



L.A. Care
Covered™

WINTER 2020

stay
well

A Newsletter for L.A. Care Covered™ Members

Staying Healthy in the New Year

As one year ends and the new year begins, we often look at ways to improve our health and shed extra pounds gained from enjoying our favorite foods and treats over the holidays. It is a time to reset our routine and let go of unhealthy habits. Following are some tips to help you have long-lasting success and improve your health:

- **Stop unhealthy habits** – If you smoke, take steps to quit. If you need help to quit, call L.A. Care at **1.855.856.6943** to learn about in-person workshops and online self-paced programs and resources. Talk to your doctor about medications covered by your health plan that can help you quit smoking. Limit your alcohol use.
- **Set easy goals** – Break your goals into small parts that you can do easily. Aim to lose 1-2 pounds a week, instead of 20 pounds a month. Walk or run for 20 minutes a day to build up to reaching a goal of walking or running a marathon.
- **Reboot your diet** – Clean out your cabinets and refrigerator. Get rid of fattening, sugary foods and snacks like chips and sodas. Buy healthier foods and snacks such as fruits and vegetables. Enjoy lean protein meats and dairy. Choose turkey or chicken and low-fat yogurt. Snack on air-popped popcorn, crunchy celery and carrots. Drink more water.
- **Get moving!** – You don't have to join a gym; you can take a walk during lunch or after dinner to get exercise. Plan time daily to do something fun and physical. You'll have more success if you enjoy it. L.A. Care's **Family Resource Centers** offer Zumba and other exercise classes. For more information, please visit lacare.org or call **1.877.287.6290**.
- **Go to bed and get some zzzs** – Sleep is important for our body to feel good, to have more energy and better concentration. Set a regular bedtime that allows you to get 7-8 hours of deep sleep. Don't use electronics before bed – watch television, use your cell phone, laptop, etc. They stimulate brain activity and may make it harder to get to sleep.

Be sure to make an appointment to get an annual checkup from your doctor.

Practicing healthy habits is one of the best New Year's resolutions we can make. Cheers to good health!



| lacare.org | 1.855.270.2327 | TTY 711



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

Five Ways to Stay Connected

Eating healthy and being active are good for your health, but did you know that strong social relationships also promote good health? People with good, supportive relationships tend to have better health and live longer. Good relationships may also lower stress and give a sense of meaning to life.

With the existence of social media and new ways to digitally communicate in our society, it may feel like we are more connected than ever but, is that really the case? Human interaction is essential to our lives and health, so it's important to stop and think just how engaged are we really. Here are five simple ways to focus on what truly is important.



1. Set your phone to do not disturb.

If you are meeting with a friend, be present in the moment and fully engaged. It's okay to put away your phone and anything else that may distract you. It shows your friends and loved ones that they are important to you, and it is easier to stay genuinely engaged.

2. Arrange a face-to-face gathering.

Have a few friends over so they can update you on their lives in person. Appreciate a casual get-together and see where the spontaneity takes you. It could be a lunch, catching up over tea, a walk in the park you never visit, or an afternoon watching movies.

3. Dust off your board game collection.

Invite friends, family or neighbors and bond

over some friendly competition. Whether it's Bingo, Uno, or Monopoly, you'll set the stage for good times and lasting memories.

4. Send a letter to a loved one.

Take a moment to write and send a letter to a friend or family member. It will show them that you cared enough to pack some extra thought into the relationship, and it will surely make for a nice surprise.

5. Take a class or join a club.

Whatever your interest may be, go for it. A great place to meet people and do fun, health-related activities is at one of our six **Family Resource Centers (FRCs)**. You can attend classes such as Healthy Cooking, Yoga, Zumba® and Aerobics.

Do You Need Help Getting Care in Your Language?

You have the right to no-cost interpreting services, including American Sign Language. L.A. Care Covered™ provides these services 24 hours a day, 7 days a week. It is important to use a professional interpreter at your medical appointment. You should not use friends, family, or children to interpret for you, except in an emergency.

To ask for an interpreter for health visits, please call **Member Services at 1.855.270.2327 (TTY 711) at least 10 business days prior to your appointment.**



Your Centers for Health and Wellness

Come to L.A. Care's **Family Resource Centers (FRCs)** to improve your health and elevate your knowledge with a variety of classes and services that are **FREE** and **OPEN** to anyone! The Centers offer classes like CPR, Dance, Healthy Cooking, Parenting Support, Yoga, Zumba®, children's classes and much more. Earn rewards when you attend six health education classes and receive a gift!

