Summer Fun: Be Healthy and Safe!

The hot, long days of summer are a great time for children to enjoy outdoor sports and water-related activities, which are fun and have many health benefits. Whether they are young children or teens, be sure to know how to keep them safe while enjoying summer outings. Following are some safety tips to keep in mind:

**Water activity safety awareness**
- Teach your kids about water safety.
- Always supervise children when in or around water. A responsible adult should constantly watch young children.
- Teach children to swim. Formal swimming lessons can help protect children from drowning.
- Learn cardiopulmonary resuscitation (CPR). Your CPR skills could save someone’s life.
- Install a four-sided fence around home pools.
- Wear a properly fitted life jacket every time you or your loved ones are on the water.

**Beat the heat and sun**

Heat stroke or related illness happens when the body’s temperature control system is overloaded. Infants and children up to 4 years of age are at the greatest risk. Even young and healthy people can get sick from the heat while doing strenuous physical activities during hot weather.

- Never leave infants, children, or pets in a parked car, even if the windows are open.
- Dress infants and children in loose, lightweight, light-colored clothing.
- Schedule outdoor activities for morning or evening hours.
- Take cool showers or baths.
- Seek immediate medical care if your child has symptoms of a heat-related illness like nausea, dizziness or headache.

Your family’s health is L.A. Care’s priority. If you have questions or need more information, call Member Services at 1.888.839.9909 (TTY 711). You can also call the Nurse Advice Line at 1.800.249.3619 (TTY 711) to talk to a nurse, 24 hours a day, 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.
**Q: What is prediabetes?**

**A:** Prediabetes means your blood sugar is higher than normal, but not high enough yet to be diabetes. It is a sign that you are at high risk of getting diabetes. Our goal is to prevent diabetes, and the health issues it can lead to, before they start.

**Q: What is the new Diabetes Prevention Program?**

**A:** The Diabetes Prevention Program (DPP) is a year-long class to lower the risk of diabetes. In a fun and caring way, trained Lifestyle Coaches help you make changes in the foods you eat and how much you move your body. These changes work together to prevent diabetes. DPP is offered at no cost to some adult L.A. Care members.

**Q: How do I qualify for the DPP?**

**A:** To qualify for the DPP, adult L.A. Care members must:
- Be overweight
- Have a blood test result in the prediabetes range, OR
- Have had gestational diabetes (diabetes during pregnancy)

Ask your doctor if you meet these guidelines. If you already have diabetes, L.A. Care has other programs for you.

**Q: What will I learn?**

**A:** You will learn how to eat healthy (without giving up the foods you love) and how to move your body more each day. You will also learn how to better deal with stress and how to get back on track if you have a bad day.

**Q: How do I sign up?**

**A:** To learn more about the DPP, please call Member Services at 1.888.839.9909 (TTY 711).

Being healthy and fit isn’t a fad or a trend. It’s a lifestyle.

- Heather Montgomery
Keep Your Child’s Vaccines Up to Date

Vaccinations, or shots, are one of the best ways parents can protect infants, children and teens from 16 potentially harmful diseases. Vaccines prevent diseases that can be very serious or even deadly – especially in infants and young children. Children and teens need to see their doctor once a year for well-visits, even if they are healthy. For older children, use this year’s back-to-school annual exam or physical to make sure they are up-to-date on their shots. Beat the summer rush and schedule an appointment today!

Immunization Schedule
If your child is behind schedule, it’s easy to catch up - ask your doctor.

<table>
<thead>
<tr>
<th>Vaccine</th>
<th>Age</th>
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<tbody>
<tr>
<td></td>
<td>Birth</td>
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<tr>
<td>Hepatitis B (Hep B)</td>
<td>☑</td>
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<tr>
<td>Diphtheria, tetanus, &amp; acellular pertussis (DTaP)</td>
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<tr>
<td>Poliovirus (IPV)</td>
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<tr>
<td>Rotavirus (RV)</td>
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<tr>
<td>Haemophilus influenzae type b (Hib)</td>
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<td>Pneumococcal conjugate (PCV13)</td>
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<td>Measles, mumps, rubella (MMR)</td>
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<tr>
<td>Varicella Chickenpox (VAR)</td>
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<td>Hepatitis A (HepA)</td>
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<td>Tetanus, diphtheria, &amp; acellular pertussis (Tdap)</td>
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<td>Human papillomavirus (HPV) 2 Doses</td>
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<td>Meningococcal B</td>
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<td>Influenza (Flu)</td>
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Annually for age 6 months and older.
June Is Men’s Health Month

L.A. Care encourages all members to make health a priority, but during Men’s Health Month we especially want men to see their doctor for a health exam and screenings. Depression and heart disease affect millions of men—and many experience both. Depression is when feelings of hopelessness, sadness, loss or frustration interfere with activities of daily living.

What is the connection between heart disease and depression?
Depression that lasts longer than a couple of weeks can lead to behaviors, such as abusing alcohol or not sleeping well, that put heart health at risk. People with depression are more likely to have other conditions that can lead to heart disease, including obesity and diabetes.

