



L.A. Care
HEALTH PLAN®

For A Healthy Life

FALL 2018

live
well

A Publication for L.A. Care's Seniors
and Members with Special Needs

Get Your Healthy Groove On!

Do you find yourself tapping your toes or moving to the beat when you hear music? As an L.A. Care member, you can take free dance classes including Zumba®, Line Dancing and Salsa at our Family Resource Centers, located in Boyle Heights, Inglewood, Lynwood, Pacoima, East L.A. and Palmdale. There are classes for adults, seniors, children and families.

Dancing isn't just fun; it's also good for your health. There are many mental and physical benefits. It can strengthen your heart, lungs, and bones and improve your strength and endurance. Dancing can boost your balance, coordination and flexibility. It's also a great way to burn calories and help with managing weight. Depending on the type of dance, you can burn between 200 and 500 calories an hour.

Our body releases feel-good chemicals when we dance which helps decrease depression, anxiety and stress. It can give you a mental boost that improves self-esteem, body image and sense of well-being. Dancing may also improve the brain's flexibility.



Although dancing can be a solo or partner activity, you'll get extra benefits when you dance with others. The social element creates feelings of happiness and well-being. Dancing is convenient and doesn't have to cost any money. You can do it anywhere without a gym or special gear. People of all ages and skill levels can dance.



For more information and a schedule of Family Resource Center classes, go to lacare.org. Click on the "Healthy Living" tab and choose the location closest to you. Dancing is fun and good exercise – go get your healthy groove on!



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



Ask the Doc: Lower Back Pain

If you have lower back pain, you are not alone. About 80% of adults experience low back pain at some point in their life. It is the most common job-related injury.



Q: Who gets lower back pain and what does it feel like?

A: Lower back pain is common and most adults will have it at some time. It can range from a dull, fixed ache to a sudden, sharp pain.

Q: What causes lower back pain?

A: Lower back pain can happen over time due to aging of the spine or of the bones in the back. It can also be caused by:

- An injury or accident
- Overuse or strain like lifting something heavy
- Poor posture
- Stress
- Not being physically active
- Being overweight

Q. How can the doctor find out the cause of lower back pain?

A: Your doctor can find what may be causing the pain with a simple health history and physical exam.

Q. What is the treatment for lower back pain?

A: One or more of the following ways may be suggested by your doctor to help reduce your lower back pain so that you can feel better:

- Hot or cold packs
- Activity – resuming your normal daily activities can help, as long as it does not make the pain worse
- Exercises, like yoga, that make the core muscles around your back stronger
- Stretching exercises
- Physical therapy programs
- Medicine
- Relaxation techniques to lower stress and muscle tension

Most of the time, low back pain is short term and will go away in a few weeks on its own with self-care. If the pain is very bad or lasts longer than 30 days, please see your doctor. He or she may want you to have an X-ray or a scan. To learn more, please visit ninds.nih.gov/disorders/backpain/detail_backpain.htm.



The secret to permanently breaking any bad habit is to love something greater than the habit.

-Bryant McGill

Ready . . . Set . . . Quit!

If you're ready to quit smoking, or even thinking about it, the Great American Smokeout is for you! The American Cancer Society sets aside one day a year for smokers to commit to quitting even for just one day. This year, that day is **Thursday, November 15, 2018.**

Quitting may be one of the hardest things you'll ever do, but it's one of the best things for your health. You may have tried to quit once, twice, or many times before. These attempts are not failures! Consider them as practice - they helped prepare you for the time you'll quit for good.

If you need help quitting, L.A. Care can help. Call **1.855.856.6943** to learn about in-person workshops and online self-paced programs and resources. Talk to your doctor about medications to



help you. You can also call the California Smoker's Helpline, a free phone-based counseling service, at **1.800.NO.BUTTS (1.800.662.8887)**. You will be taking an important step towards a healthier life, one day at a time.

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



Last year, L.A. Care unveiled a new brand campaign and it continues to unfold in Year 2. Look for our exciting campaign refresh featuring beautiful, diverse images with wings in your neighborhood on billboards, bus stops and other on-the-go places. L.A. Care will always be committed to providing access to quality health care!

Naloxone, the Antidote for Opioid Overdose

Opioids are prescription drugs for strong pain. Taking too much of an opioid can cause a person to stop breathing and even die. This is called an overdose.

