Do I need to get a booster?

A: A booster shot is recommended by the Centers for Disease Control and Prevention (CDC). It helps the vaccine's protection to work longer. According to the CDC, kids and teens ages 12 years and older should get a booster 5 months after they have had their COVID-19 vaccine series. People 18 years and older can get the same product as their first two vaccines – Pfizer, Moderna or Johnson & Johnson, or get a different booster. Talk with your doctor about which one is best for you.

Getting Back On Track After Holiday Indulgences

Now that the holidays are long over, it's a good time to make some small changes to improve your health.

One of the best ways is to replace high-fat, high-sugar foods. Boost your health by adding fruits, vegetables and fiber to each meal. Small changes now will make a big difference in how you feel today and in the years ahead! Here are two delicious recipes to help you get back on track with healthy eating and drinking.

Breakfast Power Juice

- In a blender or juicer, juice 1 green apple, 3 stalks of celery, 1 cucumber and a handful of spinach.
- Strain and enjoy immediately.

Lunch/Dinner Vegetable Soup

- In a large pot, add your favorite chopped vegetables such as carrots, onion, tomato, cabbage, celery, beets, potatoes; add 8 cups of water, a bay leaf, lemon peel, and 1 small can of tomato paste.
- Bring to boil, simmer on low heat for 1 hour.
- Season with salt and pepper, enjoy.





What is March Madness?

If you guessed the NCAA basketball tournament that happens mid-March through April, you are right. However, if you thought about all the madness that happened in March 2020 with the pandemic, then you are right, too! Since that time the United States, and the world, has dealt with the evolving coronavirus – COVID-19, that has affected the way we live. The U.S. has formed a team of medical professionals and health care experts who have been providing help through

vaccines. Along with mask wearing, handwashing and social distancing, vaccines are the most important weapon against COVID-19, and variants such as Delta and Omicron.

L.A. Care is here for you if you need, or want, to speak with someone about feelings you may be having during the pandemic. Please call our behavioral health partner, **Beacon Health Options** at **1.877.344.2858**, TTY **1.800.735.2929**, 24 hours a day, 7 days a week.



Healthy Body. Healthy Life!



Health Education Resources: Helping You Live Your Healthiest Life



L.A. Care offers health education services just for you! No matter what your health needs are, or how you like to learn, our Health Education Department has something for you. Busy schedule? We can talk with you over the phone. Prefer to learn online? Go to the L.A. Care website at **lacare.org** and log into the member portal for online tools and resources. Like to read? We have health education materials on many health topics and languages.

To learn more about the L.A. Care Health Education Department services visit lacare.org/healthy-living/health-resources/health-education.

No-Cost COVID-19 Rapid Tests Now Available Through Medi-Cal Rx

As of February 1, Medi-Cal recipients may get up to eight (8) over-the-counter COVID-19 tests monthly at no cost through pharmacies enrolled as Medi-Cal Rx providers.

Tests are available to eligible members until the public health emergency ends or until notice from the California Department of Healthcare Services (DHCS).

Learn more by visiting lacare.org/covid19-test-kits.





Medi-Cal Benefits and Services Covered by L.A. Care

Outpatient (Ambulatory) Services

The Provisional Postpartum Care Extension Program has been replaced with the new **Postpartum Care Extension Program***. It provides extended coverage for Medi-Cal members during and after pregnancy. The program also extends L.A. Care coverage for up to 12 months after the end of the pregnancy regardless of income, citizenship, or immigration status and no additional action is needed. Coverage for this benefit is effective on April 1, 2022.

Rapid Whole Genome Sequencing (rWGS)*, including individual sequencing, trio sequencing for a parent or parents and their baby, and ultra-rapid sequencing, is a covered benefit for any Medi-Cal member who is 1 year of age or younger and is receiving inpatient hospital services in an intensive care unit. rWGS is an emerging method of diagnosing conditions in time to affect ICU care of children 1 year of age or younger. Coverage for this benefit was effective on January 1, 2022.

Medi-Cal Renewal: Complete Your Renewal Packets

Are you enrolled in Medi-Cal? Has your contact information changed in the past two years? Give your local county office your updated contact information so you can stay enrolled.

Find it at dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx.



