



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](https://www.lacare.org/asthma).



Health Education Just For You



L.A. Care offers health education services just for you!

No matter what your health care needs are or how you like to learn, we have something for you. 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 into the member portal for online tools and resources. Like to read? We have health education materials in many health topics and languages.



To learn more about health education services visit us at **lacare.org/healthy-living/health-resources/health-education**.

Brighter Days Ahead!

Spring is here, but sometimes it can feel like the sun isn't shining as brightly on you. That's why L.A. Care offers help for members who feel like they are living under gloomy skies. Did you know that L.A. Care has programs to connect you with a trained professional that you can talk to if you are feeling anxious or down? You can be checked and treated for stress, relationship issues, anxiety, anger and/or depression, among other behavioral health challenges.

If you call L.A. Care's behavioral health partner, Beacon Health Options at **1.877.344.2858** (TTY **1.800.735.2929**) between 8 a.m. - 5 p.m., Monday through Friday, staff will provide you with a referral to a therapist or psychiatrist to begin the process. Calling after hours? No problem. Beacon Health is available 24 hours, 7 days a week to take your information and will give you a follow-up call.



Call today to take the first step towards improved mental health. There are brighter days ahead!

Starchy vs. Non-Starchy Vegetables

Starch is a type of carbohydrate (carb). Vegetables high in starch should be included in your carbohydrate count as they can raise blood sugar. Non-starchy vegetables are low in carbs and have few calories. They won't raise your blood sugar and can help you feel full longer. They are also high in vitamins, minerals and fiber. Non-starchy veggies are a great choice for members, or anyone, with diabetes!

Starchy Vegetables	Non-Starchy Vegetables	
<ul style="list-style-type: none">• White potatoes• Sweet potatoes• Peas• Corn• Acorn squash• Butternut squash	<ul style="list-style-type: none">• Spinach• Broccoli• Asparagus• Onion• Eggplant• Cauliflower	<ul style="list-style-type: none">• Bell peppers (all colors)• Brussel sprouts• Kale• Zucchini• Cabbage• Cucumber



L.A. Care works with Diabetes Care Partners to offer monthly group Diabetes Self-Management Education (DSME) for members whose A1c is 6.5 or higher. This free, virtual, three-part series covers:

- How diabetes affects the body
- How to check and manage blood sugar
- How to prevent or delay complications from diabetes
- How to eat well while managing diabetes

Members may also work with an L.A. Care dietitian one-on-one over the phone.

Go to lacare.org/diabetes to learn more or to sign up for a class. Simply click “Sign up for the next class” or call the **Health Education Department** at **1.855.856.6943**, Monday – Friday, 9 a.m. – 5 p.m.

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 for free. To access the nurse chat function, go to lacare.org and click on “Member Sign In” to log on.

Be Mindful

At some point in your life, someone probably told you: “Enjoy every moment. Life is short.” Maybe you’ve smiled and rolled your eyes at this well-intentioned relative or co-worker. But the fact is, there’s something to it. Trying to enjoy each moment may be good for your health.

The idea is called mindfulness. This ancient practice is about being completely aware of what’s happening in the present—of all that’s going on inside and all that’s happening around you. It means not living your life on “autopilot.” Instead, you experience life as it unfolds moment to moment, good and bad, and without judgment or preconceived notions.

Studies suggest that mindfulness practices may help people manage stress, cope better with serious illness and reduce anxiety and depression. Many people who practice mindfulness report an increased ability to relax, a greater enthusiasm for life and improved self-esteem.

A major benefit of mindfulness is that it encourages you to pay attention to your thoughts, your actions and your body. You can practice mindfulness throughout the day, even while answering e-mails, sitting in traffic, or waiting in line. All you have to do is to become more aware—of your breath, of your feet on the ground, of your fingers typing, of the people and voices around you.



As you start to learn how to be more mindful, it is common and normal to realize how much your mind races and focuses on the past and future. You can just notice those thoughts and then return to the present moment. It is these little, regular steps that add up and start to create a more mindful, healthy life.

So, before you roll your eyes again, take a moment and consider mindfulness.

Sources: National Institutes of Health

The L.A. Care Formulary Has You Covered



The L.A. Care Formulary is an approved list of covered drugs for L.A. Care members. It is reviewed and updated monthly for safety and effectiveness. The Formulary and updates are available online 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.

Building Active, Healthy, & Informed Communities



Community Resource Center

L.A. Care Health Plan and Blue Shield of California Promise Health Plan Community Resource Centers are open to members and the general public.

Get access to a variety of health education and cooking classes, exercise and fitness activities.



Call us at **1.877.287.6290** (TTY 711) for hours and more information so that our staff can help you get the services you need.

Protect Your Identity

If someone gets your medical ID or Social Security number, you could become a victim of medical identity theft. 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 (if any) and/or your Explanation 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 L.A. Care **Member Services** at **1.855.270.2327** (TTY 711) 24 hours, 7 days a week, including holidays.



Do You Need to See a Doctor?

Getting in to see your doctor doesn't have to be hard. L.A. Care adheres to 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 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. You can also reach a doctor over the phone or online through Teladoc for a telehealth visit at **1.800.835.2362** (TTY **711**). 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 an 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.



Important Phone Numbers

L.A. Care Covered™ Direct

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. 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 بربل والخط الكبير. اتصل بـ 1.855.270.2327 (TTY: 711). هذه الخدمات مجانية.
Armenian	ՈՒՇԱԳՐՈՒԹՅՈՒՆ: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք 1.855.270.2327 (TTY: 711): Կան նաև օժանդակ միջոցներ ու ծառայություններ հարկավորություն ունեցող անձանց համար, օրինակ՝ Բրայլի գրատիպով ու խոշորատառ տպագրված նյութեր: Չանզանահարեք 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 ដូចជាឯកសារសរសេរជាអក្សរធំ សម្រាប់ជនពិការភ្នែក ឬឯកសារសរសេរជាអក្សរព្រមព្រៀង ក៏អាចមានផងដែរ។ ទូរស័ព្ទកម្មសេវា 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 फॉन्ट में भी दस्तावेज़ 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 ยังพร้อมให้ความช่วยเหลือและบริการต่าง 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



L.A. Care
Covered™ Direct

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stay well

A Newsletter for L.A. Covered™ Direct Members

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**Thank you for being an
L.A. Covered™ Direct Member.**