Signs of an opioid overdose include:

- Limp body - no response, even if you call their name or shake them
- Slowed or stopped breathing
- Blue or gray color on lips and fingernails
- Pale or clammy skin

Naloxone can reverse an opioid overdose and cause someone to breathe again.

- In order to work, naloxone must be used right away with the first signs of an overdose.

If you think that someone has overdosed on opioids:

1. Look for the signs of overdose
2. Give naloxone
3. Call 911
4. Give a second dose in 2-3 minutes if there is no response
5. Follow 911 dispatcher's instructions

To avoid accidental overdose:

- Get your pain medications from the same doctor
- Do not take more than the dose of an opioid prescribed by your doctor
- Do not mix opioids with alcohol, benzos (alprazolam, diazepam, clonazepam), muscle relaxants, or medicines that make you sleepy



If your doctor writes a prescription for an opioid drug, play it safe and ask for a prescription for naloxone. You can even ask your pharmacist for naloxone if you don't have a prescription from your doctor.

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.

Mammograms Save Lives: Schedule Your Appointment Today!

October is Breast Cancer Awareness Month. L.A. Care is here to answer your questions about mammograms.

What is it? A mammogram is an X-ray that tests for breast cancer.

Why should I get tested? Even if you're healthy, don't feel any lumps, or don't have a family history, you still need to be tested for breast cancer.

How much does it cost? Mammograms are free for L.A. Care members.

How do I get a mammogram? Call your Primary Care Provider. Your doctor's office can refer you to a mammography center near you. L.A. Care may be able to assist with transportation if you need help getting to and from your appointment.

Can I get cancer from a mammogram? No! You cannot get cancer from a mammogram.

Does it hurt? Mammograms can be a little uncomfortable, but the test only takes a few minutes. An over-the-counter pain reliever may help.



Call your doctor to schedule your mammogram appointment today.

Women between 50 and 74 years old should get a mammogram every two years.

Stay Healthy With Free Preventive Care



Prevention is a key to staying healthy! If you haven't seen your Primary Care Provider (PCP) this year, now is the time to make an appointment. Ask your PCP what preventive screenings and care you need.

You don't need a referral or authorization for most preventive services. Preventive care is free for L.A. Care members.

Here are a few important preventive health services to ask your PCP about:

Preventive Health Service	Who needs the service
Annual physical or checkup	Everyone
Immunizations or shots	Ask your PCP
Pap and HPV test	Women ages 21-65
Mammogram	Women ages 50-74
Colorectal cancer screening	Men and women ages 50-75
Chlamydia screening	Women ages 16-24

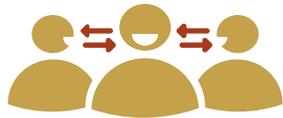
A Little Information Can Go a Long Way...

L.A. Care members have individual needs.

Periodically we ask questions that let us know exactly what those needs are. For example, “What is your race?” or “What is your preferred written or spoken language?” The information you provide to us helps us better understand your needs and the members we serve, initiate programs, improve quality of care, and provide patient-centered care.

State law requires that L.A. Care collects information about race, ethnicity, and language preference. We may also ask about sexual orientation or if you have any disabilities. Providing L.A. Care with this information is optional, but it can help you receive better care.

You can get access to L.A. Care’s language 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 protects your privacy and is only allowed to use or disclose the information for limited purposes to authorized users. Your health is very important to us and so is your privacy.

You may also ponder, “Can this information be used to deny my benefits?” The answer is no. The information you give L.A. Care cannot be used to deny you coverage and/or benefits. L.A. Care does not use member demographic data to perform underwriting, rates or determine benefits. Your race, ethnicity and language preferences help us provide you with care tailored to your individual needs.

Please call **Member Services** at **1.888.522.1298** (TTY 711) to update your information or to get answers to your questions regarding the use of your personal information.

Get Ready to Fight the Flu



Did you get your flu shot last year? If so, good for you! But once is not enough. For the best protection, get a flu shot every year because each flu strain is different from the last.

Getting a flu shot is easy and **free** for L.A. Care members. Just go to your doctor or pharmacy and show your L.A. Care member ID card. It’s best to get your flu shot early in the season to give your body time to respond to the vaccine.

You can get your shot as soon as it is available, as early as August or September.

