



L.A. Care
HEALTH PLAN®

For A Healthy Life

SUMMER 2021
live
well

A Publication for L.A. Care's Seniors and Members with Special Needs

Summer Is Here, Be Healthy and Safe!

Who doesn't want to be outside, sunbathing, swimming, playing catch on the beach or just barbecuing in the backyard? While summer means fun in the sun, make sure you are not getting too much of a good thing. Remember to follow the COVID-19 safety guidelines, wear a mask as appropriate, social distance and socialize outside in small groups. Following are some tips to keep in mind.

- 1. Apply sunblock.** When outdoors, protect your skin from damage by wearing a hat, sunglasses, and a sunscreen of SPF 30 or higher.
- 2. Drink plenty of liquids.** Drink at least eight 8-ounce glasses of water daily. Talk to your doctor to determine the amount of water that is right for you.
- 3. Avoid caffeinated and alcoholic beverages.** Alcohol, soda, coffee and even tea can leave you dehydrated quickly. Reduce the amount of these beverages.
- 4. Dress appropriately.** Wear loose-fitting clothes in natural fabrics like cotton. Dress in light colors that will deflect the sun and heat.
- 5. Stay indoors during extreme heat.** In high heat and humidity, evaporation is slowed and the body must work extra hard to maintain a normal temperature.
- 6. Use air conditioning.** If you do not have air conditioning in your home, go somewhere that does. A movie theater, the mall, a friend, or relative's home are all good options.



- 7. Take a cool shower or bath.** This is a good way to lower your body temperature on extremely hot days.

Know the signs of heat stroke (e.g. flushed face, high body temperature, headache, nausea, rapid pulse, dizziness, and confusion). Take immediate action if you feel ill. Talk to your doctor if you have any questions. You can also call our **Nurse Advice Line** at **1.800.249.3619** (TTY 711) to talk to a nurse any time of day or night, 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.

Source: cdc.gov



**ELEVATING
HEALTHCARE**
IN LOS ANGELES COUNTY
SINCE 1997



Ask the Doctor: Coping With Stress



Q: What is stress?

A: Stress is the body's physical and emotional response to a demand, change or challenge. A little bit of stress may be healthy and normal to help us stay motivated. Stress can be caused by work, family or health situations – good or bad. Long-term stress can be harmful to your health and relationships. Symptoms may include emotional outbursts or shortness of temper, headaches, muscle tension, sleep problems, and upset stomach. Know your symptoms of stress and triggers - situations that cause you to feel anxious.

Q: How can I manage stress?

A: Recognizing your symptoms and their triggers are the first steps in managing stress. Here are some ways to help you cope with stress:

Plan and Prepare

- Planning and preparing ahead of time will help you be ready to handle tasks and relax. Give yourself enough time and arrive early to appointments.

Live Healthy

- Eat vegetables, fruits, whole grains, low-fat dairy and lean protein. Drink water. Get moderate exercise daily and 7-8 hours of sleep nightly. Avoid drinking too much alcohol or using illegal drugs.

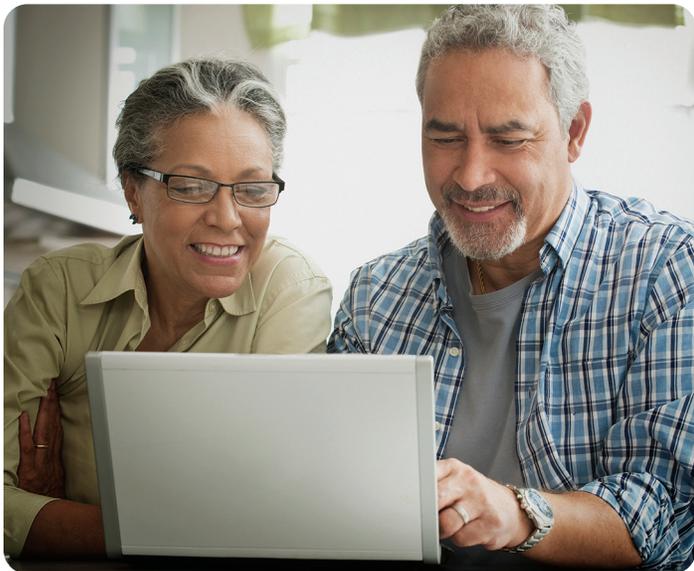
Relaxation Activities

- Do relaxing activities that you enjoy such as walking, reading, playing an instrument, or gardening. Exercising can help release stress and make you more relaxed afterwards.

