Improve Your Life!

The New Year is here, and we are excited for all the wonderful possibilities it will bring. It’s always a great idea to come up with a plan to improve your life for the better.

Here are five easy and realistic changes you can make in your life this year:

1. **Do what you love.** Life can get busy, and sometimes it may seem that we have no time to pursue the things we truly love. But you will be happier if you spend time doing things that have meaning for you. Maybe you enjoy art or gardening or tutoring children. Make time to nurture your passions.

2. **Get enough sleep.** Quality sleep is one of the best things you can do for your health. It plays an important role in your physical and mental health. Most adults need 7 to 8 hours of sleep a night. Kids’ needs vary by age.

3. **Exercise regularly.** Regular physical activity can improve your muscle strength and boost your endurance. It helps you control heart disease risk, can help control weight and manage blood sugar levels. It may also improve your mood and help you sleep better.

4. **Drink about eight glasses of water a day.** Staying hydrated is one of the healthiest habits you can adopt. Your body’s cells, tissues and organs need water to function properly. In fact, water makes up around 60 percent of your body’s weight.

5. **Eat lots of fruits and vegetables.** A healthy diet includes lots of vegetables and fruits. They are an important part of giving your body the fuel it needs to help prevent disease. Fruits and vegetables should make up about half of your plate at each meal.

Source: SHM Publishing
Special Enrollment Is Happening Now!

Did you know that certain life events make you eligible to apply for L.A. Care Covered™? Special Enrollment is a period outside of the Sign-Up Period when you can apply for health coverage. (Sign-Up Period for 2019 ended January 15.)

You may be able to apply for health coverage if you experience any of these qualifying life events:

- Loss of health coverage. For example, you are no longer eligible for Medi-Cal or you lose health coverage through your job.

- Income changes. For example, if you are already getting help paying for your insurance premium and your income goes down, you may be able to get extra help.

- Getting married or entering into a domestic partnership.

- Becoming citizens, national or lawfully present individuals. This event applies only to people who were not previously citizens, nationals or lawfully present.

- Having a child or adopting a child. Also includes receiving a child into foster care or placing a child in adoption or in a foster home.

These are just some of the common qualifying life events. Call one of our Enrollment Specialists at 1.855.222.4239 (TTY 711) to find out more about Special Enrollment.

Do You Need Help Getting Care in Your Language?

You have the right to no-cost interpreting services, including American Sign Language. L.A. Care Covered™ provides these services 24 hours a day, 7 days a week. It is important to use a professional interpreter at your medical appointment. You should not use friends, family, or children to interpret for you, except in an emergency.

To ask for an interpreter for health visits, please call Member Services at 1.855.270.2327 (TTY 711) at least 10 business days prior to your appointment.
Do You Have High Blood Pressure?

High blood pressure (BP) is something that we do not feel, but if it is not controlled it can harm the heart, kidneys and brain. However, if we control our blood pressure, we will have less damage on the heart and kidneys, as well as have less risk of stroke and disability. It is important to “know your BP”, what’s normal and what’s elevated. The American Heart Association has recently updated the numbers that define high blood pressure and they are lower than before. High BP, or hypertension, is when the pressure inside the blood vessels is elevated and the force of your blood pushing against the walls of your vessels leads to damage in the heart, kidneys and brain. A BP of higher than 130/80 meets the condition of hypertension.

The good news is there are many safe medications for managing your BP. Also, reducing the salt in your diet may help lower your BP. It does not matter how old you are, controlling BP is important. Look at the table. If your blood pressure is elevated or in the hypertension stage, talk to your doctor about what steps you can take to control it and stay healthy.

<table>
<thead>
<tr>
<th>Blood Pressure Categories</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BLOOD PRESSURE CATEGORY</strong></td>
</tr>
<tr>
<td>Normal</td>
</tr>
<tr>
<td>Elevated</td>
</tr>
<tr>
<td>High Blood Pressure (Hypertension) Stage 1</td>
</tr>
<tr>
<td>High Blood Pressure (Hypertension) Stage 2</td>
</tr>
<tr>
<td>Hypertensive Crisis (consult your doctor immediately)</td>
</tr>
</tbody>
</table>
Medical Identity Theft: Protect Yourself!

