You have likely 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 service help improve the quality of life of our members and the community through our health education classes, our Family Resource Centers, and informative 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.!
Ask the Doc:
Immunizations Are for Everyone

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 19 years, or older, and have never had the shot, you should get it. If you are 60 years old, or older, 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.

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

- Mahatma Gandhi
Flu Myths

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

**FALSE:** The flu shot is made from an inactivated (dead) virus that can’t make you sick. It takes 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.

Changes to the CalFresh Program

The CalFresh Program (formerly known as food stamps), helps you buy a variety of foods at many markets, farmers’ markets, and food stores. CalFresh can help improve your health and well-being by giving you access to healthy foods that meet your nutritional needs.

The ‘cash-out’ policy that bans SSI recipients from receiving CalFresh ended on May 31. This change means that as of June 1, SSI recipients may apply for the CalFresh Program.

You can apply or get more information in three ways:

1. **By phone at** 1.866.613.3777
2. **Online at** yourbenefits.laclrs.org or getcalfresh.org
3. **In person at** your local Department of Social Services Office

If approved, you will get an EBT card and the CalFresh benefit will be loaded onto your card each month.
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 decreasing visits to the pharmacy.
• No extra costs – just your usual pharmacy co-pay! Please refer to your benefits plan for co-pay information.
• Prescriptions will arrive within 7-10 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), found on L.A. Care’s website at lacare.org. Under the “Members Services” tab, click “Pharmacy Services”. Mail it to the address below or fax to 1.800.723.9023. Kroger Mail Order Pharmacy: Postal Prescription Services (PPS) PO 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 21st.

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 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 medication to help you quit. 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!

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

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!

Health Education Just for You

No matter what your health needs are, or how you like to learn, we have 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 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 us at 1.855.856.6943 or visit us online at www.lacare.org/healthy-living/health-resources/health-education.
Your First Doctor Visit

New to L.A. Care? If so, please call the doctor’s office listed on your member I.D. card to make an appointment for your first visit as soon as possible, which is called an Initial Health Assessment (IHA). It is a time for your doctor to get to know you and better understand your health needs.

You will be asked to fill out a form called the Staying Healthy Assessment (SHA). It helps the doctor offer counseling or information on lifestyle choices. Call today to make your first doctor appointment!

Not sure if you need this visit? Call your doctor to check. Even if you already had your first visit and you feel fine, you should still see your doctor each year for a checkup. This will help your doctor catch problems early and he/she may have lab work done to help you stay healthy.

For more information, please contact Member Services at 1.888.522.1298 (TTY 711), 24 hours a day, 7 days a week and holidays.

Quality Improvement Organization Address Change

California has an organization called Livanta Medicare Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO). This is a group of doctors and other health care professionals who help improve the quality of care for people with Medicare. Livanta Medicare Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO) is not connected with L.A. Care Health Plan.

Recently, Livanta changed its address. If you need to get in touch with them in writing, you can reach them at:

- Livanta BFCC-QIO Program
  10820 Guilford Road, Suite 202
  Annapolis Junction, MD 20701

- You can also call them at 1.877.588.1123 (TTY: 1.855.887.6668), or visit their website at livantaqio.com.

Please note this information has also been updated in the Cal MediConnect Evidence of Coverage (EOC) found on L.A. Care’s website.
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 1.888.522.1298 (TTY 711), 24 hours a day, 7 days a week and holidays.
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.

*Waiting time for a particular appointment may be extended if the referring or treating provider has determined (acting within the scope of their practice and consistent with professional standards of practice) and noted in the relevant medical record that a longer time will not have a detrimental impact on the health of the member.

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.
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](http://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 **1.888.522.1298 (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 Live Well Electronically!

Would you like to get Live Well by email? Please sign up on our website at [lacare.org/live-well](http://lacare.org/live-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 1.888.522.1298 (TTY 711), 24 hours a day, 7 days a week and holidays.

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.

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.
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 is 180 calories and the normal egg nog is 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 will help you to eat less at one time.
• 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 over commit or stress yourself out; make sure you get enough sleep.
• At work and at home, make sure you have low calorie, healthy snacks available.

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
TTY 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
Health and wellness or prevention information

English
Free language assistance services are available. You can request interpreting or translation services, information in your language or in another format, or auxiliary aids and services. Call L.A. Care at 1.888.839.9909 (TTY 711), 24 hours a day, 7 days a week, including holidays. The call is free.

Spanish
Los servicios de asistencia de idiomas están disponibles de forma gratuita. Puede solicitar servicios de traducción e interpretación, información en tu idioma o en otro formato, o servicios auxiliares o dispositivos auxiliares. Llama a L.A. Care al 1.888.839.9909 (TTY 711), 24 horas del día, 7 días de la semana, incluidos los días festivos. La llamada es gratuita.

