



**L.A. Care Covered**  
**Direct**  
For All of L.A.

WINTER 2019

# stay well

A Newsletter for L.A. Care Covered *Direct*™ Members

## Improve Your Life!

The New Year is here, and we are excited for all the wonderful possibilities it will bring. It's always a great idea to come up with a plan to improve your life for the better.

Here are five easy and realistic changes you can make in your life this year:

- 1. Do what you love.** Life can get busy, and sometimes it may seem that we have no time to pursue the things we truly love. But you will be happier if you spend time doing things that have meaning for you. Maybe you enjoy art or gardening or tutoring children. Make time to nurture your passions.
- 2. Get enough sleep.** Quality sleep is one of the best things you can do for your health. It plays an important role in your physical and mental health. Most adults need 7 to 8 hours of sleep a night. Kids' needs vary by age.
- 3. Exercise regularly.** Regular physical activity can improve your muscle strength and boost your endurance. It helps you control heart disease risk, can help control weight and manage blood sugar levels. It may also improve your mood and help you sleep better.
- 4. Drink about eight glasses of water a day.** Staying hydrated is one of the healthiest habits you can adopt. Your body's cells, tissues and organs need water to function properly. In fact, water makes up around 60 percent of your body's weight.

- 5. Eat lots of fruits and vegetables.** A healthy diet includes lots of vegetables and fruits. They are an important part of giving your body the fuel it needs to help prevent disease. Fruits and vegetables should make up about half of your plate at each meal.

Source: SHM Publishing



| [lacare.org](http://lacare.org) | 1.855.270.2327 | TTY 711



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

# Special Enrollment Is Happening Now!

Did you know that certain life events make you eligible to apply for L.A. Care *Covered Direct*™? Special Enrollment is a period outside of the Sign-Up Period when you can apply for health coverage. (Sign-Up Period for 2019 ended January 15.)

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.

## 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.**



# 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. It can also lower your risk for heart disease and heart attack.

## Small 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.

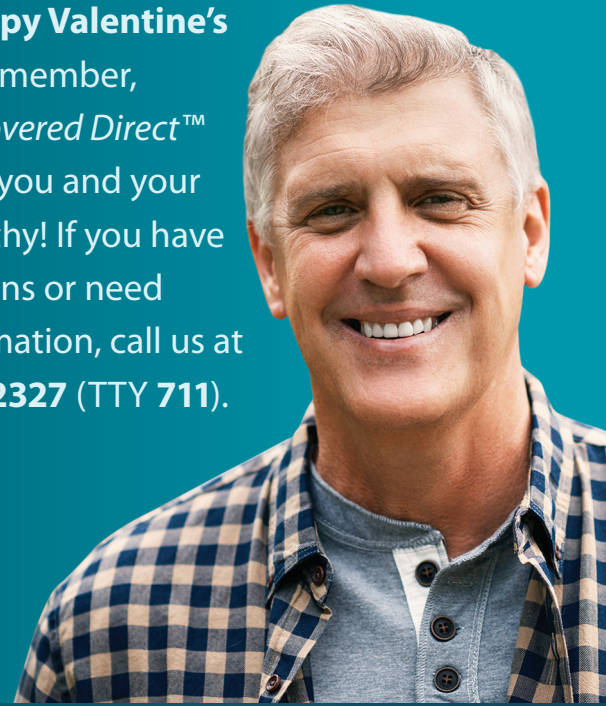
**Don't smoke.** Cigarette smoking greatly increases your risk for heart disease. If you don't smoke, don't start. If you do smoke, quitting will lower your risk for heart disease. Your doctor can suggest ways to help you quit.

**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 Direct*<sup>™</sup> 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](http://cdc.gov)



## Do You Have High Blood Pressure?

High blood pressure (BP) is something that we do not feel, but if it is not controlled it can harm the heart, kidneys and brain. However, if we control our blood pressure, we will have less damage on the heart and kidneys, as well as have less risk of stroke and disability. It is important to "know your BP", what's normal and what's elevated. The American Heart Association has recently updated the numbers that define high blood pressure and they are lower than before. High BP, or hypertension, is when the pressure inside the blood vessels is elevated and the force of your blood pushing against the walls of your vessels leads to damage in the heart, kidneys and brain. A BP of higher than 130/80 meets the condition of hypertension.

The good news is there are many safe medications for managing your BP. Also, reducing the salt in your diet may help lower your BP. It does not matter how old you are, controlling BP is important. Look at the table. If your blood pressure is elevated or in the hypertension stage, talk to your doctor about what steps you can take to control it and stay healthy.

