



Summer Is Finally Here!

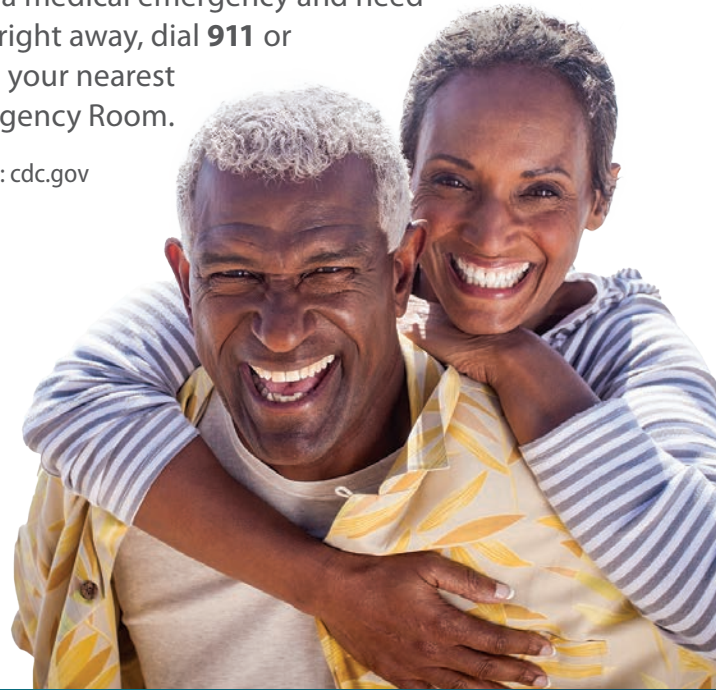
Who doesn't want to be outside, sunbathing, swimming, playing catch on the beach or just barbecuing in the backyard? While summer means fun in the sun, make sure you are not getting too much of a good thing.

Here are some tips to keep in mind:

- 1. Take extra precautions:** Practice social distancing of at least 6 ft, wear a mask as appropriate when in public and avoid confined spaces.
- 2. Apply sunblock.** When outdoors, protect your skin from damage by wearing a hat, sunglasses, and a sunscreen of SPF 30 or higher.
- 3. Drink plenty of liquids.** Drink at least eight 8-ounce glasses of water daily. Talk to your doctor to determine the amount of water that is right for you.
- 4. Avoid caffeinated and alcoholic beverages.** Alcohol, soda, coffee and even tea can leave you dehydrated quickly. Reduce the amount of these beverages.
- 5. Dress appropriately.** Wear loose-fitting clothes in natural fabrics like cotton. Dress in light colors that will deflect the sun and heat.
- 6. Stay indoors during extreme heat.** In high heat and humidity, evaporation is slowed, and the body must work extra hard to maintain a normal temperature.

Know the signs of heat stroke (e.g. flushed face, high body temperature, headache, nausea, rapid pulse, dizziness, and confusion). Take immediate action if you feel ill. Talk to your doctor if you have any questions. You can also call our **Nurse Advice Line** at **1.800.249.3619** (TTY 711) to talk to a nurse any time of day or night, 7 days a week. However, if you have a medical emergency and need help right away, dial **911** or go to your nearest Emergency Room.

Source: cdc.gov



Centers Temporarily Closed Due to COVID-19: Stay Healthy With Us Online!



Family Resource Centers

While our **Community Resource Centers/ Family Resource Centers** are closed during this COVID-19

Stay-at-Home period, we are excited to announce that we are now offering free on-demand classes for kids and families on our YouTube Channel + CRC YouTube Link at bit.ly/activehealthyinformed. Classes include fitness and exercise classes, as well as nutrition and healthy cooking classes.

We look forward to sharing with you online! When our doors are open again, join us at one of our convenient locations throughout Los Angeles County. For more information, visit lacare.org/frc or call **1.877.287.6290 (TTY 711)**.



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**

Be Active, Healthy & Informed



Community Resource Center

L.A. Care Health Plan and Blue Shield of California Promise Health Plan are here to serve you and your community. The **Community Resource Centers** offer a variety of free classes and programs, plus personalized services for L.A. Care and Blue Shield Promise members, to help you, your families and friends be active, healthy and informed.

Tailored programs for members include:

- **In-Person Member Support** – Get personalized help with choosing your doctor, getting a temporary member ID card, and setting up appointments.
- **Diabetes Prevention** – Qualified members can take part in our Diabetes Prevention Program with a trained lifestyle coach.
- **Care Management** – Learn how eligible members can get Care Management support at the Community Resource Centers.
- **Connection to Social Services** – Learn how to access social services assistance for housing, food, bills and more.

- **Health Technology Support** – Learn how to use health portals and apps to enhance your health.

