



**L.A. Care**  
HEALTH PLAN®

SPRING 2016

**be  
well**

A Publication for L.A. Care Members



## My *Health In Motion*™: Personalized Wellness Online

L.A. Care Health Plan and our plan partners — Anthem Blue Cross, Care1st, and Kaiser Permanente — are excited to share their suite of wellness websites with you! These sites offer a wide range of health information and online tools to help keep you healthy.

**L.A. Care's new wellness website** is called My *Health In Motion*™. Sign in at [lacare.org](http://lacare.org) and click on the "My *Health In Motion*™" tab to see what is offered to help you stay healthy. You'll find:

- A lifestyle survey that gives you a personal health report and practical ideas to improve your health
- Interactive guides on topics such as exercising, healthy eating, quitting smoking, managing stress, and managing your weight
- One-on-one online health coaching sessions

- Health trackers to help you reach your health and wellness goals
- Interactive online health workshops
- A health information library
- Healthy recipes and meal plans

For additional tools and information:

**Anthem Blue Cross members**, visit <https://mss.anthem.com/ca/Pages/home.aspx>. Click "Medi-Cal," then "Health & Wellness."

**Care1st members**, visit [care1st.cernerwellness.com](http://care1st.cernerwellness.com). Click on "Register New Account" if you haven't registered yet.

**Kaiser Permanente members**, visit [kp.org](http://kp.org) for health tips, tools and resources. Click on "Register now" if you haven't registered yet.



# Ask the Doc: Asthma Treatment: What You Need to Know

Understanding your asthma treatment can help you lead a healthier and more active life. Here are some things to know.

## Q: What are inhalers used for?

**A:** An inhaler is a device that delivers medication to the lungs. There are two types of inhalers used to treat asthma: controller inhalers and rescue inhalers. Each works differently.

## Q: What does a controller inhaler do?

**A:** Controller inhalers help **prevent** asthma attacks. They keep the airways in the lungs from swelling and becoming inflamed. A controller inhaler is used every day, even when you don't have asthma symptoms. This will help to manage your asthma and prevent attacks. Always refill your medication on time so you don't run out.

## Q: What does a rescue inhaler do?

**A:** Rescue inhalers give **quick relief** when you have asthma symptoms or an asthma attack. They open up the airways in your lungs to help you breathe better. Use your rescue inhaler if you have trouble breathing, chest pain, cough or wheezing. Keep your rescue medications nearby at all times, even when you leave the house. If you need to use your rescue inhaler more than two days a week, it may mean that your asthma is not well controlled. Be sure to let your doctor know.

## Q: What are spacer devices?

**A:** A spacer is a tube that attaches to an inhaler to help medicine get into the lungs. Check with your doctor to see if a spacer might help you or your child.

## Q: What is a peak flow meter?

**A:** A peak flow meter is a device that measures how well air moves out of the lungs. If you have asthma, you should use it regularly to help detect early signs that your asthma is getting worse. Your doctor can give you a prescription for a peak flow meter or spacer device.

## Asthma Action Plan

Talk with your doctor about your asthma treatment and make a written **Asthma Action Plan** that includes:

- How to use the peak flow meter to know if your or your child's asthma is under control
- How to deal with asthma symptoms
- How and when to take medicine
- How to avoid asthma triggers
- When to go to the doctor or get emergency or urgent care

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 the program, please call 1.888.200.3094 (TTY/TDD 711).

You can also get asthma information or free advice from a nurse by calling L.A. Care's 24-hour Nurse Advice Line at 1.800.249.3619, 24 hours, 7 days, including holidays.

Please visit the L.A. Care website at [lacare.org](http://lacare.org) to see our Formulary for medications to treat asthma.

## Managing Your Asthma

- A good way to tell that your controller medicine is working well is when you are using your rescue inhaler less.
- Call your doctor if your controller is not working well.
- Avoid things that make your asthma worse (triggers).
- Colds, flu and allergies can make your asthma worse.
- Call 911 if your medicine does not relieve your asthma attack, you are too out of breath to walk or talk, if you have blue lips or fingernails, or you have other emergency medical conditions.

## Good Nutrition Tips to Improve Your Health

How you feel and how you fight off disease is affected by how well you feed and exercise your body. You can

boost your health by eating foods and drinking liquids that are good for you. Here are some easy changes you can make to help you stay healthy:

- Drink more water and less sweet, sugary drinks
- Eat less fat and more fiber (beans and whole grains, such as whole wheat bread)
- Eat more fresh fruits and vegetables
- Swap salt for spices (garlic, onion, parsley, basil, dill, lemon)

Be sure to include physical activity regularly in your routine! Do an activity that you enjoy such as exercising walking, running or swimming.