Seek Support and Help

Behavioral health services are included as part of your L.A. Care benefits. If your stress is unmanageable, schedule an appointment to talk to your primary care physician (PCP). You may be referred for additional help. You can also contact L.A. Care's behavioral health partner, **Beacon Health Options** at **1.877.344.2858** (TTY **1.800.735.2929**).

New Online Health Education Programs



L.A. Care invites members with asthma, diabetes, or a high-risk pregnancy to sign-up for our *My Health in Motion*[™] online portal. Simply create an account at **members.lacare.org** and click on the “*My Health In Motion*[™]” tab in the member portal which has:

- Health education materials and videos
- Health coaches who can answer general health questions through the chat
- Self-paced workshops and a calendar of virtual health education group appointments



Members who do not want to sign up for MyHIM can request health education materials or speak with a health coach over the phone. To learn more, please email the **Health Education Department** at **HealthEd_Info_Mailbox@lacare.org**.

Prescription Drugs Listed on the L.A. Care Website

To find out more about L.A. Care’s list of covered drugs called the Formulary, and monthly 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 procedures on how to use the Formulary.



Health Services

Seeing Your Doctor: Tips for Having the Best Appointment



Sometimes going to the doctor can be stressful. To make the most out of your appointment, try these easy tips.

1. Come prepared. Before your appointment, think about what you need during this visit. Make a short list of your concerns and questions. It may be helpful to show this to your provider.

2. Be flexible. Providers have many responsibilities. Sometimes they may run late because they are seeing another patient. You may have to wait a little longer before seeing the doctor. Try to understand – the office is busy and will get to you when they can.

Tip: If you're short on time, try asking for the first appointment available in the morning.

3. Speak up! Did you get everything you needed at this visit? Did you ask all your questions? Don't be afraid to ask your provider to repeat or re-explain something. Ask about your options and leave with a plan for your health concerns.

Tip: Providers sometimes take notes on a computer during your visit. Don't worry. They are still listening!

Your provider's office may look a little different due to the COVID-19 pandemic. Before your appointment, ask what they are doing to keep their patients safe.

My mask protects you...
your mask protects me.

– Center for Disease Control and Prevention



Check-In With Your Doctor

Seeing your doctor, even when you are feeling well, is an important part of staying healthy. Your doctor will get to know you and your health needs starting with your very first visit. Just call the doctor's number on your member ID card to make an appointment. At this first visit, called the Initial Health Assessment (IHA), your doctor will ask you to fill out a form called the Staying Healthy Assessment (SHA). This form helps the doctor learn about your lifestyle such as whether you smoke or eat enough fruits and vegetables.

You should see your doctor at least once a year. During the COVID-19 pandemic, many people delayed visits to their doctor. Summer is a great time to check in with your doctor to make sure you are up to date on needed tests and vaccines.

If you have not seen your doctor in the past year, or are new to L.A. Care, call your doctor today!





Community Resource Center



L.A. Care and Blue Shield Promise Offer Free COVID-19 Vaccine Clinics

L.A. Care Health Plan and Blue Shield of California Promise Health Plan, in partnership with USC Pharmacy, recently offered 16 free COVID-19 vaccine clinics in high-need areas near their Community Resource Centers. The drive-thru and walk-up vaccine clinics, which ran from April 7 through May 1 by appointment only, were open to L.A. Care and Blue Shield Promise members, and to the public. The vaccine clinics were held outdoors and followed safety guidelines recommended by public health officials.