Medi-Cal Pharmacy Benefits

As of January 1, 2022, Medi-Cal Pharmacy Benefits are administered through the fee-for-service delivery system Medi-Cal Rx.

Please visit the DHCS Medi-Cal Rx website for more information or visit L.A. Care Pharmacy Services link: lacare.org/members/getting-care/pharmacy-services.

Help Your Child Grow Well

As a parent or caregiver of a young child, understanding growth-related milestones is important to knowing how your child is developing.

Milestones are physical, social-emotional, mental, and communication skills that children have at a certain age. Some examples include taking a first step, smiling for the first time, and waving goodbye.

Milestones show what most children can do around a certain age. While most of these milestones usually take place during a time period, it's helpful to remember that each child is different. Not all children are going to reach these milestones at the same time, which is normal. The time frames are a guide for when to expect certain skills to develop.

It may seem like a child grows so fast that it's hard to know what to expect. The free Milestone Tracker app from the Centers for Disease Control and Prevention (CDC) can show you how children play, learn, speak, and move as they grow – and how you can support their development. Other app features include:

- Milestone checklists in English and Spanish for children ages 2 months through 5 years
- Photos and videos that show each milestone

- Tips and activities that can help your child's development
- Information on what to do if you have a concern about your child's growth

You can download the free app at cdc.gov/MilestoneTracker. And of course, talk with your child's doctor if you have any questions or concerns about your little one's development.

Screenings for growth-related milestones are an important part of a child's healthy development. L.A. Care is supporting Help Me Grow LA – a collaboration between First 5 LA and the Los Angeles County Department of Public Health to help families get the services they need. One of the main goals is to increase access to screenings and early interventions in Los Angeles County so that children can get the best start in life.

For more information about Help Me Grow LA, visit First5LA.org/Help-Me-Grow.





Community Resource Center

Building Active, Healthy, & Informed Communities

The Community Resource Centers offer many free classes, programs and services that aim to make our communities healthier. Our resource centers are available during the COVID-19 pandemic, and staff is available by phone at **1.877.287.6290** (TTY 711), Monday-Friday, 9 a.m. – 5 p.m. You can also visit **activehealthyinformed.org**.



Please remember you can enjoy free on-demand classes such as exercise, healthy cooking and more at youtube.com/activehealthyinformed.

Telehealth: Care When You Need It In the Comfort of Your Home



Telehealth is a L.A. Care benefit offering urgent care visits with a licensed doctor via phone or by video chat. You can

get virtual care for common illnesses, mental health services and consultations. Contact our telehealth partner, Teladoc® by calling **1.800.835.2362** (TTY 711), 24 hours a day, 7 days a week. Members don't need pre-approval.

Go Green and Get Be Well Electronically!



Would you like to get *Be Well* by email? Please sign up on our website at lacare.org/be-well to receive it by email. Be sure to like us on Facebook, Twitter, Instagram and LinkedIn.

How Long Should I Wait for My Appointment?

Did you know L.A. Care has rules about how long you should wait to get a doctor appointment? Appointments must be offered within the timeframes listed below*:

Primary Care Doctors

- Routine appointment (non-urgent): 10 business days
- Urgent appointment (no authorization required): 48 hours

Specialists

- Routine appointment (non-urgent): 15 business days
- Urgent appointment (requiring prior authorization): 96 hours