Once we reopen our doors, come check out the **Community Resource Center** in Pomona at 696 W. Holt Avenue, Pomona, CA 91768. More locations are coming near you in 2020. For the latest updates, go to activehealthyinformed.org.

Let's Dance

Do you find yourself tapping your feet or shaking to the beat when you hear music? That means your body wants to dance! And dancing is not just fun, it is also good for your health.

Dancing has many physical benefits. It can strengthen your heart and lungs and improve your strength and endurance. Dancing can boost your balance, coordination, and flexibility. It can strengthen your bones and it is a great way to burn calories and help with managing your weight. Depending on the type of dancing you do, you can burn between 200 and 500 calories an hour.

Dancing can also improve your mental health by boosting your overall happiness. It can reduce depression, anxiety, and stress and improve your self-esteem, body image and sense of well-being. When you dance, your body releases endorphins - chemicals that make you feel good.

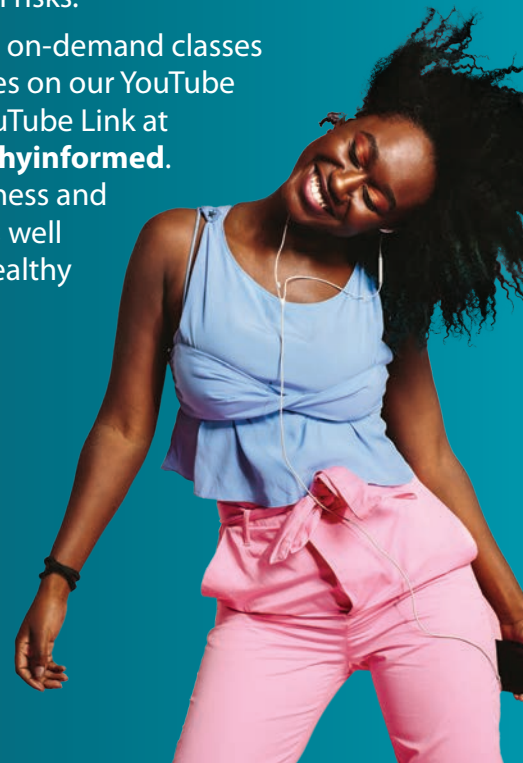
Although you can dance alone, you will get extra benefit when you dance with other people. The social element improves feelings of well-being and decreases feelings of depression.

Dancing is convenient and does not have to cost money. You can do it anywhere without needing a gym or special gear. People of all ages and at all levels of skill can dance.

So, go ahead, dance like there is nobody watching. It is for your health. Just be sure to clear it with your doctor first, especially if you have any difficulties with balance or fall risks.

Check out our free on-demand classes for kids and families on our YouTube Channel + CRC YouTube Link at bit.ly/activehealthyinformed. Classes include fitness and exercise classes, as well as nutrition and healthy cooking classes.

Source: SHM Publishing



L.A. Care Understands That Everyone Is Affected by Coronavirus (COVID-19)

We Are Here to Support You

Your first choice when you need care is your doctor. Your doctor's phone number is on your member ID card. If you cannot reach your doctor and you need care quickly, you can use L.A. Care's **free Nurse Advice Line** and **telehealth (Teladoc) services**. You can speak to a nurse or a doctor 24 hours a day, 7 days a week from the safety of your own home by calling **1.800.249.3619** (TTY **711**). You may also be able to use our **mail order pharmacy service** to get a 90-day supply of your medications.

Beacon Health Options, our contracted partner, offers behavioral health and substance use treatment. They use telehealth in some cases to meet your needs during the coronavirus outbreak. If you need

help in this way, please call **1.877.344.2858** to talk to a behavioral health expert.

We are also offering Angelenos access to the **L.A. Care Community Link** at communitylink.lacare.org. It is our online search tool where you can find free or low-cost social needs support like food and housing help.

If you or someone you know needs care or support, or if you would like to learn more about how to stay healthy during this time, please visit our website at lacare.org.

Protect Your Children

We all want to keep our children safe and secure and help them live to their full potential. Knowing how to prevent leading causes of child injury, like drowning, is a step toward this goal.

When most of us are enjoying time at the pool or beach, injuries are not the first thing on our minds. Yet, drownings are a leading cause of injury death for young children ages 1-14, and three children die every day as a result of drowning. In fact, drowning kills more children (ages 1-4) than anything else except birth defects.

Thankfully, parents can play a key role in protecting children from drowning.

Learn life-saving skills

Everyone should know the basics of swimming (floating, moving through the water) and cardiopulmonary resuscitation (CPR).

Fence it off

Install a four-sided isolation fence, with self-closing and self-latching gates, around backyard swimming pools. This can help keep children away from the area when they aren't supposed to be swimming. Pool fences should separate the house and play area from the pool.