# Mental Health Supports Overall Wellness

May is National Mental Health Month and L.A. Care wants to raise mental health awareness, promote substance use treatment and remind members of their benefits. When the Affordable Care Act came into effect over a year ago, L.A. Care expanded behavioral health benefits for its members. The blending of behavioral health services with physical health care fosters total wellness for all Americans.

Behavioral health services are included as part of your L.A. Care benefits. To learn more about mental health care, please visit your primary care physician (PCP) or contact L.A. Care Behavioral Health Services at 1.877.344.2858 (TTY/TTD 1.800.735.2929). You can receive:

- Screening for emotional health, substance misuse, and early child development
- Outpatient medication treatment and monitoring
- Brief counseling support and education
- Direct referrals to a network of dedicated therapists for behavioral health services

Be on the lookout for community events that L.A. Care will be hosting in May. Our goal is to make sure our members have support and access to quality behavioral health services that meet their needs. For other events, please visit the National Alliance for Mental Health's website at nami.org.



## Follow us...for a Healthy Life!

L.A. Care Family Resource Centers (FRCs) are *Your Centers for Health and Wellness*. There are four FRCs located throughout Los Angeles County.

- Boyle Heights (The Wellness Center at the Old General Hospital)
- Inglewood (Corner of Century & Crenshaw)
- Lynwood (Plaza Mexico)
- Pacoima (San Fernando Rd. & Van Nuys Blvd. in the Zocalito)

The FRCs offer free health classes, such as Zumba® and Healthy Cooking. They can also help you get free and low-cost health care with L.A. Care Health Plan. To learn more about the FRCs and view class dates and times, visit [lacare.org](http://lacare.org) or call **1.877.287.6290**.



## Eye Exams for Children

You may wonder whether your preschooler has an eye problem or when you should schedule your child's first eye exam. Catching a child's vision concern early helps to make sure they have normal, healthy eyesight for doing daily activities such as schoolwork, chores or play.

According to the American Optometric Association (AOA), infants should have their first eye exam at 6 months of age. Children should have an eye exam at age 3, and then just before the first grade — at about age 5 or 6. After that, your child should have an eye exam every two years if they are not having any eye issues. Children who need eyeglasses should be examined every year. The following are related to good eyesight for learning:

- Near vision
- Distance vision
- Eye movement skills
- Focusing skills
- Hand-eye coordination

### Scheduling an Eye Exam

Your child's doctor will likely be the first one to examine your child's eyes. If problems are suspected, a referral may be made to an eye doctor, who has equipment and training to spot vision conditions. When scheduling an eye exam, be sure to mention if your child has failed a vision screening at school or during a visit to his or her doctor. The eye doctor will also want to know about any eye issues and treatments your child has had.

L.A. Care's eye care partner is VSP Vision Care. To find a VSP eye doctor near you, log on at [vsp.com](http://vsp.com) or call 1.800.877.7195 and bring your member ID card.



## Don't Be a Victim! Prevent Fraud and Protect Your Identity

You could become a victim of medical identity theft if someone gets your health plan member ID or Social Security number and use it to see the doctor, buy prescription drugs or submit fake bills in your name. Medical identity theft could damage your credit rating and also harm your health. If false information gets into your medical records, you may get the wrong treatment.

Here are some tips to protect you from medical identity theft:

- Distrust 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, they will already have your information.
- Review your medical bills and statements. Check for items or services you did not receive. If you see something strange or wrong, call your health care provider immediately.

If you have questions about your bill or think there is a problem, please call L.A. Care at 1.888.839.9909 (TTY/TDD 711).



## Be Kind to Your Kidneys

Your kidneys are two fist-sized organs that do big jobs - they help filter waste out of the blood and balance the body's fluids.

Good kidney health and the prevention of kidney disease is the result of:

- eating healthy foods with lots of fresh fruit and vegetables and limiting the amount of salt and fat in your diet
- getting regular exercise
- maintaining a healthy weight
- not smoking
- drinking enough water
- avoiding drinking too much alcohol

More than 26 million Americans have kidney disease. Most people don't know it because kidney disease often has no early symptoms. Be sure to tell your doctor if it is hard or painful to urinate, or if your urine is dark or foamy.

Kidney disease can be detected with a blood or urine test. Your doctor may give you one or both tests as part of your yearly physical exam. You are at higher risk for kidney disease if you have diabetes, high blood pressure or heart disease, or have a family history of these health issues.