L.A. Care members can attend a Member Orientation to learn how to get a Member ID card, choose or change a doctor, and fill a prescription. At the Centers, L.A. Care members can also speak to a Member Services Representative or Care Manager to learn more about their health plan benefits.

There are now six **FRCs** conveniently located throughout Los Angeles County. For more information and to view the schedule of classes, visit lacare.org/frc or call **1.877.287.6290** (TTY 711).



**Family
Resource
Centers**

Boyle Heights
(The Wellness Center)
Phone: **213.294.2840**

East L.A.
Phone: **213.438.5570**

Inglewood
Phone: **310.330.3130**

Lynwood
Phone: **310.661.3000**

Pacoima
Phone: **213.438.5497**

Palmdale
Phone: **213.438.5580**

Health Education Just for You



L.A. Care offers health education services just for you! No matter what your health needs are, or how you like to learn, we have something for you. If you enjoy meeting people and talking face-to-face, join an in-person group workshop. Busy schedule? We can talk with you over the phone. Prefer to learn online? Go to L.A. Care's website at lacare.org and log in to the member portal. You can earn up to \$215 in rewards for completing a health appraisal, participating in workshops and working with a health coach! Like to read? We have health education materials in many languages and on many health topics.

To learn more about health education services, call us at **1.855.856.6943** or visit us online at lacare.org/healthy-living/health-resources/health-education.

Special Enrollment Is Happening Now!

Did you know that certain life events make you eligible to apply for L.A. Care Covered™?

Special Enrollment is a period outside of the Open Enrollment Period when you can apply for health coverage. (Open Enrollment for 2020 ended January 31.)

You may be able to apply for health coverage if you experience any of these qualifying life events:

- **Loss of health coverage.** For example, you are no longer eligible for Medi-Cal or you lose health coverage through your job.
- **Income changes.** For example, if you are already getting help paying for your insurance premium and your income goes down, you may be able to get extra help.
- **Getting married or entering into a domestic partnership.**
- **Becoming citizens, national or lawfully present individuals.** This event applies only to people who were not previously citizens, nationals or lawfully present.
- **Having a child or adopting a child.** Also includes receiving a child into foster care or placing a child in adoption or in a foster home.



These are just some of the common qualifying life events. Call one of our Enrollment Specialists at **1.855.222.4239 (TTY 711)** to find out more about Special Enrollment.

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**. 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.



Steps to Fight the Flu

Start off the new year by getting the flu shot. The flu season peaks in January and February and the best way to protect yourself and your family is to get vaccinated. Go to your doctor or any of our network pharmacies such as Walgreens, Rite Aid and CVS, and show your member ID card. Questions? Call **1.855.270.2327 (TTY 711)**.

Take Care of Your Heart This Valentine's Day

Along with Valentine's Day, February marks American Heart Month. It is a great time to commit to a healthy lifestyle and make small changes that can lead to a lifetime of heart health. By living a healthy lifestyle, you can help keep your blood pressure, cholesterol, and sugar levels normal and lower your risk for heart disease and heart attack.

Key changes can make a big difference

Schedule a checkup with your doctor.

It's important to schedule regular checkups even if you think you are not sick. Partner with your doctor and health care team to set goals for improving your heart health.

Don't smoke. Cigarette smoking greatly increases your risk for heart disease. If you don't smoke, don't start. If you do smoke, quitting will lower your risk for heart disease. Your doctor can suggest ways to help you quit.

Limit alcohol. Avoid drinking too much alcohol, which can raise your blood pressure. Men should have no more than two drinks per day, and women only one.

Have a **Happy Valentine's Day** and, remember, L.A. Care Covered™ helps keep you and your family healthy! If you have any questions or need more information, call us at **1.855.270.2327** (TTY 711).

Source: cdc.gov



Don't Wait. Don't Stress. Test.

Chlamydia is a sexually transmitted disease (STD). It is very common and can infect both men and women.

Most people with chlamydia have no symptoms. The only way to know for sure if you have chlamydia is to get tested. Testing is easy and painless with a simple urine test. All sexually active young women under 25 years old need to get tested **each year**. If you are older than 25 years, talk to your doctor about how often you need to get tested.



Your Child Can Have a Great Smile!

February is Children's Dental Health Month. A great smile starts with healthy baby teeth. Start taking care of your baby's teeth as soon as they appear. Then teach your child good habits to keep his/her mouth healthy.

L.A. Care partners with LIBERTY Dental Plan to provide coverage to L.A. Care *Covered*™ members under the age of 19. Your child's teeth deserve the best care to keep them healthy year after year.

