Elevate Your Health

May is National Physical Fitness and Sports Month. Did you know that regular physical activity increases your chances of living a longer, healthier life? It can also help improve your mental health and reduce your risk for high blood pressure, heart disease and some types of cancer.

Physical activity is for everyone. No matter what shape you are in, you can find activities that work for you.

Here are some tips to help you elevate your health:

• Reduce sedentary time and increase active time. For example, you can take a walk after dinner instead of watching TV.
• Schedule specific times for physical activity. Make it part of your daily or weekly routine.
• Do things that you enjoy. Some people might like running in their neighborhood in the mornings; others might prefer an exercise class at a health club after work.
• Enlist your friends or family members to help you with motivation and support.
• Start slowly and work your way up to more physically challenging activities. For many people, walking is a good activity to start with.

Keep in mind that the L.A. Care Family Resource Centers offer free health education and exercise classes. For more information or to enroll in classes, call 1.877.287.6290 (TTY 711) or visit lacare.org/frc. Consult with your doctor before starting any exercise program.

Together we can elevate our health during the month of May and the rest of the year!

Sources:
cdc.gov; healthfinder.gov
Laughter: It’s Good for Everyone!

Laughing is one of the greatest medicines. It is cost-effective, has zero unhealthy side effects and can help the body in a myriad of ways. Scientists have linked laughing to lowering stress levels, boosting the immune system, protecting the heart, lowering blood pressure and blood-glucose levels for people with type 2 diabetes. It also has been proven to be a fat burner. Laughing out loud for 10-15 minutes a day can burn 10-40 calories! While this may translate to around 4 pounds per year, adding laughter could be a kick-starter to the diet you may have been planning to do.

Not only has laughing been linked to helping improve your physical health, but laughing every day can also help boost your mental well-being. It gives a person more personal enjoyment out of life. Some ways to add more laughter to your day could be to see or call your closest friends or family members a couple times per week, watch a comedy movie or TV show, or try laughter yoga. Choose whatever makes you feel comfortable, but if it makes you laugh, your body and mind will be thankful for it.

Your family’s health is our priority. If you have questions or need more information, call Member Services at 1.855.270.2327 (TTY 711). You can also call the Nurse Advice Line at 1.800.249.3619 (TTY 711) to talk to a nurse 24 hours per day, 7 days per week.

Diabetes and You

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

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

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! To learn more, please call 1.855.856.6943.
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 stay 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 health 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. Visit us today!

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).

<table>
<thead>
<tr>
<th>Location</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boyle Heights</td>
<td>213.294.2840</td>
</tr>
<tr>
<td>(The Wellness Center)</td>
<td></td>
</tr>
<tr>
<td>Inglewood</td>
<td>310.330.3130</td>
</tr>
<tr>
<td>East L.A.</td>
<td>213.438.5570</td>
</tr>
<tr>
<td>Lynwood</td>
<td>310.661.3000</td>
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<tr>
<td>Pacoima</td>
<td>213.438.5497</td>
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<tr>
<td>Palmdale</td>
<td>213.438.5580</td>
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</table>
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.

*The applicable waiting time for an 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.

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Keep Your Child Happy

National Infant Immunization Week is April 26-May 3 and L.A. Care Covered™ encourages you to vaccinate your child. Immunizations are one of the best ways parents can protect infants, children and teens.

Immunizations (vaccines) help keep your baby or child from getting sick. Most immunizations are given as shots, but some, such as rotavirus, are given by mouth. They work by helping the body fight illness.

It is important for your child to get shots at the right time. That’s why your child needs to see a doctor for well-care visits. Follow the schedule your doctor gives you. Bring your immunization record (yellow card) with you.

Your family’s health is our priority. That’s why immunizations and well-child visits are covered by L.A. Care Covered™ at no additional cost. If you have questions or need more information, call us at 1.855.270.2327 (TTY 711).
Personalized Online Wellness

Did you know you have health and wellness information at your fingertips? Whether you want to quit smoking, lose weight, or manage stress, L.A. Care’s My Health In Motion™ site has something for you! From your computer, phone or tablet, you can access a wide range of online health activities and tools on the My Health In Motion™ site. You can even earn up to $290 in gift cards every year!