Make life jackets a must

Make sure kids wear life jackets in and around natural bodies of water, such as lakes or the ocean, even if they know how to swim. Life jackets can be used in and around pools for weaker swimmers, too.

Be on the lookout

When kids are in or near water (including bathtubs), always supervise them. Because drowning happens quickly and quietly, adults watching kids in or near water should avoid distracting activities like playing cards, reading books, talking on the phone, and drinking alcohol or using drugs.

Source: cdc.gov

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™ Direct 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.

We Are Proud to Offer Members New Ways to Get Care in 2020!

L.A. Care is providing you and your family with easy access to care with our new partners at Teladoc and Minute Clinic.

How to Access TELADOC.

1. Set up your account at [Teladoc.com](https://www.teladoc.com). You will need your member ID number.
2. Ask for a visit through the Teladoc call center, member site or mobile app, at any time.
3. Talk to a doctor who can prescribe medication.

For more information, visit LACare.org/Teladoc.

How to Access minute clinic®

1. Use the L.A. Care online Provider Directory to find a Minute Clinic near you.
2. View wait times and plan your visit on the Minute Clinic website.
3. Get care onsite at a Minute Clinic. You will need your member ID card and a form of ID.

For more information, visit lacare.org/minuteclinic.

Questions? Call L.A. Care at **1.888.522.1298** (TTY 711).

Medi-Cal, Cal MediConnect and L.A. Care Covered™ Direct members may use Teladoc. Members who also have Medicare may not be able to use Teladoc. All Teladoc services may not be covered by your health plan. Please refer to your plan handbook or call the number on your member ID card.



Medical Identity Theft: Protect Yourself!

You could become a victim of medical identity theft if someone gets your member ID or Social Security number.

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, and your Explanations 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 **Member Services at 1.855.270.2327** (TTY 711).



Doctor's Orders: Take Your Medications as Prescribed

Did you know that medications are not taken correctly 50% of the time? Reasons why people stop taking their medications include: forgetting, not understanding what their doctor tells them, side-effects, or thinking that their medication is not working.

Not taking medications as prescribed can be bad for your health, especially if you are taking them for health challenges such as high cholesterol, blood pressure, or diabetes. It can cause your health to worsen and you not to feel well.

Tips to Help You Take Your Daily Medications

- **Take your medication at the same time every day.** Plan to take your medicine for example, after brushing your teeth in the morning or before bed at night.
- **Set an alarm.** A reminder on your phone or watch can help you remember to take your medicine.
- **Use a pill box.** Refill your pill box at the same time each week such as every Sunday evening after dinner.
- **Keep a "medicine calendar."** Mark on a calendar when you take your medications.
- **Sign up for a mail-order pharmacy service.** This can help you get your medications before you need them, delivered right to your doorstep. For information on L.A. Care's mail-order service, please refer to your Member Handbook.
- **Ask your doctor for a 90-day supply of medication.** A 90-day supply will lessen the number of times you need to go to the pharmacy.
- **Keep a list of all your medications, including supplements.** Be sure to take the list to your doctor visit so he will know what you are taking. Update your medication list every time there is a change in the type or how you should take them.

Questions? If you disagree or do not understand your medication, ask your doctor or pharmacist why you are taking it, how to take it and any side effects.

Prescription Drugs Listed on the L.A. Care Website



To find out more about 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.



Nurse Advice Line

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. When you call the **Nurse Advice Line**, you can also choose to get information about a health issue through the Health Education Audio Reference Library. Call **1.800.249.3619** (TTY 711) or chat with a nurse online for free. Please visit lacare.org and log onto the member sign-in to access the nurse chat function.

Important Phone Numbers

L.A. Care Covered™ Direct
1.855.270.2327 (TTY 711)

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 بـ 1.855.270.2327 (TTY 711) على مدار الساعة وطوال أيام الأسبوع، بما في ذلك أيام العطلات. المكالمات مجانية.
Armenian	Տրամադրվելի են լեզվական օգնության անվճար ծառայությունները: Կարող եք խնդրել բանավոր թարգմանչական կամ թարգմանչական ծառայություններ, Ձեր լեզվով կամ տարրեր 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 հեռախոսազանգն անվճար 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 हैं।
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 ឬជំនួយជ្រាបជ្រួត និងសេវា។ ទូរស័ព្ទទៅ L.A. Care តាមលេខ 1.855.270.2327 (TTY 711) បាន 24 ម៉ោងមួយថ្ងៃ 7 ថ្ងៃមួយអាទិត្យ រួមទាំងថ្ងៃបុណ្យផង។ ការបោះពុម្ពឥតគិតថ្លៃផង។
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 ເປັນພາສາໄຕ້, 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 ขอมูลในภาษาของคุณหรือในรูปแบบอื่น 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.



L.A. Care
Covered™ Direct

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SUMMER 2020

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