Arabic
للمعلومة العربية: يمكنك طلب خدمات الترجمة والترجمة أو الخدمات الإضافية أو المعدات الخاصة بمجرد الاتصال بخدمة العملاء لـ L.A. Care عبر الرقم 1.888.839.9909 (TTY 711)، على مدار الساعة واليام العمل، بما في ذلك أيام الصحراوية. المكتبة المطلوبة.

Chinese
提供免费的语言援助服务。您可以申请口译或翻译服务，也可以要求以您或您指定的其他语言提供信息。请致电 L.A. Care 致电 1.888.839.9909 (TTY 711)，24 小时服务，7 天无休。（TDD 711）

Farsi
L.A. Care می‌تواند خدمات ترجمه و تفسیر را برای شما ارائه دهد. شما می‌توانید با ما در مورد ارائه خدمات به زبان‌های دیگر تماس بگیرید. L.A. Care را تماس بگیرید.

Hmong

Japanese
音声支援サービスを提供しています。ご利用いただけます。宅配・送信・リクエストの日程・時間に制限はありません。L.A. Care にてリクエスト・ダウンロード・送信できます。

Korean
무료로 전자 시스템을 이용할 수 있습니다. 문의 또는 문의 시스템을 이용하시려면 전화 또는 주소 및 서비스를 통해 요청할 수 있습니다. 프로그램을 포함하여 주 7일, 하루 24시간 동안 L.A. Care, 1.888.839.9909 (TTY 711)로 주소 및 서비스를 이용할 수 있습니다.

Lao
ມາລັກການໃສ່ຊຸດສະຫຼາຍສັນຍະການສົນທະນາມາລາມາການສາມາດການອະນາຄານໄປລາວ: ສະຫະລັດຖະບາດການສາມາດການອະນາຄານຂອງມາລັກການສາມາດການອະນາຄານຂອງ L.A. Care. L.A. Care ฝ่าย 1.888.839.9909 (TTY 711), 24 ชั่วโมงต่อวัน.

Punjabi
ਪ੍ਰਯਾਕਾਰੀ ਸੰਬੰਧਿਤ ਪੇਸ਼ਕਸ਼ਕ ਮੁਹੈਯਾਦ ਨੂੰ ਸੰਬੰਧਿਤ ਹੁੰਦਾ ਹੈ। L.A. Care ਦੀ ਸੰਬੰਧਿਤ ਪੇਸ਼ਕਸ਼ਕ ਨੂੰ ਕਾਰਜ ਵਿਚ ਸੰਬੰਧਿਤ ਮੁਹੈਯਾਦ ਨੂੰ ਸੰਬੰਧਿਤ ਹੁੰਦਾ ਹੈ। L.A. Care ਦੀ ਸੰਬੰਧਿਤ ਪੇਸ਼ਕਸ਼ਕ ਨੂੰ ਕਾਰਜ ਵਿਚ ਸੰਬੰਧਿਤ ਮੁਹੈਯਾਦ ਨੂੰ ਸੰਬੰਧਿਤ ਹੁੰਦਾ ਹੈ।

Russian
Мы предоставляем бесплатные услуги перевода. У вас есть возможность подать запрос о предоставлении услуг с переводом или услуг переводчика. Вы можете обратиться к L.A. Care по телефону 1.888.839.9909 (TTY 711) 24 часа в сутки, 7 дней в неделю, включая праздничные дни. Этот вопрос является бесплатным.

Tajik
аша башка зайдо бириай биро сембария ва сулэнгий ва сулэнгий айни. Мазаи бунганид группа аз бунганид группа аз айни. Сулу бунганид группа аз айни. Сулу бунганид группа аз айни.

Thai
มีบริการช่วยเหลือการสื่อสารในการสื่อสารทางภาษาต่างประเทศ หรือการสื่อสารในสถานการณ์ต่าง ๆ ซึ่งฟรีค่าบริการ.

Vietnamese
Có các dịch vụ hỗ trợ ngôn ngữ khác để hỗ trợ mọi người. Quý vị có thể yêu cầu dịch vụ hỗ trợ dịch hoặc dịch tự, thông tin bằng ngôn ngữ của quý vị hoặc bất kỳ dịch vụ khác bao gồm ngôn ngữ. Xin vui lòng gọi L.A. Care tại 1.888.839.9909 (TTY 711), 24 giờ mỗi ngày, 7 ngày mỗi tuần, kể cả ngày lễ. Cố gắng nói một cách lịch sự. L.A. Care.