National Children’s Dental Health Month: Take the 2Min2x Challenge!

February is National Children’s Dental Health Month. L.A. Care is encouraging members to take the 2min2x challenge. Help your kids brush their teeth for 2 minutes, at least 2 times a day. It’s that simple. Your child will have healthier teeth, fresher breath, and fewer cavities. Even baby teeth need to be cleaned. All it takes is 2 minutes, at least 2 times a day!

For babies:
• Clean teeth with a soft, clean cloth or baby’s toothbrush twice a day as soon as teeth can be seen above the gum line.
• Do not put baby to bed with a bottle.
• Check teeth for spots or stains.
• Take your baby to the dentist around one year of age.

For children:
• Start using a pea-sized amount of fluoride toothpaste when they are two years old.
• Offer healthy foods and limit sweet snacks and drinks.
• See the dentist regularly.

Your kid’s smile will be bright and they will thank you for the 2min2x challenge. To learn more about the challenge, please go to http://2min2x.org/kids-healthy-mouths.

Fluoride varnish helps prevent tooth decay in babies and young children. It is a covered service for members under age 6 and can be given at your child’s doctor’s office. Ask about fluoride treatment at your child’s next well visit.
February is American Heart Month! Help spread awareness about heart health and take part in local and national activities to learn more about a heart-healthy lifestyle.

Q: What is heart disease?
A: Heart disease is a broad term for different types of heart problems. It is the #1 killer in both men and women. The most common type of heart condition is coronary artery disease (CAD), which happens when excess cholesterol forms plaque (deposits) in the arteries around the heart. This painless process is called atherosclerosis and over time causes hardening and narrowing of the arteries. Silently and slowly blood flow is reduced or blocked which can cause a heart attack.

Q: What are the risk factors?
A: Some risk factors you can’t change, such as age and family history. However, other risk factors, like those listed below, can be changed by adopting healthy habits:

- High blood pressure/cholesterol
- Diabetes
- Tobacco use
- Being overweight or obese
- Lack of exercise
- An unhealthy diet

Q: How can I reduce my risk?
A: You can reduce your risk by doing the following things:

- Not smoking
- Exercise and stay active
- Eat lots of fruits, vegetables, whole grains and lean meats that are low in fat
- Maintain a healthy weight for your age and height
- Keep blood sugar in a healthy range
- Talk to your doctor about ways to lower cholesterol and blood pressure

Q: What if I have questions about heart health?
A: You can call L.A. Care’s Nurse Advice Line 24 hours a day, 7 days a week. A registered nurse will answer your health care questions in your preferred language at no cost to you. The Nurse Advice Line number is listed on your member ID card.

Nurse Advice Line Can Help You

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. Get tips on avoiding the flu, treating the common cold, and so much more. You can also use the audio library to learn about 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
Importance of Your Initial Health Assessment

If you are a new member to L.A. Care Health Plan, we welcome you and look forward to supporting your health goals! Be sure to make an appointment to see your primary care provider for your Initial Health Assessment (IHA). It is important and should be made within the first 120 days of joining L.A. Care.

The IHA appointment is a great way for you and your doctor to get to know each other and set health goals. Some of the things that you may do at this appointment are:

• Review your health history
• Have a physical exam
• Fill out a behavioral health assessment called the Staying Healthy Assessment (SHA)
• Get screening tests (example: for depression)
• Keep up with preventive health care (example: immunizations such as the flu shot)
• Discuss your health and wellness goals

Don’t wait. Call for your IHA appointment today! Your doctor’s office phone number is conveniently located on the back of your L.A. Care member ID card.

Let’s Choose Health Together!

FRCs are Your Centers for Health and Wellness! Our FRCs are vibrant spaces for the community to come together and learn new 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 four FRCs conveniently located throughout Los Angeles County:

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

Visit an L.A. Care Family Resource Center today or view the calendar of activities on our website at lacare.org/frc or for more information, call 1.877.287.6290.

Did You Know?

Care Management is a free service for all members.

L.A. Care has Care Managers, nurses who can help you get the most from your health care plan. They can schedule doctor visits and find transportation to get you there. Care Management staff can also explain your health care benefits and help you understand your medication and health concerns. Plus, they can put you in touch with other resources such as food pantries, low-income housing and clinics in your area.

To speak to a Care 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 and information in your language or in braille, large print, or audio, call Member Services at 1.888.839.9909 or TTY 711.
Getting Connected with L.A. Care’s Formulary

L.A. Care uses a list of covered drugs called a Formulary. Drugs on the Formulary have been reviewed and approved by a team of pharmacists and doctors, and is updated monthly. The Formulary and updates are on the L.A. Care website at lacare.org. Click on the For Members tab. Under Member Services, select Pharmacy Services and you can check the Formulary to see if your drug is covered. You can get a copy of the Formulary in your language, large print or in audio. For questions about the Formulary, call Member Services at 1.888.839.9909 (TTY 711).

How Do I Use the Formulary?
• Generic drugs are listed by their generic names. The brand name is next to the generic name in CAPITAL letters. If a drug only comes as brand, only the brand name will show.
• Both brand name and generic medications are covered by L.A. Care. When available, FDA approved generics will be used.
• You can search for a brand or generic drug in the Formulary by pressing “Ctrl + F” on your computer, or by using the index on the Formulary page. If you cannot find a drug on the Formulary, it is not covered.

Formulary Restrictions
• Certain covered drugs have restrictions such as Step Therapy (ST), Quantity Limits (QL), and prior authorization (PA). To see a full list and explanation of the restrictions, visit lacare.org.
• If your drug is non-Formulary, or has Formulary restrictions, your doctor will need to submit a request to L.A. Care. The request can be approved if there is a documented medical need.

