You may have seen our exciting L.A. Care Health Plan brand campaign in the community as we continue to unfold it throughout Los Angeles County. We are committed to our goal of revitalizing L.A. Care in the hearts and minds of our communities by raising awareness of the excellent care we offer.

We are, and will always be, dedicated to providing access to health care to L.A. County residents. Our programs and services help improve the quality of life of our members and the community through our health education classes, our Family Resource Centers, and caring staff who are here to support you!

Look for our exciting campaign in your neighborhood. You will find it on billboards, bus stops and other on-the-go places across Los Angeles. L.A. Care: Elevating Healthcare for all of L.A.!
**Q: What are shots?**

**A:** No matter what you call them, immunizations, vaccines or shots, they are medicines given to children and adults to help them stay healthy and keep them from getting sick.

**Q: Who needs to get shots?**

**A:** Infants and small children need a series of shots starting at birth up until about two years old. School-age children must be up-to-date with their shots before entering kindergarten. California schools are required to check immunization records (yellow card) for new students from kindergarten through 12th grade and all students entering 7th grade.

**Q: Should adults get shots also?**

**A:** Yes, adults need shots too. As you get older, you could be at risk for certain diseases.

**Q: Can shots cause you to get a disease such as measles or the flu?**

**A:** Shots do not make you get a disease.

**Q: When should adults get a shot?**

**A:** Adults should get a flu shot every year before flu season starts in the fall. They should also get a Tdap shot, which protects from three diseases – diphtheria, tetanus and whooping cough. If you are over 19 years old and have never had the shot, you should get it. If you are over 60 years old, you might need other shots. Some shots your doctor may recommend are Pneumococcal, Shingles (Zoster), or the measles, mumps and Rubella (MMR).

Your doctor is the best source of health information for you and your family. Ask your doctor what shots he or she recommends. Make sure you have all the shots you need so you can stay healthy. Don’t wait until you’re sick to go to the doctor. Seeing the doctor when you’re well allows the doctor to focus on you rather than your illness. Well visits are a time for preventive care including age-appropriate vaccinations.

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It is health that is real wealth and not pieces of gold and silver.

- Mahatma Gandhi
**Flu Myths**

**MYTH:** The flu shot can give you the flu.

**FALSE:** The flu shot is made from an inactivated (dead) virus that can't make you sick. It takes one to two weeks to get protection from the flu shot. If you get the flu after the shot, you were going to get sick anyway.

**MYTH:** Getting the flu shot is the only way to protect yourself from getting the flu.

**FALSE:** Although getting the flu shot is the best way to prevent the flu, you can also protect yourself by washing your hands, eating healthy foods, and staying away from sick people.

**MYTH:** You don’t need to get the flu shot every year.

**FALSE:** You should get a flu shot every year as each year’s flu strain is different. The flu shot protects against the most common strains of flu for the current year.

Protect yourself and your family from the flu. Getting a flu shot is easy and free for L.A. Care members. Just go to your doctor or local pharmacy and show your L.A. Care Member ID card.

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**Healthy Eating Tips to Get Ready for the Holidays**

L.A. Care dietitians counsel members throughout the year on healthy eating and lifestyle. Here are some tips for enjoying, but not overdoing, the holidays.

- Be careful with your food choices, but enjoy what you eat!
- Do not eat all the treats that come your way. Eat only those that are really special.
- Look out for high calorie drinks. A cup of hot apple cider has 180 calories and the normal eggnog has 320 calories. Try smaller amounts or light versions of your favorite drinks.
- If you really want to try each food at a holiday event, get a doggy bag to take some food home for later. This helps you to eat less at once.
- Think veggies. Make sure half of your plate is veggies to keep calories down. You will also feel fuller.
- Make activity part of family events. Plan a walk or play a sport.
- Do not overcommit or stress yourself out; make sure you get enough sleep.
- At work and at home, make sure you have low calorie, healthy snacks available.

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**Add Asthma Action Plan to Your Child’s Back-to-School List**

Children with asthma need a current Asthma Action Plan (AAP). Having an up-to-date AAP can help your child do well in school and avoid missing school because of asthma. Help your child this school year by getting a current Asthma Action Plan from the doctor and bringing it to their school and/or after school program.

Complete and review the AAP with your child’s doctor at their next appointment. Everyone who takes care of your child needs to know how to manage their asthma. Having an AAP provides a clear written plan for how to manage your child’s asthma.