In addition to getting your flu shot, there are other easy ways to protect yourself and those you love.

- 

1. Wash hands often. You can’t see the germs that may be hiding there.
- 

2. Do not touch your eyes or face. Germs on your hands can enter your body through your eyes, nose and throat.
- 

3. Cough and sneeze into your arm or sleeve. This prevents any germs from floating through the air.
- 

4. Stay away from sick people. It’s not personal; it’s protection.

To feel your very best, get plenty of sleep, eat healthy foods, and exercise on most days of the week.

We're Listening!

Live Well Member Newsletter Survey



L.A. Care
HEALTH PLAN®

For A Healthy Life

We want to know! We value your feedback. Please complete and return this postage paid form. You also have the option of completing the survey online at www.lacare.org/live-well-survey September 30 through December 31. Thank you for providing your contact information here:

Your Name _____ Member ID (IN) _____

Address/City/ZIP Code _____

1. How do you feel about how often L.A. Care contacts you by mail and by phone?

- By Mail:** Too much Just right I want to hear from L.A. Care more!
By Phone: Too much Just right I want to hear from L.A. Care more!

2. In addition to regular U.S. Mail, how would you like L.A. Care to contact you as needed? (Please check all that apply.)

- Phone call at this phone number: _____
 Cell phone text message at this cell phone number: _____
 Email at this email address: _____
 Other: _____

3. What topics would you like to learn more about? (Please check all that apply.)

- Health & wellness issues (like cancer, allergies, nutrition, heart health, HIV/AIDS, etc.)
 L.A. Care programs (like *L.A. Cares About Asthma*® and *L.A. Cares About Diabetes*®, etc.)
 Health benefits and services from L.A. Care (like access to care and medicine, etc.)
 Family Resource Centers (FRCs) and events (like health classes, Zumba®, cooking, nutrition, etc.)
 Community Advisory Committees (CACs) & Health Promoters
 Other: _____

4. Would you like to sign up to get your member news electronically by email?

- YES! My email is: _____
 No. I like it in print.

5. Are you satisfied with the service L.A. Care provides?

- I am satisfied. **If satisfied, what do you like most?** _____

 I am not satisfied. If you are not satisfied, please call our **Member Services Department at 1.888.522.1298 (TTY 711)** and let us know how we can better serve you. We are here to help you 24 hours a day, 7 days a week, and holidays.

6. Does L.A. Care provide you with what you need to help you be as healthy as possible?

- Yes.
 No. **If no, what would you like L.A. Care offer to help you be healthier?** _____



7. Are you interested in accessing services on your mobile phone or computer?

- YES! No.

If YES, please check all that apply.

- | | |
|--|--|
| <input type="checkbox"/> Communicate with your doctor by chat/instant message instead of an office visit | <input type="checkbox"/> Find out your test and lab results |
| <input type="checkbox"/> Communicate with your doctor by email | <input type="checkbox"/> Check your eligibility |
| <input type="checkbox"/> Make appointments to see your doctor | <input type="checkbox"/> Track your fitness, diet, and well-being |
| <input type="checkbox"/> Refill your prescriptions | <input type="checkbox"/> Search for answers to your health questions |
| <input type="checkbox"/> Get a copy of your medical records | <input type="checkbox"/> Get health tips |
| <input type="checkbox"/> Email your medical records to your doctor | <input type="checkbox"/> Find medical services nearby
(such as doctor, clinic, pharmacy, lab) |
| <input type="checkbox"/> Print your prescription history to give to your doctor | |

8. What devices do you use? (Please check all that apply.)

- | | | |
|---|---------------------------------------|---|
| <input type="checkbox"/> Smartphone (for example, iPhone or Galaxy) | <input type="checkbox"/> Mobile phone | <input type="checkbox"/> Laptop computer |
| <input type="checkbox"/> Tablet computer (for example, iPad) | <input type="checkbox"/> Printer | <input type="checkbox"/> Desktop computer |

Thank you for your interest and feedback. We truly appreciate you!

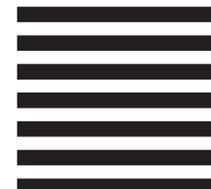
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ATTN: Marketing



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1055 W 7TH ST FL 10
LOS ANGELES CA 90017-9662**



Let's Choose Health Together!