You could become a victim of medical identity theft if someone gets your medical ID or Social Security number. 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, and your Explanations 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 Member Services at 1.855.270.2327 (TTY 711).
A New Year to Prepare

We all make resolutions for the New Year: lose weight, read more, learn a new skill. This year why not make one of your resolutions to be ready so that you don’t have to get ready? Just a few simple steps can ensure that you’re ready for anything.

1. **Make or update your emergency kit**
   If you don’t have an emergency preparedness kit in your home and car, it’s time to get one. Gather water, food, flashlights, batteries, and a first aid kit into a container or bag and store it in an easy-to-access area of your house or car.

2. **Form a support network**
   Talk to your neighbors about forming a support network. Make a plan to check on each other after a disaster occurs. Talk to people close to you about any physical limitations or special medical needs you may have during an emergency.

3. **Prepare your family**
   When making your plans, don’t forget your family. Talk to older adults in your life about their emergency preparedness plans, and ask them how you can help. Make sure your kids are involved in your preparations.

4. **Join an alert network**
   Make sure your phone and computer have alert systems set up to notify you when dangerous weather is in your area. Consider setting up push notifications or email alerts that let you know when a natural disaster may be coming.

5. **Weatherize your home and review your insurance**
   Install or check smoke detectors and carbon-monoxide alarms in your house. Make sure you know where the utility off and on switches are located. Also, check your insurance policy and make sure you are covered for possible flooding or structural damage to your home and property.

Taking time to prepare for emergencies and natural disasters could be the most important thing you do this year.

*Source: cdc.gov*

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Steps to Fight the Flu

Flu season is here! Get a FREE flu shot to help prevent you from getting sick. It’s easy!

Go to your doctor or any of our network pharmacies such as Walgreens, Rite Aid and CVS, and show your member ID card. Questions? Call **1.855.270.2327** (TTY 711).

To find out more about the L.A. Care list of covered drugs called the Formulary, and monthly updates, visit the L.A. Care website at [lacare.org](http://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.
Bring Your Family and Friends!

Come check out the L.A. Care Family Resource Centers (FRCs). Our FRCs are a fun and engaging space to learn, prevent illness, and improve your health. The Centers offer health education and exercise classes that are free and open to everyone. You and your family can sign up for CPR, Dance, Cooking, Yoga, Zumba®, Parenting, Children’s classes, and much more. Classes are offered in English and Spanish. Free child care is available at some Centers. Call for details.

There are six FRCs conveniently located throughout Los Angeles County:

**Boyle Heights**
The Wellness Center at the Old General Hospital
1200 N. State St. Ste., 1069
Los Angeles, CA 90033
Phone: 213.294.2840
Mon-Fri 8:30 a.m. – 5 p.m.
Sat 9 a.m. – 12 p.m.

**East L.A.**
4801 Whittier Blvd.
Los Angeles, CA 90022
Phone: 213.438.5570
Mon-Fri 9 a.m. – 6 p.m.
Sat 9 a.m. – 2 p.m.

**Inglewood**
Corner of Century and Crenshaw
3111 W. Century Blvd. Ste., 100
Inglewood, CA 90303
Phone: 310.330.3130
Mon-Thurs 9 a.m. – 7 p.m.
Fri 9 a.m. – 5 p.m.
Sat 9 a.m. – 12:30 p.m.

**Lynwood**
In Plaza Mexico
3180 E. Imperial Highway
Lynwood, CA 90262
Phone: 310.661.3000
Mon-Fri 9 a.m. – 6:30 p.m.
(Closed 1 – 2 pm)
Sat 9 a.m. – 3 p.m.

**Pacoima**
In the Zocalito Plaza
10807 San Fernando Road
Pacoima, CA 91331
Phone: 213.438.5497
Mon-Thurs 10 a.m. – 6:30 p.m.
(Closed 1 – 2 pm)
Fri 8 a.m. – 4 p.m.
Sat 8 a.m. – 1 p.m.

**Palmdale**
In the Towne Square
2072 E. Palmdale Blvd.
Los Angeles, CA 93350
Phone: 213.438.5580
Mon-Fri 9 a.m. – 6 p.m.
(Closed 1:30 – 2:30 pm)
Sat 9 a.m. – 12 p.m.