The resource centers – located in hard-hit communities such as East Los Angeles, Pacoima, Lynwood and the Antelope Valley, where many of the health plans' members live – collaborated with local churches, community colleges and community-based organizations to assist in administering up to 1,000 vaccines per clinic.

“Every day we are making more progress to end the pandemic – and the light at the end of the tunnel is getting brighter,” said John Baackes, CEO of L.A. Care Health Plan. *“But we are not quite there yet. We cannot let our guard down, and we must get shots in the arms of those who have been most impacted by this pandemic.”*

The vaccine clinics are among several free events hosted by the Community Resource Centers in 2021. While the resource centers were closed for most of the winter due to a COVID-19 surge, they reopened in May – by appointment only – to provide much-needed services once again to members and the entire community.

To learn more about the Community Resource Centers, visit [activehealthyinformed.org](https://www.activehealthyinformed.org).



Interpreting Services Are Available When You See Your Doctor

Whether your appointment is in person or from the safety and convenience of your computer or mobile device, L.A. Care wants to make sure you don't miss any important health information. This is why we provide highly qualified, trained interpreters at no cost to you.

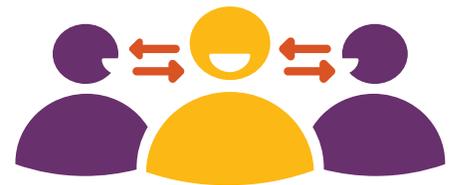
Interpreting services are here to help you get the most out of your doctor visit. The services are available 24 hours a day, 7 days a week, in over 240 languages!

To request an interpreter, remember the ABCs:

Allow plenty of time for your request (10 business days or more).

Be prepared to provide the date, time and location of the appointment and any other details that can help us better meet your needs.

Call the Customer Solution Center at **1.888.522.1298** (TTY **711**) to request your interpreter, or to notify us of any changes to your appointment.



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 special care 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
- Submitting a complaint

Special Programs

L.A. Care has the following special programs:

- **Quality Improvement Programs** improve quality of care, safety, and services for our members. These programs 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 who have challenging medical needs
- **Programs to better manage diseases**, like diabetes and asthma



How Decisions Are Made About Your Care

- How our doctors and staff make decisions about your care are 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, including external independent review

Member Issues

- Your rights and responsibilities as a health plan member
- How to voice your concerns if 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 of your health care coverage, please call us at **1.888.522.1298 (TTY 711)**, 24 hours a day, 7 days a week and holidays.



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 to receive it by email. Be sure to like us on Facebook, Instagram, Twitter and LinkedIn.

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.



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 free. To access the nurse chat function, go to **lacare.org** and click on “Member Sign In” to log on.



Important Numbers

Do you have questions about your benefits? Please see the contact information below to get help and answers.

L.A. CARE HEALTH PLAN

L.A. Care Medi-Cal Plan

1.888.839.9909 (TTY 711)

L.A. Care PASC-SEIU Health 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



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**.





L.A. Care
HEALTH PLAN®

SALES & MARKETING DEPARTMENT

IN THIS ISSUE:

- Ask the Doc: Coping With Stress | 2
- Tips for Having the Best Appointment | 4
- Free COVID-19 Vaccine Clinics | 6
- Learn About Your Coverage | 8
- And More!

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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 su idioma o en otro formato, o servicios o dispositivos auxiliares. Llame a L.A. Care al **1.888.839.9909 (TTY 711)**, las 24 horas del día, los 7 días de la semana, incluso los días festivos. La llamada es gratuita.

Arabic خدمات المساعدة اللغوية متاحة مجانًا. يمكنك طلب خدمات الترجمة الفورية أو الترجمة التحريرية أو معلومات بلغتك أو بتتسيق آخر أو مساعدات وخدمات إضافية. اتصل بـ L.A. Care على الرقم **1.888.839.9909 (TTY 711)** على مدار الساعة وطوال أيام الأسبوع، بما في ذلك أيام العطلات. المكالمات مجانية.