Covered benefits include:

- Preventive and diagnostic care including oral exams, preventive cleanings, sealants and topical fluoride application
- Basic and major dental services including amalgam fillings, root canals, extraction services, and crowns



Orthodontia services LIBERTY Dental Plan provides pediatric dental services through its extensive network of dental providers. Members may visit the LIBERTY Dental Plan website at libertydentalplan.com to find an available dentist or call **1.888.700.5243** (TTY 711).

Medical Identity Theft: Protect Yourself!

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. 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 or think there is a mistake, please call **Member Services** at **1.855.270.2327** (TTY 711)

Important Phone Numbers

L.A. Care Covered™

1.855.270.2327 (TTY 711)

L.A. Care Family Resource Centers

1.877.287.6290

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

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	(TTY 711) 1.855.270.2723 على الرقم L.A. Care به خدمات إضافية. اتصل بـ L.A. Care على الرقم 1.855.270.2723 (TTY 711) على مدار الساعة وطوال أيام الأسبوع، بما في ذلك أيام العطلات. المكالمات مجانية.
Armenian	Տրամադրվելի են լեզվական օգնության անվճար ծառայություններ: Կարող եք խնդրել բանավոր թարգմանչական կամ թարգմանչական ծառայություններ, Ձեր լեզվով կամ տարբեր ձևաչափով տեղեկություն, կամ օժանդակ օգնություններ և ծառայություններ: Զանգահարեք L.A. Care 1.855.270.2327 համարով (TTY 711), օրը 24 ժամ, շաբաթը 7 օր, ներառյալ տոնական օրերը: Այս հեռախոսագրան հանվածք 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之資訊，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 خودتان یا فرمت دیگر، یا امدادها و خدمات اضافی درخواست کنید. با L.A. Care به شماره 1.855.270.2723 (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 कर, दिन में 24 घंटे, सप्ताह में 7 दिन, छुट्टियों सहित। कॉल मुफ्त है।
Hmong	Muaj kev pab txhais lus pub dawb rau koj. Koj tuaj yeem thov kom muab cov ntaub ntaub 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 hnub, 7 hnub hauv ib vij thiab suab nrog cov hnub 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 ឬជំនួយផ្សេងៗ និងសេវា។ ទូរស័ព្ទទៅ L.A. Care តាមលេខ 1.855.270.2327 (TTY 711) បាន 24 ម៉ោងមួយថ្ងៃ 7 ថ្ងៃមួយអាទិត្យ រួមទាំងថ្ងៃបុណ្យផង។ ការបកប្រែឥតគិតថ្លៃឡើយ។
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 ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໄດຍບໍ່ເສຍຄ່າ. ທ່ານສາມາດຂໍບໍລິການພາສາ ຫຼື ບຸກຄົນສາມາດ, ສຳລັບຂໍ້ມູນໃນພາສາຂອງທ່ານ ຫຼື ໃນຮູບແບບອື່ນ, ຫຼື ເລືອກມີຊ່ວຍເຫຼືອ ແລະ ບໍລິການອື່ນ. ໃຫ້ໂທຫາ L.A. Care ໂທທີ 1.855.270.2327 (TTY 711), 24 ຊົ່ວໂມງຕໍ່ມື້, 7 ມື້ຕໍ່ອາທິດ, ວ່ອມເຖິງວັນພັກຕ່າງໆ. ການໂທແມ່ນບໍ່ເສຍຄ່າ.
Panjabi	ਪੰਜਾਬੀ: ਮੁਫਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਤੁਸੀਂ ਦੁਆਰਾ ਚਾਹੀਦੀਆਂ ਜਾਂ ਅਨੁਵਾਦ ਸੇਵਾਵਾਂ, ਅਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਣਕਾਰੀ ਜਾਂ ਕਿਸੇ ਹੋਰ ਫਾਰਮੈਟ 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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In this issue

Staying Healthy in the New Year.....	1	Prescription Drugs Listed on the L.A. Care Website	4
Five Ways to Stay Connected	2	Steps to Fight the Flu	4
Do You Need Help Getting Care in Your Language?	2	Take Care of Your Heart This Valentine's Day ...	5
Your Centers for Health and Wellness	3	Don't Wait. Don't Stress. Test.....	5
Health Education Just for You.....	3	Your Child Can Have a Great Smile!	6
Special Enrollment Is Happening Now! ...	4	Medical Identity Theft: Protect Yourself! ...	6
		Important Phone Numbers	7

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A Newsletter for L.A. Care Covered[™] Members

PRSR STD
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Happy New Year!