L.A. Care has a free program for members with asthma to speak with a nurse for education, coaching and support. For more information on L.A. Care’s About Asthma® Disease Management Program, please call 1.888.200.3094.
Medications to Your Doorstep:
New Mail Order Pharmacy Vendor

Great news - L.A. Care now offers mail order pharmacy service through Kroger Mail Order Pharmacy! Kroger works with Postal Prescriptions Services (PPS) to offer a convenient mail order service to get your prescriptions to your door. The service is optional and at no additional cost. Sign up with PPS, then have your doctor call in, mail, fax or e-prescribe orders directly to PPS. L.A. Care members must register and create an account to use this service.

What Are the Benefits?
• If your doctor writes prescriptions for 90 days’ worth of your medication, Kroger Mail Order Pharmacy can fill prescriptions for 90 days and send them straight to your doorstep.
• Standard shipping is free!
• You can save time by cutting visits to the pharmacy.
• No extra costs – just your usual pharmacy co-pay! Please refer to your benefits plan for co-pay information.
• Prescriptions arrive within 7 to 10 days of placing your order.

How Do I Sign Up?
• Phone: Call 1.800.552.6694 to sign up with a Kroger Mail Order Pharmacy representative. In most cases, Kroger can call your pharmacy and transfer your prescriptions within 48 hours.
• Mail/Fax: Fill out the form (available in English and Spanish), also found on L.A. Care’s website at lacare.org under the “Members Services” tab. Click “Pharmacy Services”, and mail it to the address below or fax to 1.800.723.9023.
Kroger Mail Order Pharmacy:
Postal Prescription Services (PPS)
P.O. Box 2718
Portland, OR 97208-2718

• Online: Visit ppsrx.com, and make an online account to sign up for mail order services and track your prescriptions.

Questions?
• Contact the Kroger customer service line at 1.800.552.6694. It is available Monday through Friday from 6 a.m. to 6 p.m., and Saturday from 9 a.m. to 2 p.m.
• You can also learn more about the mail order pharmacy on L.A. Care’s website at lacare.org. Under the For Members tab, select Pharmacy Services.

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 quit even for just one day. This year, that day is Thursday, November 21.

Quitting smoking 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! They helped prepare you for success - 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.
Fun Foods for Fall!

Parmesan Spinach Creamy Bites

**Ingredients:**
- 20 ounces frozen chopped spinach, thawed and drained
- 3 large eggs
- 1 cup non-fat milk
- 1 cup white, whole wheat flour or whole wheat pastry flour
- 1 teaspoon baking powder
- 1 ½ cup (6 ounces) shredded Monterey Jack cheese or other cheese of your choice
- ½ cup grated Parmesan cheese

**Instructions:**
- Preheat oven at 350 degrees
- Oil a 13” x 9” dish with spray oil
- Mix eggs and milk in large bowl
- Add all other ingredients and mix
- Bake for 35 minutes or until edges begin to brown
- Let cool and cut into squares of desired size

Enjoy!

Fall is when the summer bounty of fresh fruits and vegetables starts to slow down, but keep serving those fruits and veggies! Get inspired with this year-round favorite: spinach. It’s packed with vitamins and minerals to keep you feeling your healthy best.

If you or your family are unsure about “green foods,” try raw baby spinach in salads. Add sliced pears, orange slices, or dried cranberries to make it fun and tasty. Try a new recipe, such as the one which follows. It can be used as a side dish or as a snack that everyone will love!

Call the L.A. Care **Health Education Unit** at 1.855.856.6943 to learn more about healthy eating.

Health Education Just for You

No matter what your health needs are, or how you like to learn, L.A. Care has something for you. If you enjoy meeting people and talking face-to-face, join an in-person group workshop. Busy schedule? We can talk with you over the phone. Prefer to learn online? Go to L.A. Care’s website at [lacare.org](http://lacare.org) and log into the member portal for online tools and resources. Like to read? We have health education materials on many health topics and in different languages.

To learn more about health education, call 1.855.856.6943 or visit us online at [lacare.org/healthy-living/health-resources/health-education](http://lacare.org/healthy-living/health-resources/health-education).
What Are Early and Periodic, Screening, Diagnostic, and Treatment Services (EPSDT)?

L.A. Care wants to make sure that our members – children and adults stay healthy. Our doctors are trained to check to see if your child has challenges with speaking, hearing, walking, or behavior. They use special rules called Early and Periodic, Screening, Diagnostic, and Treatment Services (EPSDT) to check. If your child’s doctor finds a challenge, they can send them for treatment. The EPSDT rules say that children need to get treatments that are proven to work.

If your child’s doctor finds behavioral challenges, a referral may be made for behavioral health treatment, which can happen at home, a park, library or during play dates. Treatment teaches children how to make good choices and to make behavior changes. It also teaches parents how to help children control how they act in different places.