L.A. Care's Family Resource Centers (FRCs) are *Your Centers for Health and Wellness!* They are vibrant spaces for the community to come together and learn new, healthy skills. The centers offer health education and exercise classes that are **free** and **open to everyone**.



Family
Resource
Centers™

You and your family can take CPR, Dance, Healthy Cooking, Yoga, Zumba® classes and much more at your nearest center. L.A. Care members can attend an orientation, request a member ID card, and get help choosing a doctor or making an appointment.

There are now six FRCs conveniently located throughout Los Angeles County. View the calendar of activities on our website at lacare.org/frc or call **1.877.287.6290** for hours.

Boyle Heights

(The Wellness Center at the Old General Hospital)
Phone: 213.294.2840

Inglewood

(Corner of Century & Crenshaw)
Phone: 310.330.3130

Pacoima

(Corner of San Fernando Rd. & Van Nuys)
Phone: 213.438.5497

East Los Angeles Coming this fall!

4803 E. Whittier Blvd.
Los Angeles, CA 90022

Lynwood

(Plaza Mexico)
Phone: 310.661.3000

Palmdale

(In the Towne Square)
Phone: 213.438.5580

More Dental Benefits for Adults

As of January 1, 2018, adults with full-scope Medi-Cal now have more dental coverage benefits through Denti-Cal, up to \$1,800 each year. Before treatment, your dental provider must check with Denti-Cal to find out if you have reached the maximum. If medically necessary, dental services can go over the limit. Learn more by visiting denti-cal.ca.gov or by calling **1.800.322.6384**.





How Long Should I Wait for My Appointment?

Did you know L.A. Care has 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. Remember, if you have a medical emergency and need help right away, dial **911** or go to your nearest emergency room.

Live Well Newsletter Annual Member Survey

Thank you to our L.A. Care members who have completed the Annual Member Survey that is included each year in the fall issue of the *Live Well* newsletter! Your input helps L.A. Care to continue improving services and providing access to health care that meets our members' needs.

Please see the survey included with this newsletter. We would appreciate you filling it out and mailing it back to L.A. Care. You also have the option of completing the survey online at www.lacare.org/live-well-survey September 30-December 31. Your voice and input is very valuable to us. It helps us plan and develop programs and services that will help members, like you, lead a healthier and, hopefully, happier life!



Nurse Advice Line: Available to Help You With Your Health Care Needs



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.

You can also use the audio library to learn more about many different health topics. 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.

If you are a Medi-Cal member with one of our Plan Partners, you can call the **Nurse Advice Line** at:

Anthem Blue Cross: 1.800.224.0336 (TTY **1.800.368.4424**)

Care1st Health Plan: 1.800.609.4166 (TTY **1.800.735.2929**)

Kaiser Permanente: 1.888.576.6225

Keeping Yourself Safe From Medical Identity Theft!

You could become a victim of medical identity theft if someone gets your medical ID or Social Security number. If this should happen, they can use it to see the doctor, buy prescription drugs, or submit fake bills in your name.

Your credit rating and your health could also be harmed by medical identity theft. If false information gets into your medical records, you may get the wrong treatment.

Tips to protect yourself against medical identity theft include:



- 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 **1.888.522.1298** (TTY **711**).

Fall Into Squash

September is “Fruits & Vegetables – More Matters National Nutrition Month.” Mother always said “eat your fruits and vegetables!” And she was right. They are high in nutrition and low in fat and calories. With no cholesterol and a dose of heart-healthy fiber, fruits and veggies help you and your family stay healthy. They can even lower the risk of health issues like obesity, type 2 diabetes, heart disease, and some cancers.

Fruits and vegetables are at their best, and cost less, when in season. This may bring to mind spring and summer, but fall has its own superstars. One of the best fall vegetables is butternut or acorn squash.

One cup of cubed butternut or acorn squash is a good source of vitamin C and fiber. Look for dull-colored skin that’s firm to the touch and feels heavy for its size.

Squash is a good value for your money as it can be kept in a cool, dark, dry place for up to three months. Once cut, wrap and refrigerate the squash for up to one week.

Try this easy, delicious, healthy recipe:

Roasted Butternut Squash Soup



1. Roast cubed butternut squash seasoned with thyme and sage.
2. Blend butternut squash cubes in a blender with just enough chicken broth to make a thick and creamy soup.