**Pomona**
(Coming in 2019)
696 W. Holt St.
Pomona, CA 91768

**Metro Los Angeles**
(Coming in 2019)

Visit a L.A. Care Family Resource Center today or view the calendar of activities on our website at lacare.org/frc. For more information, call 1.877.287.6290.
## Important Phone Numbers

**L.A. Care Covered**
- **1.855.270.2327** (TTY 711)

**L.A. Care Family Resource Centers**
- **1.877.287.6290**

**L.A. Care Compliance Helpline**
- (to report fraud or abuse) **1.800.400.4889**

**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)

### Language Assistance Services in Your Language

<table>
<thead>
<tr>
<th>Language</th>
<th>Service Description</th>
<th>Phone Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>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.</td>
<td><strong>1.855.270.2327</strong> (TTY 711)</td>
</tr>
<tr>
<td>Spanish</td>
<td>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 está gratuita.</td>
<td><strong>1.855.270.2327</strong> (TTY 711)</td>
</tr>
<tr>
<td>Arabic</td>
<td>خدمات الترجمة والترجمة متوفرة لجميع المستخدمين. يمكن طلب خدمات الترجمة والترجمة أو معلومات باللغة العربية أو اللغة الإنجليزية أو معلومات بتنسيق آخر أو مساعدات وخدمات إضافية. للحصول على معلومات، قم بالاتصال بالرقم لـ L.A. Care: <strong>1.855.270.2327</strong> (TTY 711), بروابط 24 ساعة، بغض النظر عن اللغة العربية أو الإنجليزية، يمكن للمساعدة في الحصول على معلومات عن L.A. Care.</td>
<td><strong>1.855.270.2327</strong> (TTY 711)</td>
</tr>
<tr>
<td>Armenian</td>
<td>Ծանր ու համապատասխան լեզուներով ծանրամարտավարությունները գործում են Բնակչության ցանկացած կատարքների համար։ Բացի դեպքերի կամ սպասելիքների մասին հոդվածները, կարճ և մեծ ֆայլեր տեղափոխելու համար վարկածները հարցազրույցներն են համապատասխան։ Բնակչության ցանկացած կատարքը Անգլերեն L.A. Care 1.855.270.2327 բանակցություն: <strong>1.855.270.2327</strong> (TTY 711), բացի 24 ժամ, անհրաժեշտ է համապատասխան լեզուների մեջ:</td>
<td><strong>1.855.270.2327</strong> (TTY 711)</td>
</tr>
<tr>
<td>Chinese</td>
<td>提供在您语言服务。您可申请口译或翻译服务，您使用之语言版本或其他格式的资讯、辅助听力和纠纷服务，可致电 L.A. Care 电话：1.855.270.2327 (TTY 711)，服务时间是每个7天，每天24小时（包括假日），以上电话号码是免费。</td>
<td><strong>1.855.270.2327</strong> (TTY 711)</td>
</tr>
<tr>
<td>Korean</td>
<td>모든 언어 지원 서비스를 이용해보십시오. 고객이 원하는 언어 또는 서비스를 이용하십시오. 고객이 원하는 언어 또는 기타 다른 형식으로 회신을 보내지거나 서비스를 이용할 수 있습니다.</td>
<td><strong>1.855.270.2327</strong> (TTY 711)</td>
</tr>
<tr>
<td>Thai</td>
<td>สามารถสอบถามข้อมูลในภาษาไทยที่ต้องการได้โดยโทรศัพท์ 1.855.270.2327 (TTY 711) ตลอด 24 ชั่วโมง 7 วันต่อสัปดาห์โดยไม่จำกัดจำนวน สอบถามข้อมูลในภาษาไทยเท่านั้น</td>
<td><strong>1.855.270.2327</strong> (TTY 711)</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>Bạn có thể gọi tới 1.855.270.2327 (TTY 711) để được hỗ trợ dịch vụ bằng ngôn ngữ Việt Nam.</td>
<td><strong>1.855.270.2327</strong> (TTY 711)</td>
</tr>
</tbody>
</table>

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### 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.

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It’s that simple!
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L.A. Care wishes you and yours a Happy New Year!