L.A. Care Health Plan and Blue Shield of California Promise Health Plan Partner for New Community Resource Centers

We are excited to share that L.A. Care Health Plan and Blue Shield of California Promise Health Plan will jointly operate Community Resource Centers open to residents across Los Angeles County. We are committed to helping keep you, your family and your friends active, healthy and informed. Because we believe health care should be local, we’re bringing our new safe, fun and inclusive Resource Centers to your community. The Resource Centers will offer many free programs and classes to the community as well as no-cost personalized services for L.A. Care and Blue Shield Promise members.

L.A. Care and Blue Shield Promise Health Plan proudly invite you to visit our first Community Resource Center in Pomona. The plans will operate a total of 14 Community Resource Centers, including new locations and remodeled existing centers. Once fully operational, the centers will serve more than one million residents annually.

What Is a Community Resource Center?
The Resource Centers are a fun space in your community with unique free programs and classes to meet your needs. They are open to everyone and offer:

- Fitness and Health Education Classes
- Preventive Health Screenings
- Nutrition and Healthy Cooking Classes
- Wellness Nutrition with a Registered Dietitian
- Social Services Assistance (housing, financial help, food programs)
- Support Groups
- Onsite Medi-Cal Enrollment Support

The L.A. Care and Blue Shield Promise Health Plan Pomona Community Resource Center is located at 696 W. Holt Avenue. Hours are 9 a.m. – 6 p.m., Monday through Friday and 9 a.m. – 1 p.m. on Saturdays. It is closed on Sunday. To learn more, visit activehealthyinformed.org.
**Q: What is diabetes?**

**A:** Diabetes is a disease that happens when your blood glucose, also called blood sugar, is too high. It is the main source of energy and comes from the food you eat.

**Q: What can I do if I have diabetes?**

**A:** One of the best things you can do for yourself when you have diabetes is keep your blood sugar at a healthy level. Not only does this help prevent complications from diabetes, it helps you to keep doing the things you love the most!

**Q: What can I learn in a diabetes education class?**

**A:** L.A. Care’s diabetes education classes will help you learn how to:

- eat healthier
- get and stay active
- control blood sugar that is too low or too high
- take your medicines the right way
- live well with the day-to-day stress of diabetes

The classes are offered in a group or one-on-one over the phone. All classes are taught by a Registered Dietitian or a Diabetes Care and Education Specialist.

Most of the members who take these classes are able to bring their blood sugar down. You can too!

For more information, please call L.A. Care’s Health Education Unit at 1.855.856.6943.
Did you know that you have health and wellness information at your fingertips? With just a few clicks or swipes, you can access a wide range of online health activities and tools. Whether you want to quit smoking, lose weight, or manage stress, L.A. Care’s My Health In Motion™ site has something for you! It allows you to go at your own pace with ease from your computer or phone. No need to make an appointment, travel, or wait. Log on any time of day or night that fits your needs. Sign in at lacare.org and click on the “My Health In Motion™” tab to see all the fun tools that can help you stay healthy. You’ll find:

- A lifestyle survey followed by a personal health report
- Interactive guides on exercising, healthy eating, quitting smoking, and managing your weight
- Health trackers to help you reach your health goals
- Interactive online health workshops
- A health information library
- Healthy recipes and meal plans

With My Health In Motion™, you can even send a message to a health coach, trainer or dietitian. Get your personal health questions answered by a qualified health professional!

If you have questions or need help with My Health In Motion™, call L.A. Care’s Health Education Department at 1.855.856.6943.

Eat well.
Move daily.
Hydrate often.
Sleep lots.
Love your body.
Asthma can range from mild to chronic and can change based on one’s age. Asthma attacks can start because of exercising, change in seasons, smoking, poor air quality and other reasons. During an asthma attack, the airways become small which makes it hard to breathe.

There are two devices that deliver medication to the lungs to help you feel better when you have asthma: controller and rescue inhalers. Controller inhalers help prevent an asthma attack before it starts. Rescue inhalers provide quick-relief medicine when you have an attack. They open the airways fast to stop an asthma attack. If you don’t have an inhaler, talk with your doctor about getting one. It is also important to have an Asthma Action Plan, a written plan that includes:

- How to use a peak flow meter to know if your asthma is under control
- How to deal with asthma symptoms
- How and when to take medicine
- How to avoid asthma triggers

Having your inhaler and an Asthma Action Plan can help you keep asthma under control so that you can breathe easier!
L.A. Care Cal MediConnect Plan member Mary H., 76, of Lakewood is proving that age is nothing but a number. She has not let age keep her from becoming physically active and beginning an exercise program. In January 2019 when L.A. Care Health Plan made SilverSneakers™ available to Cal MediConnect Plan members for FREE, Mary signed up. Through SilverSneakers™ she began to attend the Flex class, a basic stretching and strengthening class that is offered in her apartment complex 5 days a week.

Mary goes to class without fail and says it has helped improve all areas of her life - emotionally, physically and socially. She feels good, is more flexible and loves spending time with other SilverSneakers™ members.