For more recipes and helpful hints, check out fruitsandveggiesmorematters.org/.

Go Green and Get *Live Well* Electronically!



Would you like to get *Live Well* by email? Please sign up on our website at www.lacare.org/live-well to receive it by email. Be sure to like us on Facebook, Twitter and LinkedIn.

L.A. Care Works for You

At L.A. Care, we inform, educate, and engage our members. We want to empower YOU to be well and happy with your health care. We reach more than 2 million members through mail, email, phone, websites, newsletters, and even through your doctor!

Let us help you with your health care when and how you need it. Call us at **1.888.522.1298 (TTY 711)** 24 hours a day, 7 days a week and holidays. Also, visit our website and member portal at lacare.org.





Important Numbers

Do you have questions about your health plan or your benefits?
Call your health plan directly or call L.A. Care Health Plan.

L.A. CARE

L.A. Care Health Plan

1.888.839.9909 (TTY 711)

PASC-SEIU 1.844.854.7272 (TTY 711)

24 hours a day, 7 days a week and holidays

L.A. Care Cal MediConnect

1.888.522.1298 (TTY 711) 24 hours

a day, 7 days a week and holidays

L.A. Care Family Resource Centers

(Your Centers for Health and Wellness)

1.877.287.6290

L.A. Care Covered™

1.855.270.2327 (TTY 711)

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 Language/Interpreter Services

1.888.839.9909 (TTY 711) 24 hours

a day, 7 days a week and holidays

L.A. Care's Nurse Advice Line

(for non-emergency medical advice)

1.800.249.3619 (TTY 711)

24 hours a day, 7 days a week and holidays

MEDI-CAL PLAN PARTNERS

Anthem Blue Cross

1.888.285.7801

Care1st Health Plan

1.800.605.2556

Kaiser Permanente

1.800.464.4000

Plan Partners' Nurse Advice Lines

(for non-emergency medical advice)

Kaiser Permanente: 1.888.576.6225

Care1st Health Plan: 1.800.609.4166

(TTY **1.800.735.2929**)

Anthem Blue Cross: 1.800.224.0336

(TTY **1.800.368.4424**)

OTHERS

LogistiCare

(No Cost Medi-Ride to the Doctor)

1.866.529.2141

(Spanish **1.866.529.2142**)

24 hours a day, 7 days a week

Beacon Health Options

(Behavioral Health Care)

1.877.344.2858

(TTY **1.800.735.2929**)

beaconhs.com

24 hours a day, 7 days a week

**IN CASE OF EMERGENCY,
CALL 911**

Looking for L.A. Care Members to Join the Community Advisory Committees!

Do you want to learn how the health care system works? Would you like to share your thoughts on how L.A. Care can improve their services?

L.A. Care is looking for people to join the **Community Advisory Committees (CACs)**. As a CAC member, you can help L.A. Care meet the needs of the neighborhoods we serve. Your voice can really make a difference in improving the health care for the over 2 million L.A. Care members in L.A. County!

For more information, please call the
**Community Outreach & Engagement
Department at 1.888.522.2732,**
Monday – Friday, 8 a.m. – 5 p.m.





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FALL 2018 live well

A Publication for L.A. Care's Seniors and Members with Special Needs

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Health and wellness or prevention information



Table with 2 columns: Language and Description of services. Rows include English, Spanish, Arabic, Armenian, Chinese, Farsi, Hindi, Hmong, Japanese, Khmer, Korean, Lao, Panjabi, Russian, Tagalog, Thai, and Vietnamese.

This is not a complete list. The benefit information is a brief summary, not a complete description of benefits. For more information contact the plan or read the Member Handbook.

To learn more, please call L.A. Care Member Services Department at 1.888.522.1298 (TTY 711), 24 hours a day, 7 days a week, and holidays.

Esta información está disponible de forma gratuita en otros idiomas. Comuníquese con Servicios para los Miembros al número 1.888.522.1298 para más información.

Non-discrimination 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.

Language Assistance Services in Your Language ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you.

California Department of Managed Health Care If you have been receiving care from a health care provider, you may have a right to keep your provider for a designated time period.

California Department of Health Care Services (DHCS) Office of the Ombudsman For help with Medi-Cal, you may call the California Department of Health Care Services (DHCS) Ombudsman Office at 1.888.452.8609.

