



**L.A. Care**  
**Covered™**

WINTER 2022

**stay**  
*well*

A Newsletter for L.A. Care Covered™ Members

## New Year, New You!

As the year begins, we often make plans to get healthier. It is a time to reset our routine, have a fresh start and let go of unhealthy habits. Following are some tips to help you see areas for improvement for long-lasting success and better health:

- **Stop unhealthy habits** – If you smoke, take steps to quit. If you need help quitting smoking, L.A. Care can help. Call **Health Education at 1.855.856.6943 (TTY 711)**, Mon. – Fri., 9 a.m. – 5 p.m. 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 alcohol use.
- **Set easy goals** – Break goals down into small parts that you can do easily. Aim to lose 1-2 lbs. a week, instead of 20 lbs. a month. Walk or run for 20 minutes a day to build up to reaching a goal of walking or running a marathon.
- **Eat healthy** – Clean out your cabinets and refrigerator. Get rid of fattening, sugary foods and snacks like chips and sodas. Buy healthier foods such as fruits and vegetables, lean protein meats and dairy. Choose turkey, air-popped popcorn, crunchy celery and carrots or low-fat yogurt as snacks. Drink more water and less sugary drinks.



- **Get moving!** – You don't have to join a gym, you can take a walk during lunch or after dinner to get exercise. Do something fun and physical daily. You will likely stick to it if you enjoy it. L.A. Care Health Plan and Blue Shield of California Promise Health Plan's Community Resource Centers (CRCs) offer on-demand virtual classes – fitness, healthy cooking and mental health support at **[youtube.com/activehealthyinformed](https://www.youtube.com/activehealthyinformed)**. For more information, please visit **[lacare.org](https://www.lacare.org)** or call **1.877.287.6290 (TTY 711)**.
- **Go to bed at a reasonable time** – Sleep is important for our body to feel good, to restore itself and for concentration. Sleep increases our energy. Set a regular bedtime that allows you to get 7-8 hours of deep sleep. Do not use electronics before bed – cell phones, television, laptops, etc. They stimulate brain activity and make it harder to get to sleep.

Be sure to make an appointment to get an annual checkup from your doctor. Staying healthy is one of the best New Year's resolutions we can make. Get healthy today!

# Check Out the New Wellness Platform!

Have you checked out L.A. Care's online health and wellness site, *My Health in Motion*™? Whether you want to quit smoking, lose weight, or manage stress, we have something for you!



*My Health in Motion*™ has information and resources to help you stick to your health goals. Please sign in at [lacare.org](https://lacare.org). Go to "Member Sign in" and click on the "My Health In Motion"™ tab. You'll find:

- A Wellness Assessment followed by a personal health report
- Health trackers and ability to connect to devices like Fitbit
- Interactive online health workshops
- A comprehensive health coaching program
- A health information library
- And so much more!



If you have questions or need help with *My Health in Motion*™, call L.A. Care's **Health Education Department** at **1.855.856.6943** (TTY 711), Monday – Friday, 9 a.m. – 5 p.m.

## NCQA 2021 Multicultural Health Care Distinction



The National Committee for Quality Assurance (NCQA) has awarded L.A. Care Health Plan the 2021 Multicultural Health Care Distinction (MHC). L.A. Care was first awarded this distinction in 2013 and has successfully earned it every two years since.

### What does this mean?

- It means that L.A. Care has been recognized as an organization that does an exceptional job providing culturally and linguistically sensitive health care services.
- It also means we are actively striving to reduce health care disparities.



This recognition is an honor and privilege for L.A. Care. We look forward to continuing to serve L.A. County's culturally and linguistically diverse membership.



## Stay Healthy – Get Screened

Did you hear the news? Colorectal, or colon, cancer tests are now recommended for those starting at **age 45!** Cancer screenings save lives. Most people with colon cancer feel fine. This means you should get screened even if you feel fine.



- Get screened even if you don't have a family history.
- Screening can help find problems before they become cancer.
- Cancer is easier to treat when found early.

Don't delay your care! There are many FREE options for colorectal cancer tests. Call your healthcare provider today to find out which one is right for you. Options include:

- A colonoscopy
- A stool test done in the privacy of your own home
- And others!

Get screened not just for yourself, but also for your family. It could save your life!

## Protect Yourself from the Flu

Last year's flu rates were lower than in other years. This is likely due to COVID-19 practices like wearing a mask, social distancing, and hand washing.

### Keep up the 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 and social distancing COVID-19 guidelines

If you have not gotten your FREE flu shot this flu season, get one today! Just go to your doctor or local pharmacy and show your L.A. Care Member ID card.



# 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 are 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.



## 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** and click on "Member Sign In" to log on.

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



To find out more about L.A. Care's 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.

# Community Resource Centers Hosts Pop-Up Flu Shot Clinics



## Community Resource Center

To get ready for flu season, L.A. Care Health Plan and Blue Shield of California Promise Health Plan's Community Resource Centers held 10 drive-thru and walk-up flu shot clinics across Los Angeles County. From Sept. 30 through Nov. 5, thousands of individuals – members and non-members – 3 years and older rolled up their sleeves for a free flu shot.

With the COVID-19 pandemic continuing to affect communities, receiving a flu vaccine is more important than ever, especially as many people return to school and work.