Regular exercise can support seniors in remaining independently in their home by helping to increase balance, mobility and improving overall health. Cal MediConnect members can take control of their health with this powerful benefit by signing up and providing their SilverSneakers™ ID number. You now have:

- Access to all 15,000+ participating locations nationwide, including 24 Hour Fitness, LA Fitness, Crunch Fitness and Fitness 19
- Support from trained instructors
- Classes for all fitness levels
- Use of all basic amenities
- Group fitness outside traditional gyms
- On-demand workout videos, plus health and nutrition tips

Join Mary and other active seniors today by visiting SilverSneakers.com/StartHere or by calling 1.888.522.1298 for more information.
In our society many Americans are experiencing challenges with alcohol or drug addiction also known as Substance Use Disorder (SUD). According to the Los Angeles Department of Public Health, 20 million individuals need some type of substance use disorder treatment. Addiction is a disease where one cannot stop drinking or taking drugs. Having a SUD can be harmful to the body and lead to other issues that affect mental health and relationships with family, friends and employers.

SUD is considered a disease because it causes negative changes in the brain which may affect a behavior and the ability to make sound decisions. Also, the body may become dependent on the substance and the individual can become sick when not using alcohol and/or drugs. This can be life-threatening and sometimes cause death, without medical attention or proper treatment.

Not everyone that uses alcohol or drugs has an addiction, but the inability to control or stop may be a sign to seek treatment and support. There is no single cause of addiction, but it is preventable. There are many resources available and programs designed to fit an individual’s needs.

**Types of Treatment:**
- Individual and Group Counseling
- Case and Care Management
- Medication Management
- Recovery Support Services
- Withdrawal Management (Detox)
- Recovery Bridge Housing
- Residential Treatment

Programs are available on an inpatient or outpatient basis to adults and adolescents who qualify for Medi-Cal. Please visit your primary care physician and/or access the behavioral health resources offered by L.A. Care Health Plan through **Beacon Health Options** at **1.877. 344.2858 (TTY 711)**.
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**

**Inglewood**  
Phone: **310.330.3130**

**Pacoima**  
Phone: **213.438.5497**

**East L.A.**  
Phone: **213.438.5570**

**Lynwood**  
Phone: **310.661.3000**

**Palmdale**  
Phone: **213.438.5580**

Our 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 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.
The L.A. Care Formulary is an approved list of covered drugs for L.A. Care members. It is reviewed and updated monthly for safety and effectiveness. The Formulary and updates are available online 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 procedures on how to use the Formulary.

How to Use the Formulary
• Formulary drugs are listed by their generic name and brand name as follows: Generic name (BRAND NAME)

• If only the brand name drug is on the market, only that will show: BRAND NAME

• Drugs can be searched on the online formulary by generic or brand name, or therapeutic category. Using the “Ctrl + F” function or the index makes it easy.

Generic and Brand Name Medications
• Generic and brand name drugs are covered.
• Generic drugs are safe and cost-effective.
• Brand name drugs are used when a generic drug is not available.

Non-Formulary Medications
Drugs not listed on the Formulary are not covered (non-formulary).

Benefit Coverage and Limitations
Quantity Limits (QL): Some drugs have quantity limits for safety or cost reasons.

Step Therapy (ST): Requires trying one or more drugs first (Step Process).

Medication Request Process
The Medication Request Process requires a Prior Authorization (PA) request from your doctor. The following drugs need a PA:
• Non-formulary drugs
• Formulary drugs needing safety or cost reviews.
• Formulary drugs that exceed quantity limits (QL).
• Step therapy (ST) drugs that do not go through the normal Step Process.
• Brand drug when the generic is available.

Approval may be given for a documented medical need, otherwise the request will be denied.

General Benefit Exclusions (Not Covered)
• Drugs for cosmetic purposes
• Infertility drugs
• Experimental drugs
• Foreign drugs

The Medication Request Process is not available for excluded drugs, but denied requests can be appealed.
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.

*The applicable waiting time for a particular appointment may be extended if the referring or treating health care provider has determined and noted in the patient record that a longer waiting time will not have a detrimental effect on the health of the member.*
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 1.888.839.9909 (TTY 711).

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 HEALTH PLAN
L.A. Care Medi-Cal
1.888.839.9909 (TTY 711)
24 hours a day, 7 days a week and holidays

L.A. Care PASC-SEIU Plan
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

IN CASE OF EMERGENCY, CALL 911
Health and wellness or prevention information

This is not a complete list. The benefit information is a brief summary, not a complete description of benefits. For more information, contact the plan or read the Member Handbook. Limitations, co-pays, and restrictions may apply. For more information, call L.A. Care CalMedConnect Member Services or read the L.A. Care CalMedConnect Member Handbook. Benefits and/or co-payments may change on January 1 of each year. To learn more, please call L.A. Care Member Services Department at 1-888-522-1298 (TTY), 24 hours a day, 7 days a week, including holidays.

“The List of Covered Drugs and/or pharmacy and provider networks may change throughout the year. We will send you a notice before we make a change that affects you.” Live Well is a member news publication by L.A. Care for L.A. Care’s Senior and Special Needs Members. L.A. Care Health Plan is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees. You can get this information for free in other languages. Call 1-888-522-1298 (TTY). The call is free. L.A. Care Member Services is open 24 hours a day, 7 days a week and holidays. This information is disponible de forma gratuita en otros idiomas. Comuniqué con Servicios para los Miembros al número 1.888.522.1298 para más información. Los usuarios que utilizan TTY deben llamar al 711. El servicio está disponible las 24 horas del día, los 7 días de la semana, incluso los días festivos.

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.

Language Assistance Services in Your Language
ATTENTION: If you speak a language other than English, please contact us to request assistance. Call 1-888-522-1298 (TTY) for assistance.

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