How do they affect men?
Although both men and women can get depressed, men often have different symptoms than women, including feeling angry, acting aggressively, abusing drugs or alcohol, and having trouble sleeping. These symptoms can put men at risk for heart conditions by raising blood pressure and putting extra stress on the heart.

For good mental and heart health throughout your life, try these steps:

• **See a professional.** If you have depression, talk to a mental health professional about treatment. If you have been diagnosed with a heart condition, talk to your doctor about medicines and healthy living habits that can help both your heart and your mental health.

• **Stay physically active.** Being active boosts your mood and keeps your blood vessels healthy. Exercise may be as effective as medicine in reducing symptoms of depression.

• **Watch what you eat and drink.** Eat plenty of fresh fruits and veggies. Avoid caffeine, foods high in sodium (salt) and alcohol.

• **Do not smoke.** Tobacco is linked to both depression and heart disease. If you do smoke, learn how to quit.

• **Get support from loved ones.** Talk to trusted family or friends about what you are feeling. Loved ones can help by being exercise partners or reminding you to take your medicines.

Take care of your health, this month and every month!

If you need more information, please call Member Services at 1.888.839.9909 (TTY 711)

If you have a medical emergency and need help right away, dial 911 or go to your nearest Emergency Room.

Source: cdc.gov
Pregnancy Cycle of Care

Pregnancy can be one of the most joyous times in a woman's life. Allow L.A. Care to share in this joy by seeing your doctor as soon as you think you're pregnant. Early visits let you and your doctor get to know each other and you can plan for the birth of your baby together. During your pregnancy, your doctor will keep track of how you and your baby are doing. After giving birth, close the cycle of care by seeing your doctor within three to eight weeks. This postpartum visit gives your doctor one more chance to make sure that you're healing well.

L.A. Care’s Health Education Unit offers additional support for pregnant members. Through our “Healthy Pregnancy” program, we'll send you information on how to take care of yourself along with breastfeeding tips. We can also help you make your first prenatal care appointment. Our “Healthy Mom” program encourages women who have recently given birth to make and keep their postpartum doctor visit. Let us share this exciting time with you! To learn more about these programs, call 213.694.1250, ext. 4408 or ext. 4927.

Don’t wait. Don’t stress. Test.

Chlamydia is a sexually transmitted disease (STD). It is very common and can infect both men and women. According to the Centers for Disease Control and Prevention (CDC), it is the most frequently reported infectious disease in the United States.

Most people with chlamydia have no symptoms. The only way to know for sure if you have chlamydia is to have a screening test. Testing is easy and painless with a simple urine test. All sexually active young women under 25 years old need to get tested each year. If you are older than 25 years, talk to your doctor about how often you need to get tested.

Chlamydia is easy to treat with antibiotics. If not treated, chlamydia can make a woman unable to have children later. Find and treat chlamydia before it leads to health problems.
Help in Your Language Is Only a Call Away

L.A. Care wants to make sure that you have access to the services you need, when you need them, and in your language.

You can get services 24 hours a day, 7 days a week, including no-cost interpreting services and American Sign Language.

It is better 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.

Need an interpreter?

- Please call Member Services at 1.888.839.9909 (TTY 711) at least 10 business days before your appointment. The more time we have, the more likely we are to find an interpreter for you.
- Provide accurate and complete information:
  - **Who:** Is the appointment for you, a family member or for your child?
  - **What:** What kind of doctor are you seeing? Do you want a male or female interpreter?
  - **When:** What time is your appointment? When do you want the interpreter to be there?
  - **Where:** Where is your appointment? What is the address? Is there a specific building?
  - **Why:** What is this appointment for? Follow up? Consultation? Medical visit?

Be sure to let Member Services know if your appointment changes. We are available 24 hours a day, 7 days a week, including holidays to assist you.

Need materials in your language or format?

- Call Member Services to help you get documents in the language and format you want, such as large print or audio.
Filling Your Prescriptions With L.A. Care Is Easy!

When your doctor gives you a prescription, please fill it right away. L.A. Care has a network of pharmacies ready to help. You can find a list of pharmacies near you on L.A. Care’s website at lacare.org. If you need help, call L.A. Care Member Services at 1.888.839.9909 (TTY 711). Taking your prescription drugs as instructed by your doctor will help you feel and stay healthy.

If you are taking medicine for chronic conditions like high blood pressure, diabetes or heart problems, make sure that you don’t run out. Don’t stop taking your medicine unless your doctor tells you to do so.

Tips to Stay on Track With Your Medicine

• Always fill your prescriptions a few days before they run out.

• When you pick up your medicine(s) from the pharmacy, check the bottle to see if you have refills left. If you need help figuring it out, ask your pharmacist.

• If you run out of refills, call your doctor or, again, ask your pharmacist. They can also call your doctor about a refill.

• If you have side effects or questions about your medicine, talk to your doctor or pharmacist.