Treatment for kidney disease aims to slow or control its cause. Your doctor may work with you to lower your blood pressure, adjust your diet or give you medication as part of your treatment.

If you have questions about kidney disease, speak with your doctor or call L.A. Care's Nurse Advice Line at 1.800.249.3619 (TTY/TDD 711).

## Questions About Your Health?



*The Nurse Advice Line is available 24 hours a day, 7 days a week.*

### Free Medical Advice, Day or Night

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. You can also use the audio library to learn more about many different health topics. Call 1.800.249.3619 (TTY/TDD 711) or chat with a nurse online. 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, please call the Nurse Advice Line at:

**Anthem Blue Cross**  
1.800.224.0336 or  
TTY/TDD 1.800.368.4424

**Care1st Health Plan**  
1.800.609.4166 or  
TTY/TDD 1.800.735.2929

**Kaiser Permanente**  
1.888.576.6225

# Things To Remember

1. Always keep your member ID card with you. Show your member ID card when you:
  - Go to a doctor's office
  - Go to the hospital
  - Need emergency services
  - Pick up a prescriptionDo not give your member ID card to anyone else to use. If you lose or damage your member ID card, call L.A. Care.
2. You have the right to receive service and information in a language or format you understand. If you need a free interpreter for a doctor's visit, or member information in your language or other format (like Braille, large print or audio), call L.A. Care.
3. You can talk to a nurse for free, any time day or night, 7 days a week.

Check your member ID card for the phone number. The Nurse Advice Lines also provide pre-recorded information on many health topics. There is a list of these topics at the end of the *Member Handbook* we mailed to you.

4. Visit **lacare.org**. You can:
  - Find a doctor
  - Learn about your benefits
  - Look into our health education programs and Family Resource Center classes
  - Find out about your rights and responsibilities
  - File a complaint, called a "grievance"
5. The **L.A. Care Connect** member portal includes exciting features. You can:
  - View and print your member ID card
  - Request a change of PCP

- View and print a list of your prescriptions
- Participate in wellness programs
- Chat with a nurse in real time
- View claims (as applicable by line of business)
- Use the **L.A. Care Connect app** to access mobile-friendly features through Apple and Android devices in English and Spanish

## Do you have questions, need a member ID card, or interpreter?

L.A. Care is here to help you get the care and service you need. Call Member Services at **1.888.839.9909 (TTY/TDD 711)** 24 hours a day, 7 days a week (open holidays).

## Language Services for Clear Communication

Are there times when you have trouble talking with your doctor because English is not your first language? If the answer is yes, L.A. Care can help. We offer language services at no cost to you, 24 hours a day, 7 days a week.

To ask for an interpreter for health visits, please call L.A. Care at 1.888.839.9909 (TTY/TDD 711). Be ready to provide the following information:

- Your language and L.A. Care member ID number
- Visit date, time and place
- Doctor's name, specialty and phone numbers

### These tips can help you get the most out of your visit:

- Speak directly to your doctor
- Speak in short phrases and pause often
- Speak at a normal speed
- The interpreter will tell your doctor everything you say
- Whatever you share will be kept private

Offering interpreting services is one way L.A. Care makes sure you understand your health and your doctor. We are committed to you getting the best care.

## Looking for New L.A. Care Volunteers!

You can be a voice to help L.A. Care meet the needs of the neighborhoods we serve. We are seeking new people to help with our Regional Community Advisory Committees (RCACs).

RCAC members bring the voice of their communities to L.A. Care's Board of Governors, which guides programs for over 1.8 million members. L.A. Care invites people over 18 years of age of many backgrounds to volunteer and encourages seniors and people with disabilities to be part of RCAC. Please call 1.888.522.2732, Monday - Friday, 8 a.m - 5 p.m. to find out more.





# How Long Should You Wait for an Appointment?

Need to see a doctor? California law has new standards for appointment wait times from the date an appointment is requested. How long you wait may depend on why you are visiting the doctor. Here are California's guidelines:

## Wait Times From the Date an Appointment Is Requested

- **Urgent care:** within 48 hours for services that do not require prior approval and within 96 hours for services that do require prior approval
- **Non-urgent primary care:** within 10 business days
- **Non-urgent specialty care:** within 15 business days
- **Non-urgent mental health (non-physician) care:** within 10 business days
- **Non-urgent ancillary care (such as lab work or home health):** within 15 business days

You can contact L.A. Care Member Services at 1.888.839.9909 (TTY/TDD 711) for assistance. They are open 24 hours, 7 days a week, including holidays. California law requires that you speak to a Member Services representative within 10 minutes.