Armenian Տրամադրվելի են լեզվական օգնության անվճար ծառայություններ: Կարող եք խնդրել բանավոր թարգմանական կամ թարգմանական ծառայություններ, ձեր լեզվով կամ տարբեր ձևաչափով տեղեկություն, կամ օժանդակ օգնություններ և ծառայություններ: Զանգահարեք L.A. Care **1.888.839.9909** համարով (TTY 711), օրը 24 ժամ, շաբաթը 7 օր, ներառյալ տոնական օրերը: Այս հեռախոսազանգն անվճար է:

Chinese 提供免費語言協助服務。您可申請口譯或翻譯服務，您使用之語言版本或其他格式的資訊，或輔助援助和服務。請致電 L.A. Care 電話 **1.888.839.9909 (TTY 711)**，服務時間為每週 7 天，每天 24 小時（包含假日）。上述電話均為免費。

Farsi خدمات رایگان امداد زبانی موجود می باشد. می توانید برای خدمات ترجمه شفاهی یا کتبی، اطلاعات به زبان خودتان یا فرمت دیگر، یا امدادها و خدمات اضافی درخواست کنید. با L.A. Care به شماره **1.888.839.9909 (TTY 711)** در 24 ساعت شبانه روز و 7 روز هفته شامل روزهای تعطیل تماس بگیرید. این تماس رایگان است.

Hindi मुफ्त भाषा सहायता सेवाएं उपलब्ध हैं। आप दुआपिया या अनुवाद सेवाओं, आपकी भाषा या किसी अन्य प्रारूप में जानकारी, या सहायक उपकरणों और सेवाओं के लिए अनुरोध कर सकते हैं। आप L.A. Care को **1.888.839.9909 (TTY 711)** नंबर पर फोन करें, दिन में 24 घंटे, सप्ताह में 7 दिन, छुट्टियों सहित। कॉल मुफ्त है।

Hmong Muaj kev pab txhais lus pub dawb rau koj. Koj tuaj yeem thov kom muab cov ntaub ntawv txhais ua lus lossis txhais ua ntawv rau koj lossis muab txhais ua lwm yam lossis muab khoom pab thiab lwm yam kev cuam. Hu rau L.A. Care ntawm tus xov tooj **1.888.839.9909 (TTY 711)**, tuaj yeem hu tau txhua txhua 24 teev hauv ib hnub, 7 hnub hauv ib vij thiab suab nrog cov hnub so tib si, tus xov tooj no hu dawb xwb.

Japanese 言語支援サービスを無料でご利用いただけます。通訳・翻訳サービス、日本語や他の形式での情報、補助具・サービスをリクエストすることができます。L.A. Careまでフリーダイヤル **1.888.839.9909 (TTY 711)** にご連絡ください。祝日を含め毎日24時間、年中無休で受け付けています。

Khmer សេវាជំនួយខាងភាសា គឺមានជាយុត្តិធម៌។ អ្នកអាចស្នើសុំសេវាបំភ្លឺផ្តល់ព័ត៌មាន ឬការបំភ្លឺ ឬស្នើសុំព័ត៌មាន ជាភាសាខ្មែរ ឬជាទម្រង់ផ្សេងទៀត ប្រសិនបើអ្នកមិនយល់ ឬមិនស្គាល់ ឬមិនច្បាស់លាស់។ សូមទូរស័ព្ទ L.A. Care តាមលេខ **1.888.839.9909 (TTY 711)** បាន 24 ម៉ោងមួយថ្ងៃ 7 ថ្ងៃ មួយអាទិត្យ រួមទាំងថ្ងៃបុណ្យផង។ ការបំភ្លឺនេះគឺឥតគិតថ្លៃឡើយ។

Korean 무료 언어 지원 서비스를 이용하실 수 있습니다. 귀하는 통역 또는 번역 서비스, 귀하가 사용하는 언어 또는 기타 다른 형식으로 된 정보 또는 보조 지원 및 서비스 등을 요청하실 수 있습니다. 공휴일을 포함해 주 7일, 하루 24시간 동안 L.A. Care, **1.888.839.9909 (TTY 711)**번으로 문의하십시오. 이 전화는 무료로 이용하실 수 있습니다.