<b>Blood Pressure Categories</b>			
BLOOD PRESSURE CATEGORY	SYSTOLIC mm Hg (upper number)		DIASTOLIC mm Hg (lower number)
NORMAL	LESS THAN 120	and	LESS THAN 80
ELEVATED	120 – 129	and	LESS THAN 80
HIGH BLOOD PRESSURE (HYPERTENSION) STAGE 1	130 – 139	or	80 – 89
HIGH BLOOD PRESSURE (HYPERTENSION) STAGE 2	140 OR HIGHER	or	90 OR HIGHER
HYPERTENSIVE CRISIS (consult your doctor immediately)	HIGHER THAN 180	and/or	HIGHER THAN 120





# Bite Into a Healthy Lifestyle

Have you been wanting to make changes in your lifestyle but aren't sure how? A great place to start is with National Nutrition Month in March. This year's theme is "Bite Into a Healthy Lifestyle."

There are three "bites" to a healthier lifestyle:

- 1. Awareness.** Be mindful of your food choices when it comes to calories and nutrition. Make every calorie count!
- 2. Knowledge.** Learn all you can about the role food plays in nourishing your body. Some foods, like fruits and vegetables, help reduce the risk of disease.
- 3. Physical activity.** Move your body more! Getting even a little exercise on most days of the week helps you keep a healthy weight and improves your mood.

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You don't have to go it alone! L.A. Care staff is ready to help you get started. You can talk to a dietitian over the phone, watch an online video, or visit a Family Resource Center. Our online wellness portal, *My Health In Motion™*, offers a wealth of health information at your fingertips. Call the Health Education Department at **1.855.856.6943** to learn more. It's time to "bite" into a healthy lifestyle!



## 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, 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)**.

# A New Year to Prepare



We all make resolutions for the New Year: lose weight, read more, learn a new skill. This year why not make one of your resolutions to be ready so that you don't have to get ready? Just a few simple steps can ensure that you're ready for anything.

## 1. Make or update your emergency kit

If you don't have an emergency preparedness kit in your home and car, it's time to get one. Gather water, food, flashlights, batteries, and a first aid kit into a container or bag and store it in an easy-to-access area of your house or car.

## 2. Form a support network

Talk to your neighbors about forming a support network. Make a plan to check on each other after a disaster occurs. Talk to people close to you about any physical limitations or special medical needs you may have during an emergency.

## 3. Prepare your family

When making your plans, don't forget your family. Talk to older adults in your life about their emergency preparedness plans, and ask them how you can help. Make sure your kids are involved in your preparations.

## 4. Join an alert network

Make sure your phone and computer have alert systems set up to notify you when dangerous weather is in your area. Consider setting up push notifications or email alerts that let you know when a natural disaster may be coming.

## 5. Weatherize your home and review your insurance

Install or check smoke detectors and carbon-monoxide alarms in your house. Make sure you know where the utility off and on switches are located. Also, check your insurance policy and make sure you are covered for possible flooding or structural damage to your home and property.

Taking time to prepare for emergencies and natural disasters could be the most important thing you do this year.

Source: [cdc.gov](http://cdc.gov)

# Steps to Fight the Flu

Flu season is here! Get a FREE flu shot to help prevent you from getting sick. It's easy! 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).

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](http://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.



Doctor or Pharmacy



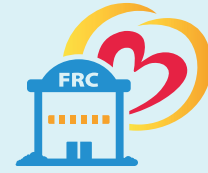
Flu Shot



Protection for yourself and your family

# Bring Your Family and Friends!

Come check out the L.A. Care Family Resource Centers (FRCs). Our FRCs are a fun and engaging space to learn, prevent illness, and improve your health. The Centers offer health education and exercise classes that are **free** and **open** to everyone. You and your family can sign up for CPR, Dance, Cooking, Yoga, Zumba®, Parenting, Children's classes, and much more. Classes are offered in English and Spanish. Free child care is available at some Centers. Call for details.



**Family  
Resource  
Centers™**

There are six FRCs conveniently located throughout Los Angeles County:

## **Boyle Heights**

The Wellness Center at the Old General Hospital  
1200 N. State St. Ste., 1069  
Los Angeles, CA 90033

Phone: **213.294.2840**  
Mon-Fri 8:30 a.m. – 5 p.m.  
Sat 9 a.m. – 12 p.m.

## **East L.A.**

4801 Whittier Blvd.  
Los Angeles, CA 90022

Phone: **213.438.5570**  
Mon-Fri 9 a.m. – 6 p.m.  
Sat 9 a.m. – 2 p.m.

## **Inglewood**

Corner of Century and Crenshaw  
3111 W. Century Blvd. Ste., 100  
Inglewood, CA 90303

Phone: **310.330.3130**  
Mon-Thu 10 a.m. – 7 p.m.  
Fri 9 a.m. – 5 p.m.  
Sat 9 a.m. – 12:30 p.m.