Sign in at lacare.org! Go to “Member Sign in” and click on the “My Health In Motion™” tab to see all the fun tools that can help you stay healthy. Make sure to check back every month for exciting new health information on the homepage! You’ll find:

• A lifestyle survey followed by a personal health report
• Health trackers to help you reach your health goals
• Over 40 online health workshops on topics like anxiety, healthy eating and quitting smoking
• A health information library
• Healthy recipes and meal plans
• Incentives points for completing certain wellness activities – check out the My Health In Motion™ site for more information!

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.

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:

• 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 1.855.270.2327 (TTY 711).
The L.A. Care Formulary Has You Covered

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.

Spring Is Here!
Celebrate the season with these healthy behaviors.
- Get at least 150 minutes of physical activity every week (30 minutes a day, 5 days a week).
- Eat a healthy diet with more fruits and veggies and less salt, saturated fat, and added sugar.
- Quit smoking. You can quit today! Call the CA Smokers’ Helpline at 1.800.NO BUTTS (1.800.662.8887) for free support.
- Get at least 7 hours of sleep every night.
- Stay up to date on your health screenings.
- Wear sunscreen and insect repellent.

Source: cdc.gov
Important Phone Numbers
L.A. Care Covered™
1.855.270.2327 (TTY 711)
L.A. Care Family Resource Centers
1.877.287.6290 (TTY 711)
L.A. Care Compliance Helpline
(to report fraud or abuse)
1.800.400.4889
L.A. Care Health Education
1.855.856.9943
L.A. Care Language/Interpreter Services
1.855.270.2327 (TTY 711)
L.A. Care Nurse Advice Line
(for non-emergency medical advice)
1.800.249.3619 (TTY 711)

Beacon Health Options
(behavioral health care)
1.877.344.2858 (TTY 1.800.735.2929)

Would you like to receive Stay Well via email?
Sign up now at lacare.org/stay-well.
It’s that simple!

Important Phone Numbers
L.A. Care CoveredTM
1.855.270.2327 (TTY 711)
L.A. Care Family Resource Centers
1.877.287.6290 (TTY 711)
L.A. Care Compliance Helpline
(to report fraud or abuse)
1.800.400.4889
L.A. Care Health Education
1.855.856.9943
L.A. Care Language/Interpreter Services
1.855.270.2327 (TTY 711)
L.A. Care Nurse Advice Line
(for non-emergency medical advice)
1.800.249.3619 (TTY 711)

Beacon Health Options
(behavioral health care)
1.877.344.2858 (TTY 1.800.735.2929)

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It’s that simple!

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.
L.A. Care Health Plan cumple con las leyes federales de derechos civiles y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

Language Assistance Services in Your Language
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 1.855.270.2327 (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 1.855.270.2327 (TTY 711), las 24 horas del día, los 7 días de la semana, incluso los días festivos. La llamada es gratuita.

Arabic
تقدم خدمات اللغة العربية مجانًا. يمكنك طلب خدمات الترجمة أو الترجمة البوليفارية أو معلومات أخرى أو خدمات وخدمات إضافية أو خدمات مكملة على الرقم 1.855.270.2327 (TTY 711), 24 ساعة في اليوم، 7 أيام في الأسبوع، حتى والأعياد. الرقم مجانًا.

Armenian
Անհատական լեզու աստիճանական ծրագրեր կան. Բջիջների դեպքում տեղական ծրագրերի տեսակի մոտի, այլևս և առանձնացված ծրագրեր կան: Բացից ներկայացված անհատական ծրագրերից կարելի է պահպանել 24-24 ժամանակաշրջանում: Հեռախոս համակարգչային ծրագրեր կան:

Chinese
提供免费语言援助服务。您可以申请口译或陪同服务，您申请语言版本或其他格式的信息，或辅助设备和服务。请致电L.A. Care电话1.855.270.2327 (TTY 711)。服务时间是每7天，每天24小时（包括假日）。电话是免费的。

Farsi
خدمات زبان رایگان آماده می‌باشد. می‌توانید برای دریافت خدمات ترجمه، کتابخانه، خدمات دیگر، یا خدمات اضافی برای خدمات خود فوندیت فارسی را در 24 ساعت هفته، روز به روز تلفن خود را تماس بگیرید. این تماس رایگان است.