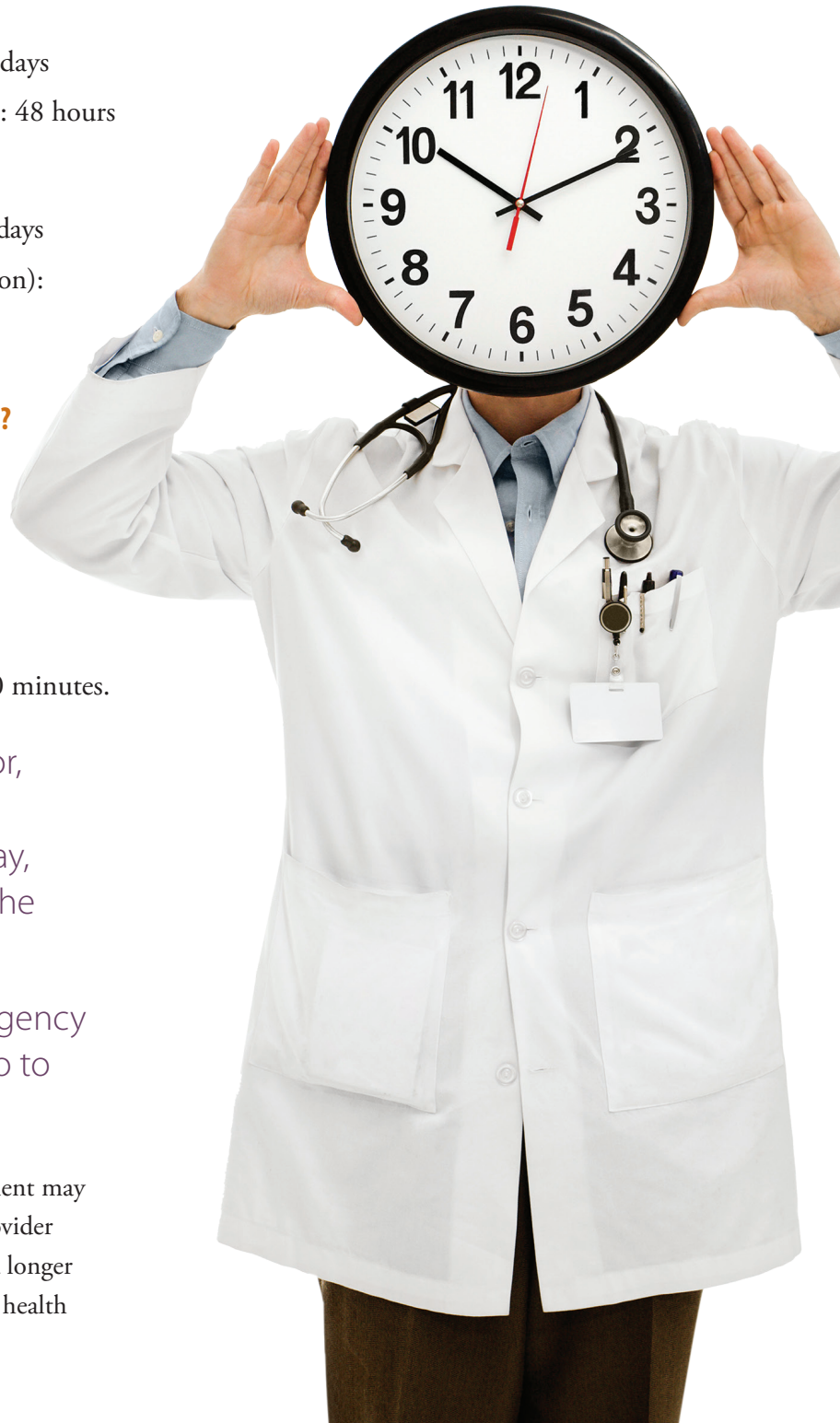
Did you know you can get health advice when your doctor's office is closed and on weekends or holidays?

- 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 the L.A. Care **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.

* The applicable waiting time for a particular appointment may be extended if the referring or treating health care provider has determined and noted in the patient record that a longer waiting time will not have a detrimental effect on the health of the member.



L.A. Care Works for You

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 **1.888.839.9909** (TTY 711) 24 hours a day, 7 days a week and holidays. Also, visit our website and member portal at **lacare.org**.



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 online free. To access the nurse chat function, go to **lacare.org** and click on "Member Sign In" to log on.



Looking for L.A. Care Members to Join the Community Advisory Committees

Do you want to learn how the health care system works? Would you like to share your thoughts on how L.A. Care can improve their services? L.A. Care is looking for people to join the **Community Advisory Committees (CACs)**. As a CAC member, you can help L.A. Care meet the needs of the neighborhoods we serve. Your voice can really make a difference in improving the health care for the over 2 million L.A. Care members in L.A. County!

For more information, please call the **Community Outreach & Engagement Department** at **1.888.522.2732 (TTY 711)**, Monday – Friday, 8 a.m. – 5 p.m.