Partner with your doctor to get care when you need it. Keep your doctor appointments. Let your doctor's office know as soon as possible if you can't make an appointment. Be aware of California's new standards.

## Exceptions

- The purpose of the timely access law is to make sure you get the care you need. Sometimes you need appointments even sooner than the law requires. In this case, your doctor can request that the appointment be sooner.
- Sometimes waiting longer for care is not a problem. Your provider may give you a longer wait time if it would not be harmful to your health. It must be noted in your record that a longer wait time will not be harmful to your health.
- If you can't get a timely appointment in your area because there are not enough providers, your health plan must help you get an appointment with an appropriate provider.

Some health care service plans may be exempt from these standards. For more information, visit the California Department of Managed Health Care (DMHC) at [dmhc.ca.gov/LawsRegulations.aspx](http://dmhc.ca.gov/LawsRegulations.aspx) or call the DMHC Help Center at 1.888.466.2219.

## Go Green and Get Be Well Electronically!



Would you like to get *Be Well* by email or on your cell phone? Call us or send your email or cell phone number to

[editor@lacare.org](mailto:editor@lacare.org). Be sure to like us on Facebook, Twitter and LinkedIn.

## Asthma Word Match

Match the correct word in the first column with its definition in the second column.

- |                       |  |
|-----------------------|--|
| 1. Inhaler            | a. A device that measures how well air moves out of your lungs                       |
| 2. Rescue             | b. A device that delivers medication to the lungs                                    |
| 3. Peak Flow Meter    | c. The type of inhaler used to prevent asthma  |
| 4. Quick Relief       | d. Written instructions on how to manage your asthma and what to do if it gets worse |
| 5. Asthma Action Plan | e. What a rescue inhaler gives   |
| 6. Spacer             | f. A tube that attaches to an inhaler to help medicine get into the lungs            |
| 7. Controller         | g. The type of inhaler used to relieve asthma attacks                                |

ANSWERS: 1. b, 2. g, 3. a, 4. f, 5. d, 6. f, 7. c

## Did You Know?

### L.A. Care Case Management is a free service for all members.

We have Case Managers who are nurses that can help you get the most from your health care. We can do things like help you schedule doctor visits and help find transportation options to get there. Case Management can also help explain your health care benefits, help you understand your medication and health concerns. Plus, we can put you in touch with other resources in your area.

To speak to a Case Manager, please call 1.844.200.0104, Monday through Friday from 8 a.m. to 5 p.m., except on holidays. For free interpreting services, information in your language or in another format, call Member Services at 1.888.839.9909 (TTY/TDD 711).

### L.A. Care has a list of covered medications called a Formulary

A Formulary or Drug List is a list of covered brand and generic medications. They are listed alphabetically and by the health condition they are used for. Your doctor may prescribe a medication that is not on the Formulary, which will require a Prior Authorization Request. Your pharmacist or doctor will let you know if you need prior authorization.

Ask your doctor for a 90-day supply with refills for long-term medications used to treat chronic health conditions like high blood sugar or high blood pressure. If you have questions about the Formulary, a prior authorization request, or our medication mail order service called WellDyneRx, please call Member Services at 1.888.839.9909 (TTY/TDD 711) or you can get information on the L.A. Care website at [lacare.org](http://lacare.org).

## 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 engage more than 1.8 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 **1.888.839.9909** (TTY/TDD 711) 24 hours a day, 7 days a week and holidays. Also, visit our website and member portal at [lacare.org](http://lacare.org).



## Important Phone 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 & L.A. Care Healthy Kids (0-5)**  
**1.888.839.9909** (TTY/TDD 711)  
24 hours a day, 7 days a week and holidays

**L.A. Care Cal MediConnect**  
**1.888.522.1298** (TTY/TDD 1.888.212.4460)  
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**

**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/TDD 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/TDD 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)

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

**Care1st: 1.800.609.4166**  
(TTY/TDD 1.800.735.2929)

**Kaiser: 1.888.576.6225**

### 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 Strategies** (Behavioral Health Care)  
**1.877.344.2858** (TTY/TDD 1.800.735.2929)  
**beaconhs.com** 24 hours a day, 7 days a week