Contact information:
For questions related to behavioral health services, please call L.A. Care at 1.888.347.2264.

For other questions, please contact Member Services at 1.888.839.9909.
Occupational, Physical, Speech Therapy Available

L.A. Care Health Plan provides supportive services for members between ages 0-21 with developmental disabilities. We offer the following:

• Occupational therapy
• Speech therapy
• Physical therapy

Call your doctor if you think you need any of these services. Your doctor will do tests to see if you can benefit from having them. Based on the results, your doctor may make a referral.

Occupational therapy can help you with learning self-help and daily living skills. Speech therapy can help you speak more clearly using words, gestures or signs. Physical therapy can help you with walking, sitting, running or simply moving.

For more information, please contact Member Services at 1.888.839.9909 (TTY 711), 24 hours a day, 7 days a week and holidays.

Family Resource Centers
Your Centers for Health and Wellness!

Come to L.A. Care’s Family Resource Centers (FRCs) to improve your health and elevate your knowledge with a variety of classes and services that are FREE and OPEN to anyone! The Centers offer classes like CPR, Dance, Healthy Cooking, Parenting Support, Yoga, Zumba®, children's classes and much more. Earn rewards when you attend six health education classes and receive a gift!

L.A. Care members can attend a Member Orientation to learn how to get a Member ID card, choose or change a doctor, and fill a prescription. At the Centers, L.A. Care members can also speak to a Member Services Representative or Care Manager to learn more about their health plan benefits.

There are now six FRCs conveniently located throughout Los Angeles County. For more information and to view the schedule of classes, visit lacare.org/frc or call 1.877.287.6290 (TTY 711).

Boyle Heights
(The Wellness Center)
Phone: 213.294.2840

East L.A.
Phone: 213.438.5570

Inglewood
Phone: 310.330.3130

Lynwood
Phone: 310.661.3000

Pacoima
Phone: 213.438.5497

Palmdale
Phone: 213.438.5580
Diabetes Awareness Month

November is Diabetes Awareness Month. There is no better time to talk with your doctor to find out if you are at risk. If you have diabetes, talk with your doctor to get the exams you need to keep diabetes in control.

L.A. Care has a program for members with diabetes to speak with a nurse for education, coaching and support. For more information on L.A. Care’s About Diabetes® Disease Management Program, please call 1.877.796.5878.

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.

* Wait time for an appointment may be extended if the referring or treating provider has determined and noted in the medical record that a longer time will not have a negative impact on the health of the member.
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.

Use the audio library to listen to recorded messages on many different health topics. Call the L.A. Care Nurse Advice Line at 1.800.249.3619 (TTY 711) or chat with a nurse online for free. To access the nurse chat function, go to lacare.org and click on “Member Sign In” to log on.

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
Blue Shield of California Promise Health Plan: 1.800.609.4166 TTY 1.800.735.2929
Kaiser Permanente: 1.888.576.6225

How to Access Interpreting Services

To schedule Interpreting Services, please call Member Services at 1.888.839.9909 (TTY 711). Member Services is available 24 hours a day, 7 days a week, including holidays.

For in person interpreting services, please let us know:

  WHO: Is the appointment for you, 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 the appointment for? Follow up? Consultation? Medical Visit?

Please notify us at least 24 hours in advance of any changes in the date, time or location of the appointment, or if the appointment has been cancelled.

Go Green and Get Be Well Electronically!

Would you like to get Be Well by email? Please sign up on our website at lacare.org/be-well to receive it by email. Be sure to like us on Facebook, Twitter and LinkedIn.
Medical Identity Theft: How to Keep Yourself Safe

If someone gets your medical ID or Social Security number, you could become a victim of medical identity theft. 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 1.888.839.9909 (TTY 711), 24 hours a day, 7 days a week and holidays.

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 (TTY 711), 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.

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)
24 hours a day, 7 days a week and holidays

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 (TTY 711)

L.A. Care Covered™
1.855.270.2327 (TTY 711)

L.A. Care Compliance Helpline
(to report fraud or abuse)
1.800.400.4889 (TTY 711)
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

OTHERS
Transportation Services
(No Cost Medi-Ride to the Doctor)
1.888.839.9909 (TTY 711)
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

MEDI-CAL PLAN PARTNERS
Anthem Blue Cross
1.888.285.7801
Blue Shield of California (BSC)
Promise 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
(1.800.368.4424)
Blue Shield California Promise
Health Plan: 1.800.609.4166
(TTY 1.800.735.2929)
Kaiser Permanente: 1.888.576.6225

IN CASE OF EMERGENCY, CALL 911
FALL 2019

IN THIS ISSUE:
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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.