## **Lynwood**

In Plaza Mexico  
3180 E. Imperial Highway  
Lynwood, CA 90262

Phone: **310.661.3000**  
Mon-Fri 10 a.m. – 6:30 p.m.  
(Closed 1 – 2 pm)  
Sat 9 a.m. – 3 p.m.

## **Pacoima**

In the Zocalito Plaza  
10807 San Fernando Road  
Pacoima, CA 91331

Phone: **213.438.5497**  
Mon-Thu 10 a.m. – 6:30 p.m.  
(Closed 1 – 2 pm)  
Fri 8 a.m. – 4 p.m.  
Sat 8 a.m. – 1 p.m.

## **Palmdale**

In the Towne Square  
2072 E. Palmdale Blvd.  
Los Angeles, CA 93350

Phone: **213.438.5580**  
Mon-Fri 9 a.m. – 6 p.m.  
(Closed 1:30 – 2:30 pm)  
Sat 9 a.m. – 12 p.m.

## **Pomona**

(Coming in 2019)  
696 W. Holt St.  
Pomona, CA 91768

## **Metro Los Angeles**

(Coming in 2019)

Visit a L.A. Care **Family Resource Center** today or view the calendar of activities on our website at [lacare.org/frc](http://lacare.org/frc). For more information, call **1.877.287.6290**.



# Important Phone Numbers

## L.A. Care Covered Direct™

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](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** 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** خدمات المساعدة اللغوية متاحة مجاناً. يمكنك طلب خدمات الترجمة الفورية أو الترجمة التحريرية أو معلومات بلغتك أو بتسويق آخر أو مساعدات وخدمات إضافية. اتصل بـ L.A. Care على الرقم **1.855.270.2327 (TTY 711)** على مدار الساعة وطوال أيام الأسبوع، بما في ذلك أيام العطلات. المكالمات مجانية.
- Armenian** Տրամադրելի են լեզվական օգնության անվճար ծառայություններ: Կարող եք խնդրել բանավոր թարգմանական կամ թարգմանական ծառայություններ, ձեր լեզվով կամ տարբեր ձևաչափով տեղեկություն, կամ օժանդակ օգնություններ և ծառայություններ: Ձանգահարեք 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 格式的資訊，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 خونتان یا فرمت دیگر، یا امدادها و خدمات اضافی درخواست کنید. با L.A. Care به شماره **1.855.270.2327 (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 करें, दिन में 24 घंटे, सप्ताह में 7 दिन, छुट्टियां सहित। कॉल मुफ्त है।
- Hmong** Muaj kev pab txhais lus pub dawb rau koj. Koj tuaj yeem thov kom muab cov ntauw ntauw txhais ua lus lossis txhais ua ntauw rau koj lossis muab txhais ua lwj yam lossis muab khoom pab thiab lwj yam kev pab cuam. Hu rau L.A. Care ntauw 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 ឬជំនួយប្រែប្រួល និងសេវា។ ទូរស័ព្ទទៅ L.A. Care តាមលេខ **1.855.270.2327 (TTY 711)** បាន 24 ម៉ោងមួយថ្ងៃ 7 ថ្ងៃមួយអាទិត្យ រួមទាំងថ្ងៃបុណ្យផង។ ការងារនេះគឺឥតគិតថ្លៃឡើយ។
- 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 ມີບໍລິການຊ່ວຍເຫຼືອຮ່າງກາງພາສາໄດ້ຍັບປະສອດ, ທ່ານສາມາດຂໍບໍລິການພາສາອື່ນ ຫຼື ພາສາອື່ນໄດ້, ສຳລັບຂໍ້ມູນໃນພາສາອື່ນທ່ານ ຫຼື ໃນຮູບແບບອື່ນ, ຫຼື ເຄື່ອງມືຊ່ວຍເຫຼືອ ແລະ ບໍລິການອື່ນ. ໃຫ້ໂທຫາ L.A. Care ໂດຍ **1.855.270.2327 (TTY 711)**, 24 ຊົ່ວໂມງຕໍ່ມື້, 7 ມື້ຕໍ່ອາທິດ, ວ່ອມຕັ້ງອັນພາກຕ່າງໆ. ການໃຫ້ບໍລິການອື່ນ.
- Panjabi** ਪੰਜਾਬੀ: ਮੁਫਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ।ਤੁਸੀਂ ਦੁਆਰੀਆਂ ਜਾਂ ਅਨੁਵਾਦ ਸੇਵਾਵਾਂ, ਅਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਣਕਾਰੀ ਜਾਂ ਕਿਸੇ ਹੋਰ ਫੋਰਮੈਟ 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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A Newsletter for L.A. Care Covered *Direct*™ Members

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***L.A. Care wishes you and  
yours a Happy New Year!***