Where to Pick Up Your Medication
• You can fill your prescription at any pharmacy that partners with L.A. Care. Visit our website to find one. You can use the mail order pharmacy for drugs used to treat chronic conditions like diabetes and high blood pressure. Always follow your doctor’s instructions when you take your medication for safe and effective therapy.

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:
• 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.

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

Go green and get Be Well electronically!
Would you like to get Be Well by email? Please send your email address to editor@lacare.org. Be sure to like us on Facebook, Twitter and LinkedIn.
Health Education
Emphasis on YOU!

Health education is all about you and meeting your health needs. That’s why L.A. Care offers health education in different ways: in-person group workshops, one-on-one phone counseling, and online. You can also get easy-to-read written health information in your preferred language at your doctor’s office. No matter what your health needs, or how you like to learn, we have something for you. Our programs are focused on what is most important — you.

Match the people below with a health education program that’s right for them. Draw a line from number 1, 2 or 3 on the left to the lettered health education program A, B or C on the right.

1. Maria wants to lose weight and have the support of others who also want to lose weight. She hopes her children can come with her to learn healthy eating habits.

2. Ray wants to better control his blood sugar. He can’t take off work to go to the class his doctor told him about. Ray would like to have a meal plan that allows him to eat his favorite foods.

3. Lucy has had asthma since she was a child. She wants to learn more about it as she starts life on her own. Lucy, like most young adults, loves to “surf the web” to learn new things.

A. L.A. Care’s one-on-one counseling with a registered dietitian

B. Virtual health coaching through L.A. Care’s online program called My Health In Motion™

C. L.A. Care’s Nutrition for Families Group Workshop

To learn more about health education, call us at 1.855.856.6943 or visit us online at http://www.lacare.org/healthy-living/health-resources/health-education.

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 2 million members. L.A. Care invites people over 18 years of age of any background to volunteer are encouraged. Seniors and people with disabilities to be part of RCAC. For more information, please call 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.
Know Your Rights and Responsibilities
As a member of L.A. Care, you have the right to...

Respectful and courteous treatment.
• You have the right to be treated with respect and courtesy by your health plan’s providers and staff.
• You have the right to be free from consequences of any kind when making decisions about your care.

Privacy and confidentiality.
• You have the right to have a private relationship with your provider and to have your medical record kept confidential.
• You also have the right to receive a copy of and request corrections to your medical record.
• If you are a minor, you have the right to certain services that do not need your parents’ approval.

Choice and involvement in your care.
• You have the right to receive information about your health plan, its services, its doctors and other providers.
• You also have the right to get appointments within a reasonable amount of time.
• You have the right to talk candidly with your doctor about all treatment options for your condition, regardless of the cost or benefit coverage, and participate in making decisions about your care.
• You have the right to say “no” to treatment, and the right to a second opinion.
• You have the right to decide how you want to be cared for in case you get a life-threatening illness or injury.

Receive timely customer service.
• You have the right to wait no more than 10 minutes to speak to a customer service representative during L.A. Care’s normal business hours.

Voice your concerns.
• You have the right to complain about L.A. Care, the health plans and providers we work with, or the care you get without fear of losing your benefits.
• L.A. Care will help you with the process. If you don’t agree with a decision, you have the right to appeal, which is to ask for a review of the decision.
• You have the right to disenroll from your health plan whenever you want. As a Medi-Cal member, you have the right to request a State Fair Hearing.

Service outside of your health plan’s provider network.
• You have the right to receive emergency or urgent services, as well as family planning and sexually transmitted disease services, outside of your health plan’s network.
• You have the right to receive emergency treatment as follows:
  ◦ Medi-Cal and Cal MediConnect members: Emergency care services are covered at all times anywhere in the United States, Mexico, and Canada. For Medicare-covered services, emergency is NOT covered outside of the United States and its territories. For Medicare-covered emergency care provided outside of the United States and its territories that are not covered by Medi-Cal, you may receive a bill from the provider.
  ◦ PASC-SEIU members: Emergency care services are covered 24 hours a day, 7 days a week, anywhere.

Service and information in your language.
You have the right to request an interpreter at no charge. You have the right to get all member information in your language or in another format (such as audio or large print).

Know your rights.
• You have the right to receive information about your rights and responsibilities.
• You have the right to make recommendations about these rights and responsibilities.
As a member of L.A. Care, you have the responsibility to…

**Act courteously and respectfully.**
- You are responsible for treating your doctor, all providers, and staff with courtesy and respect.
- You are responsible for being on time for your visits or calling your doctor’s office at least 24 hours before the visit to cancel or reschedule.

**Give up-to-date, accurate, and complete information.**
- You are responsible for giving correct information that your providers and L.A. Care need in order to provide care.
- You are responsible for getting regular checkups and telling your doctor about health problems before they become serious.

**Follow your doctor’s advice and take part in your care.**
- You are responsible for talking over your health care needs with your doctor, developing and agreeing on goals, doing your best to understand your health problems, and following the treatment plans you and your doctor agree on.

**Use the Emergency Room only in an emergency.**
- You are responsible for using the emergency room in cases of an emergency or as directed by your doctor.

**Report wrong-doing.**
- You are responsible for reporting health care fraud or wrong-doing to L.A. Care.
- You can do this without giving your name by calling the L.A. Care Compliance Helpline toll free at 1.800.400.4889, going to www.lacare.ethicspoint.com, or calling the California Department of Health Care Services (DHCS) Medi-Cal Fraud and Abuse Hotline toll-free at 1.800.822.6222.
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 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.