Hindi
मुफ्त भाषा सहायता सेवा में सहायता है। आप भाषा से अनुवाद सेवाओं, आपकी भाषा पर अन्य प्रावधान में इनियावत, या सहायता प्रदाता और सेवाओं के लिए अनुवाद कर सकते हैं। आप L.A. Care की 1.855.270.2327 (TTY 711) नंबर पर प्रोफन करें, दिन में 24 घंटे, सप्ताह में 7 दिन, हॉटली शहरीत सबसे सुनाया है।

Hmong
Muaj kev pab txhais lus pab dawb rau koj. Kej tiaj yeesn thov kom muab cov niabtu ntwaw txhais ua lus lxisit txhais ua ntwaw rau koj muab lsisit txhais ub wmn yam lsisit muab koob pab thibb wmn yam koob pab cuam. Hu rau L.A. Care ntauw laj xov tooj 1.855.270.2327 (TTY 711), tiaj yeesn hau tau txhau txhuai 24 teev haub ib hauh, 7 hmnab haub in vij thibb muab cov hauh koob cuam. Wab yeesn hauh 7 hmnab haub ntauw laj xov tooj 1.855.270.2327 (TTY 711).

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までフリークイドライン1.855.270.2327 (TTY 711)にてご連絡ください。祝日を含め毎日24時間、年中無休で受け付けています。

Korean
무료 언어 지원 서비스를 이용하실 수 있습니다. 언어 자동 또는 번역 서비스, 고가에 사용하는 언어 또는 기타 다른 형식으로 된 정보 또는 보조 장비 및 서비스 등을 요청하실 수 있습니다. 휴일을 포함한 주말, 하루 24시간 동안 L.A. Care, 1.855.270.2327 (TTY 711)으로 문의해보세요. 이 전화는 무료로 이용하실 수 있습니다.

Lao
մառու հարաբերակցություններ ունեն երկու բանվորական ծրագրեր: Անվանական ծրագրեր ու արդիական ծրագրեր: .nlmlaughter@lacare.org կամ 1.855.270.2327 (TTY 711), 24 ժամին 24 ժամ: 7, միկասին և միապետական տեղեկություններ: անվանական ծրագրեր.

Punjabi
پنਜیابی گویاں کے لئے تعلیمی پیشکش کے لئے لینک شائع کیا گیا ہے، اس کے ذریعے کہ آپ لاگو کر سکتے ہیں، سندھی، سندھی، تعلیمی پیشکش کے لئے لینک شائع کیا گیا ہے۔

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 ассистивных средств и услуг. Внимание: L.A. Care по телефону 1.855.270.2327 (TTY 711) 24 часа в сутки, 7 дней в недели, включая праздничные дни. Этот звонок является бесплатным.

Tagalog
Available ang mga libreng servisyong tulog sa wika. Maaari kang humiling ng mga servisyong pag-interpeter o pag-interpret sa pag-aaral ng wika o pag-aaral ng wika o pag-aaral ng wika o pag-aaral ng wika o pag-aaral ng wika o pag-aaral ng wika o pag-aaral ng wika.

Thai
มีการประสานงานกับศูนย์ข้อมูลและบริการการแปลภาษาไทย ข้อมูลภาษาของศูนย์แปลภาษาไทย หรือศูนย์แปลภาษาไทย ได้แก่ L.A. Care ที่ 1.855.270.2327 (TTY 711), 24 ชั่วโมงต่อวัน, 7 วันต่อสัปดาห์.

Vietnamese
Có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Quý vị có thể yêu cầu dịch vụ dịch thuật hoặc phiên dịch, thông tin bằng ngôn ngữ của quý vị hoặc bằng các đình đám khác, hay các dịch vụ và bất kỳ hỗ trợ ngôn ngữ nào. Xin vui lòng gọi L.A. Care tại 1.855.270.2327 (TTY 711), 24 giờ một ngày, 7 ngày một tuần, kể cả ngày lễ. Cuộc gọi này miễn phí.
In this issue
Elevate Your Health .......................... 1
Laughter: It’s Good for Everyone! ............ 2
Diabetes and You ............................. 2
New Community Resource Centers .......... 3
Your Centers for Health and Wellness! ..... 3
How Long Should I Wait for My Appointment? ...... 4
Keep Your Child Happy ........................ 4
My Health In Motion™ Personalized Online Wellness ......................... 5
Protect Yourself! ............................. 5
The L.A. Care Formulary Has You Covered ... 6
Spring Is Here! ................................ 6
Important Phone Numbers .................... 7

Thank you for being an L.A. Care Covered™ Member.