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

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 Cal MediConnect
1.888.522.1298 (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's 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

Beacon Health Options
(Behavioral Health Care)
1.877.344.2858 (TTY 1.800.735.2929)
beaconhs.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

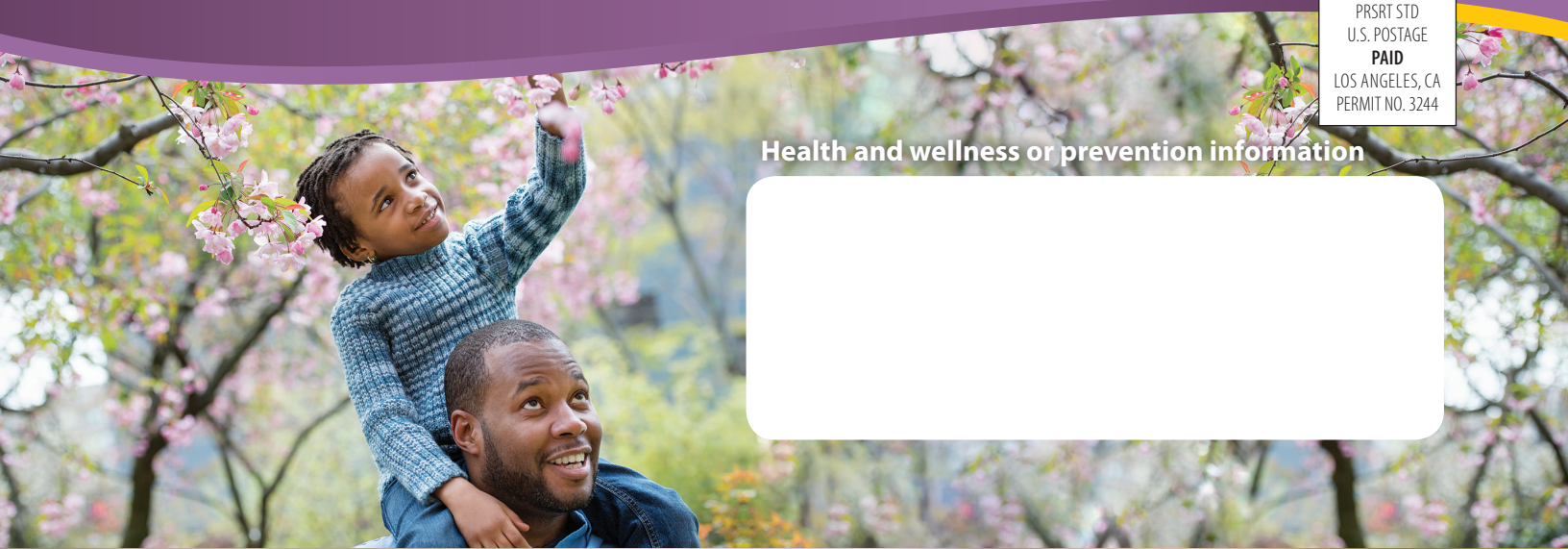
IN CASE OF EMERGENCY, CALL 911

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A Publication for L.A. Care Members

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Health and wellness or prevention information