"While we prevented a COVID-19 and flu 'twindemic' last season, it could very well happen this season," said Richard Seidman, M.D., MPH, L.A. Care Chief Medical Officer. "It would be unfortunate as there are effective, life-saving vaccines for the flu and COVID-19 – and they are more widely available than ever before."

Health experts agree that receiving both the COVID-19 and flu vaccines at or around the same time is safe and effective. The Centers for Disease Control and Prevention states that getting the flu vaccine is especially important for those at high risk of flu complications, including children, older adults, pregnant women, and those with chronic medical conditions. If you have concerns or questions about the flu vaccine, please talk with their doctor.



For more information about the Community Resource Centers call **1.877.287.6290** (TTY 711), Monday through Friday, 9 a.m. – 5 p.m. or visit **[activehealthyinformed.org](https://www.activehealthyinformed.org)**.

## Folic Acid and Flu Shots During Pregnancy

Women who are pregnant, or may become pregnant, should get 400 mcg folic acid (a B vitamin) every day. Folic acid can prevent birth defects and help an unborn baby's brain grow.

Foods high in folic acid include leafy green vegetables and fortified breakfast cereals. Most daily vitamins have folic acid as well.

L.A. Care would also like to remind our pregnant members that flu shots are safe for pregnant women and can protect the baby from the flu. Get a FREE flu shot at your doctor's office, pharmacy, or at a local flu event. Go to **[lacare.org/flu](https://www.lacare.org/flu)** to learn more. To learn more about L.A. Care's programs for pregnant women, please visit **[lacare.org/pregnancy](https://www.lacare.org/pregnancy)**.



# 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 and courtesy by your health plan's providers and staff.
- You have the right to be free from consequences of any kind when making decisions about your care.

### Privacy and confidentiality.

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

### Choice and involvement in your care.

- You have the right to receive information about your health plan, its services, its doctors and other providers.
- You also have the right to get appointments within a reasonable amount of time.
- You have the right to talk candidly with your doctor about all treatment options for your condition, regardless of the cost or benefit coverage, and participate in making decisions about your care.
- You have the right to say "no" to treatment, and the right to a second opinion.
- You have the right to decide how you want to be cared for in case you get 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, the health plans and providers we work with, 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 the right to appeal, which is to ask for a review of the decision.
- You have the right to disenroll from your health plan whenever you want. As a Medi-Cal member, you have the right to request a State Fair Hearing.

### Service outside of your health plan's provider network.

- You have the right to receive emergency or urgent services, as well as family planning and sexually transmitted disease services, outside of your health plan's network.
- You have the right to receive emergency treatment as follows:
  - **Medi-Cal and Cal MediConnect members:** Emergency care services are covered at all times anywhere in the United States,

Mexico, and Canada. For Medicare-covered services, emergency is NOT covered outside of the United States and its territories. For Medicare-covered emergency care provided outside of the United States and its territories that are not covered by Medi-Cal, you may receive a bill from the provider.

- **PASC-SEIU members:** Emergency care services are covered 24 hours a day, 7 days a week, anywhere.

### Service and information in your language.

- You have the right to request an interpreter at no charge. You have the right to get all member information in your language or in another format (such as audio or large print).

### 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 that your providers and L.A. Care need in order to provide care.
- You are responsible for getting regular checkups and telling your doctor about health problems before they become serious.

### 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 plans you and your doctor 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.

### 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** calling the **California Department of Health Care Services (DHCS) Medi-Cal Fraud and Abuse Hotline** toll-free at **1.800.822.6222 (TTY 711)**, Monday-Friday, 8 a.m. – 5 p.m.

# 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

24 hours a day, 7 days a week and holidays

## L.A. Care Health Education

1.855.856.6943

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.



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، فاتصل بـ 1.855.270.2327 (TTY: 711). تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بريـل والخط الكبير. اتصل بـ 1.855.270.2327 (TTY: 711). هذه الخدمات مجانية.
Armenian	ՈՒՇԱԴՐՈՒԹՅՈՒՆ: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք 1.855.270.2327 (TTY: 711): Կան նաև օժանդակ միջոցներ ու ծառայություններ հարկավորությունները անհետզանհեստ անվճար, օրինակ՝ Բրայլի գրատիպով ու խոշորատառ տպագրված նյութեր: Չանզանահարեք 1.855.270.2327 (TTY: 711): Այդ ծառայություններն անվճար են:
Cambodian	ចំពោះ បើអ្នក ត្រូវ ការជំនួយ ជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ 1.855.270.2327 (TTY: 711)។ ជំនួយ និង សេវាកម្ម សម្រាប់ ជនពិការ ដូចជាឯកសារសរសេរជាអក្សរធំស ក្នុងសម្រាប់ជនពិការភ្នែក ឬឯកសារសរសេរជាអក្សរព្រមព្រ័ង ក៏អាចបានផងដែរ។ ទូរស័ព្ទកម្រិតលេខ 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 بریل 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 ब्रैल और बड़े फॉन्ट में भी दस्तावेज़ उपलब्ध हैं। 1.855.270.2327 (TTY: 711) पर कॉल करें। ये सेवाएं नि:शुल्क हैं।
Hmong	CEEV 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 serbisyon 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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WINTER 2022

# stay well

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

PRSR STD  
U.S. POSTAGE  
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## Wishing You A Happy & Healthy New Year!