• At least a week before leaving for vacation, check your prescriptions to be sure you have enough to last throughout your travels. If not, have your prescription(s) refilled before you go.

To find out more about the L.A. Care list of covered drugs called the Formulary, and monthly Formulary 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 Formulary procedures.

Let’s Choose Health Together!

The L.A. Care 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. 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 five 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.

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

Inglewood
(Corner of Century & Crenshaw)
Phone: 310.330.3130

Lynwood
(Plaza Mexico)
Phone: 310.661.3000

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

Palmdale
(In the Towne Square)
Phone: 213.438.5580

Coming in Fall 2018!
East Los Angeles
4803 E. Whittier Blvd.
Los Angeles, CA 90022
Learn About Your Coverage

When you first join L.A. Care, and then every year after, you will get a package of important information about your health care coverage. Please read it and call us if you have any questions. You can visit L.A. Care’s website at lacare.org for the information listed below and more:

**Basic Information**

- What benefits and services are covered
- What benefits and services are not covered
- How your health plan makes decisions about when new treatments will become benefits
- What care you can and cannot get when you are out of Los Angeles County or the L.A. Care network
- How to access care when you are out of Los Angeles County
- How to change or get care from your primary care physician (PCP)
- How to get information about doctors
- How to get a referral for specialty care, behavioral healthcare services or to go to the hospital
- What to do when you need care right away or when the office is closed
- What to do if you have an emergency
- How to get prescriptions filled, other pharmacy program information and updates
- Co-payments and other charges
- What to do if you get a bill
- How to keep you and your family healthy guide
- How your health plan evaluates new technology to decide if it should be a covered benefit

**Special Programs**

L.A. Care has the following special programs:

- **Quality Improvement Programs** to tell us how we can improve quality of care, safety, and services for our members. These programs tell us how to measure our progress so that we can meet our goals and provide quality services and decide what we may need to change
- **Care Management Programs** for members with difficult medical needs that require additional care
- **Programs to better manage diseases**, like diabetes and/or asthma

**How Decisions Are Made About Your Care**

- How our doctors and staff make decisions about your care based only on need and benefits. We do not encourage doctors to provide less care than you need and doctors are not paid to deny care.
- How to reach us if you want to know more about how decisions are made about your care
- How to appeal a decision about your care

**Member Issues**

- Your rights and responsibilities as a health plan member
- How to complain when you are unhappy
- What to do if you are disenrolled from your plan
- How L.A. Care protects and uses your personal health information
- How to get help if you speak a different language
- If you would like paper copies, please call **Member Services** at 1.888.839.9909 (TTY 711), open 24 hours a day, 7 days a week and holidays.
Medical Identity Theft: Protect Yourself!

If someone gets your medical ID or Social Security number, you could become a victim of medical identity theft. Once they have it, they can use it to see the doctor, buy prescription drugs, or submit fake bills in your name. Medical identity theft can also damage your credit rating and harm your health. If false information gets into your medical records, you may get the wrong treatment. Here are some ways to protect yourself against medical identity theft:

• Do not trust strangers who offer free or discounted medical services.
• File paperwork and shred what you do not need.
• Keep your insurance and Social Security numbers safe.
• Never share your information with persons who say they are bill collectors. If they really are bill collectors, they will already have your information.
• Review your medical bills and statements (if any) and/or your Explanation of Benefits. Check for items or services you did not receive. If you see something strange or wrong, call your health care provider.

If you have questions about your bill and/or Explanation of Benefits or think there is a mistake, please call L.A. Care Member Services at 1.888.839.9909 (TTY 711).

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 or TTY 1.800.368.4424
Care1st Health Plan: 1.800.609.4166 or TTY 1.800.735.2929
Kaiser Permanente: 1.888.576.6225
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 our 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.
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 1.888.839.9909 (TTY 711) 24 hours a day, 7 days a week and holidays. Also, visit our website and member portal at lacare.org.

Go green and get Be Well electronically!

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

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
1.800.605.0256
Kaiser Permanente
1.800.464.4000

Plan Partners’ Nurse Advice Lines
(for non-emergency medical advice)
Kaiser: 1.888.576.6225
Care1st: 1.800.609.4166
(TTY 1.888.839.9909)

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

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Health and wellness or prevention information

SALES & MARKETING DEPARTMENT

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• And More!

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 the L.A. Care Member Services at 1.888.839.9909 (TTY 711), 24 hours a day, 7 days a week including 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 711), 24 hours a day, 7 days a week including holidays.

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.

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. Please contact your HMO’s customer service department, and if you have further questions, you are encouraged to contact the Department of Managed Health Care, which protects HMO consumers, by telephone at its toll-free number: 1.888.HMO.2219 (1.888.466.2219), or at a TTY number for the hearing impaired at 1.877.688.9891, or online at hmohelp.ca.gov.

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. The Ombudsman Office helps people with Medi-Cal make use of their rights and responsibilities.

For a Healthy Life
lacare.org
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