English	ATTENTION: If you need help in your language call 1.888.839.9909 (TTY: 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call 1.888.839.9909 (TTY: 711). These services are free of charge.
Spanish	ATENCIÓN: si necesita ayuda en su idioma, llame al 1.888.839.9909 (TTY: 711). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al 1.888.839.9909 (TTY: 711). Estos servicios son gratuitos.
Arabic	تتوفر أيضا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بريد و الخط الكبير. اتصل بـ 1.888.839.9909 (TTY: 711). هذه الخدمات مجانية.
Armenian	Ուժեղ օգնություն է հարկադրված 1.888.839.9909 (TTY: 711): Կան նաև օգնական փոքրեր ու ծառայություններ հարկադրված անհատներին և անհատներ համար, որի նաև՝ Բրայլի գրատպակով ու խոշորատառ տպագրված նյութեր: Ձանգահարեք 1.888.839.9909 (TTY: 711): Այդ ծառայություններն անվճար են:
Cambodian	ចំណាំ: បើអ្នក ត្រូវ ការជំនួយ ជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ 1.888.839.9909 (TTY: 711)។ ជំនួយ និង សេវាកម្ម សម្រាប់ ជនមានការ មិនពិការ ដូចជា កិច្ចសន្យាសរសេរ ជាអក្សរធំ សម្រាប់ ជនពិការភ្នែក ឬ កិច្ចសន្យាសរសេរ ជាអក្សរពង្សី ក៏អាច កំណត់បានផងដែរ។ ទូរស័ព្ទទៅលេខ 1.888.839.9909 (TTY: 711)។ សេវាកម្មទាំងនេះ មិនគិតថ្លៃឡើយ។
Chinese	请注意：如果您需要以您的母语提供帮助，请致电 1.888.839.9909 (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，也是方便取用的。请致电 1.888.839.9909 (TTY: 711)。这些服务都是免费的。
Farsi	توجه: اگر می‌خواهید به زبان خود کمک دریافت کنید، با 1.888.839.9909 (TTY: 711) تماس بگیرید. کمکها و خدمات مخصوص افراد دارای معلولیت، مانند نسخه‌های خط بزرگ و چاپ با حروف بزرگ، موجود است. با 1.888.839.9909 (TTY: 711) تماس بگیرید. این خدمات رایگان ارائه می‌شوند.
Hindi	ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो 1.888.839.9909 (TTY: 711) पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे बड़े और बड़े फॉन्ट में भी दस्तावेज़ उपलब्ध हैं। 1.888.839.9909 (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 1.888.839.9909 (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 1.888.839.9909 (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 1.888.839.9909 (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。 1.888.839.9909 (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: 귀하/의 언어로 도움을 받고 싶으시면 1.888.839.9909 (TTY: 711) 번으로 문의하십시오. 접자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. 이러한 서비스는 무료로 제공됩니다.
Laotian	ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໄດ້ທາງເບີ 1.888.839.9909 (TTY: 711). ຍັງມີຄືວາງມຸມຊ່ວຍເຫຼືອຂອງການບວກັບພິການ ເຊັ່ນ ຕອກະການບວກັບອັກສອນບຸນນຸມຊ່ວຍເຫຼືອໃຫ້ໄດ້ທາງເບີ 1.888.839.9909 (TTY: 711). ການບວກັບການບວກັບອັກສອນໃຈກ້າຍໂດງ.
Mien	LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiemi longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux 1.888.839.9909 (TTY: 711). Liouh lorx jauvlouc tengx aengx caux nzie gong bun taux ninh mbuo wuaaic fangx mienh, beiv taux longc benx nzung-poke bun hluo mbiute aengx caux aamz mborqy benx domh sou se mbenc nzoih bun longc. Douc waac daaih lorx 1.888.839.9909 (TTY: 711). Naav deix nzie weih gong-bou jauv-louc se benx wang-henx tengx my zuqc cuotv nyaan oc.
Punjabi	ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ 1.888.839.9909 (TTY: 711). ਅਪਾਰਨ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬੁਰਲੇ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ 1.888.839.9909 (TTY: 711). ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।
Russian	ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру 1.888.839.9909 (TTY: 711). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру 1.888.839.9909 (TTY: 711). Такие услуги предоставляются бесплатно.
Tagalog	ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa 1.888.839.9909 (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 1.888.839.9909 (TTY: 711). Libre ang mga serbisyo ng ito.
Thai	โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข 1.888.839.9909 (TTY: 711) นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข 1.888.839.9909 (TTY: 711) ไม่มีค่าใช้จ่ายสำหรับการเหล่านี้
Ukrainian	УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер 1.888.839.9909 (TTY: 711). Люди з обмеженими можливостями також можуть скористатися допоміжними засобами та послугами, наприклад, отримати документи, надруковані шрифтом Брайля та великим шрифтом. Телефонуйте на номер 1.888.839.9909 (TTY: 711). Ці послуги безкоштовні.
Vietnamese	CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số 1.888.839.9909 (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 1.888.839.9909 (TTY: 711). Các dịch vụ này đều miễn phí.

The benefit information provided is a brief summary, not a complete description of benefits. Limitations, co-payments, and restrictions may apply. Benefits may change on January 1 of each year. To learn more, please call the L.A. Care **Member Services at 1.888.839.9909** (TTY 711), 24 hours a day, days a week, and holidays.

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