**IN CASE OF EMERGENCY, CALL: 911**

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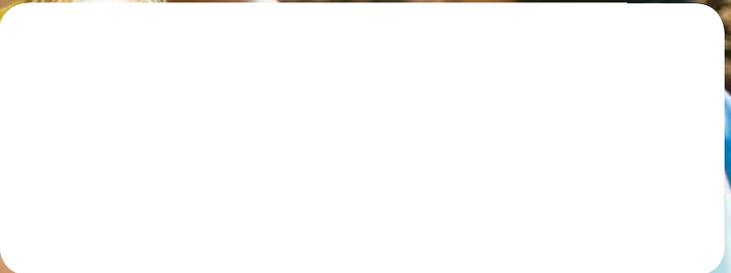
SPRING 2016

# be well

A Publication for L.A. Care Members

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### Health and wellness or prevention information



**L.A. Care**  
HEALTH PLAN®

**English** To request free interpreting services, information in your language or in another format, call L.A. Care at 1.888.839.9909 or TTY/TDD 711.

**Arabic** لطلب خدمات ترجمة فورية مجانية، ومعلومات بلغتك أو بتتسيق آخر، اتصل بـ L.A. Care على الرقم 1.888.839.9909 أو رقم الصم 711 TTY/TDD.

**Armenian** Անվճար բանավոր թարգմանչական ծառայություններ ինչպես նաև ձեր լեզվով կամ այլ ֆորմատով տեղեկություններ խնդրելու համար, զանգահարեք L.A. Care 1.888.839.9909 կամ TTY/TDD 711 հեռախոսահամարներով:

**Chinese** 如果您需要免費口譯服務，或需要您使用之語言版本或其他格式的資訊，請致電 L.A. Care，電話號碼是 1.888.839.9909 或 TTY/TDD 專線 711。

**Farsi** جهت درخواست خدمات رایگان مترجم شفاهی، دریافت اطلاعات به زبان خودتان یا سایر فرمت ها، با L.A. Care به شماره تلفن 1.888.839.9909 یا TTY/TDD 711 تماس بگیرید.

**Hebrew** לקבלת שירותי תרגום חינם או מידע בשפה אחרת או בפורמט אחר, אנא התקשר/י ל-L.A. Care במספר 1.888.839.9909 או TTY/TDD 711.

**Japanese** 無料通訳サービス、日本語又はその他の形式で情報をご希望の際は、L.A. Careにお電話、フリーダイヤル1.888.839.9909もしくはTTY/TDD 711までご連絡ください。

**Khmer** ដើម្បីស្នើសុំសេវាការបកប្រែជាយុត្តិធម៌ ឬសំរាប់ព័ត៌មានជាភាសាខ្មែរ ឬជាទម្រង់មួយទៀត សូមទូរស័ព្ទទៅ L.A. Care តាមលេខ 1.888.839.9909 ឬ TTY/TDD 711។

**Korean** 무료 통역 서비스, 다른 언어 또는 다른 형식으로 된 자료가 필요하신 경우, L.A. Care 1.888.839.9909번 또는 TTY/TDD 711번으로 문의하십시오.

**Russian** Чтобы сделать запрос о предоставлении бесплатных услуг переводчика, информации на Вашем языке или в другом формате, позвоните в L.A. Care по номеру телефона 1.888.839.9909 или по номеру линии TTY/TDD 711.

**Spanish** Para solicitar servicios de interpretación gratuitos o información en su idioma o en otro formato, llame a L.A. Care al 1.888.839.9909 o al 711 para TTY/TDD.

**Tagalog** Upang humiling ng mga libreng serbisyo sa pagsasalang-wika, impormasyon sa iyong wika o sa isa pang format, tumawag sa L.A. Care sa 1.888.839.9909 o TTY/TDD 711.

**Vietnamese** Để yêu cầu dịch vụ thông dịch miễn phí, thông tin bằng ngôn ngữ của quý vị hoặc bằng một hình thức khác, vui lòng gọi L.A. Care tại số 1.888.839.9909, hoặc nếu dùng TTY/TDD, xin gọi số 711.

The benefit information provided is a brief summary, not a complete description of benefits. Limitations, co-payments, and restrictions may apply. Benefits may change on January 1 of each year. To learn more, please call L.A. Care Member Services Department at **1.888.839.9909 (TTY/TDD 711)**, 24 hours a day, 7 days a week, and holidays.

*Be Well* is a member news publication by L.A. Care for members of L.A. Care's Health Plan.

If you would like the information contained in this newsletter in another language or another format, please call Member Services at **1.888.839.9909 (TTY/TDD 711)**, 24 hours a day, 7 days a week including holidays.



**L.A. Care**  
HEALTH PLAN®

[lacare.org](http://lacare.org)

For a Healthy Life

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