Lao ພາສາອັງກິດ, ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໂດຍບໍ່ເສຍຄ່າ. ທ່ານສາມາດຂໍບໍລິການພາສາ ຫຼື ຕຳລາສາດ, ສຳລັບຂໍ້ມູນໃນພາສາຂອງທ່ານ ຫຼື ໃນຮູບຮ່າງອື່ນ, ຫຼື ເຄື່ອງມືຊ່ວຍເຫຼືອ ຕາມ ບໍລິການເສີມ. ໃຫ້ໂທຫາ L.A. Care ໂດຍທີ **1.888.839.9909 (TTY 711)**, 24 ຊົ່ວໂມງຕໍ່ມື້, 7 ມື້ຕໍ່ອາທິດ, ວວມເຖິງວັນເຜີ້ດ້ວຍ. ການໂທແມ່ນບໍ່ເສຍຄ່າ.

Punjabi ਮੁਫਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਅਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਣਕਾਰੀ ਜਾਂ ਸਹਾਇਕ ਉਪਕਰਨਾਂ ਅਤੇ ਸੇਵਾਵਾਂ ਲਈ ਬੇਨਤੀ ਕਰ ਸਕਦੇ ਹੋ। L.A. Care ਨੂੰ **1.888.839.9909 (TTY 711)** ਨੰਬਰ ਉੱਤੇ ਕਾਲ ਕਰੋ, ਦਿਨ ਵਿੱਚ 24 ਘੰਟੇ, ਹਫ਼ਤੇ ਵਿੱਚ 7 ਦਿਨ, ਛੁੱਟੀਆਂ ਸਮੇਤ। ਕਾਲ ਮੁਫਤ ਹੈ।

Russian Мы предоставляем бесплатные услуги перевода. У вас есть возможность подать запрос о предоставлении устных и письменных услуг перевода, информации на Вашем языке или в другом формате, а также вспомогательных средств и услуг. Звоните в L.A. Care по телефону **1.888.839.9909 (TTY 711)** 24 часа в сутки, 7 дней в неделю, включая праздничные дни. Этот звонок является бесплатным.

Tagalog Available ang mga libreng serbisyo ng tulong sa wika. Maaari kang humiling ng mga serbisyo ng pag-interpret o pagsasalang-wika, impormasyon na nasa iyong wika o nasa ibang format, o mga karagandang tulong at serbisyo. Tawagan ang L.A. Care sa **1.888.839.9909 (TTY 711)**, 24 na oras sa isang araw, 7 araw sa isang linggo, kabilang ang mga holiday. Libre ang tawag.

Thai มีบริการช่วยเหลือภาษาฟรี คุณสามารถขอรับบริการการแปลหรือล่าม ข้อมูลในภาษาของคุณหรือในรูปแบบอื่น หรือความช่วยเหลือและบริการเสริมต่าง ๆ ได้ โทร L.A. Care ที่ **1.888.839.9909 (TTY 711)** ตลอด 24 ชั่วโมง 7 วันต่อสัปดาห์รวมทั้งวันหยุด โทรฟรี

Vietnamese Có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Quý vị có thể yêu cầu dịch vụ biên dịch hoặc phiên dịch, thông tin bằng ngôn ngữ của quý vị hoặc bằng các định dạng khác, hay các dịch vụ và thiết bị hỗ trợ ngôn ngữ. Xin vui lòng gọi L.A. Care tại **1.888.839.9909 (TTY 711)**, 24 giờ một ngày, 7 ngày một tuần, kể cả ngày lễ. Cuộc gọi này miễn phí.

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 Cal MediConnect **Member Services** or read the L.A. Care Cal MediConnect 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 711)**, 24 hours a day, 7 days a week, and 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 711)**. The call is free. L.A. Care **Member Services** is open 24 hours a day, 7 days a week and holidays.

Esta información está disponible de forma gratuita en otros idiomas. Comuníquese 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.

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ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call **1.888.522.1298 (TTY 711)**.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1.888.522.1298 (TTY 711)**.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電**1.888.522.1298 (TTY 711)**。



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