Protect Your Skin and Have Fun in the Sun

Start your summer off right by protecting your skin. The skin is our body’s largest protective organ and can be easily damaged by sunlight. Sunburn occurs when our skin is overexposed to sunlight. This can lead to skin cancer, the most common form of cancer in the United States. Take these simple steps to help protect your skin from the sun:

Cover Up
Wear protective clothing, such as long-sleeved shirts and pants. Light-colored clothing is better at deflecting the sun’s harmful UV rays. Protect your face with a wide-brimmed hat and wear sunglasses with UV protection. Try to stay in the shade.

Apply Sunscreen
Use water-resistant, broad spectrum sunscreen with a Sun Protection Factor (SPF) of 30 or more. Cover your body with sunscreen and remember to put it on your face, neck, ears, the tops of your feet and the backs of your hands.

Check Your Skin
Check the moles on your body. If you have a mole that has changed size, is not round, or is more than one shade of color, have your doctor look at it. Also see your doctor if you notice a mole that is larger than the size of a pencil eraser or that is bleeding, oozing, itching or painful.

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 for free, any time day or night, 7 days a week.

Source: skincancer.org
Drink Your H2O
It’s summer! You may be spending time in the sun and sweating more. Without proper hydration, you can get overheated. Make sure you stay hydrated by drinking lots of water. Sugar-sweetened beverages can have a lot of calories and can cause weight gain. Water has no calories and is the best way to keep your body hydrated. Try to drink 8-12 cups of water daily. Adding a few slices of lemon, a sliced strawberry, or an herb can make water tastier and fun to drink.

LOL Water
Ingredients:
✔️ 2 slices lemon
✔️ 1 slice orange
✔️ 2 slices lime
✔️ Ice

Preparation:
Place ice and fruit slices in a glass. Fill with water and enjoy.

Cucumber Mint Breeze
Ingredients:
✔️ ½ cup sliced cucumbers
✔️ 1-2 sprigs of fresh mint
✔️ Ice

Preparation:
Fill pitcher halfway with ice. Add cucumbers and mint. Fill with water and chill for at least 20 minutes. Store in refrigerator and drink within 24 hours.

Safe Swimming
We all want to keep our children safe and secure and help them live to their full potential. Knowing how to prevent leading causes of child injury, like drowning, is a step toward this goal.

When most of us are enjoying time at the pool or beach, injuries aren’t the first thing on our minds. Yet, drownings are a leading cause of injury death for young children ages 1 to 14, and three children die every day as a result of drowning. In fact, drowning kills more children (ages 1-4) than anything else except birth defects.

Thankfully, parents can play a key role in protecting children from drowning.

Learn Life-Saving Skills
Everyone should know the basics of swimming (floating, moving through the water) and cardiopulmonary resuscitation (CPR).

Fence It Off
Install a four-sided isolation fence, with self-closing and self-latching gates, around backyard swimming pools. This can help keep children away from the area when they aren’t supposed to be swimming. Pool fences should separate the house and play area from the pool.

Make Life Jackets a Must
Make sure kids wear life jackets in and around natural bodies of water, such as lakes or the ocean, even if they know how to swim. Life jackets can be used in and around pools for weaker swimmers too.

Be on the Lookout
When kids are in or near water (including bathtubs), supervise them at all times. Because drowning happens quickly and quietly, adults watching kids in or near water should avoid distracting activities like playing cards, reading books, talking on the phone, and using alcohol or drugs.

Source: cdc.gov
Summer Travel: Remember Your Medicine!

Travel creates excitement as we look forward to taking a trip to see family or visit a new place. It takes preparation before you head out on the road. Remember, if you take medications make sure you have enough to last throughout your trip.

Tips for Preparing Your Medication for Travel

- At least a week before traveling, check your prescriptions. If you need a refill, make a trip to the pharmacy if you have refills left. If not, contact your doctor for a new prescription.
- Make a list of your medications by name, strength and directions. Do not pack the list in your luggage – keep it with you.
- Even if you use a pill box, keep your medications in the original container until you arrive at your destination. You can put them in your pill box then.
- Keep your medications in your carry-on bags. If checked luggage is lost or delayed, you will still have what you need. Don’t miss a dose just because you are in transit.
- If you are traveling outside the U.S., be sure your medicine is allowed in the place you are visiting.
- Always travel with your medical insurance card.
- If you run out of your medicine or lose it, call L.A. Care at 1.855.270.2327 (TTY 711) for assistance.

To find out more about the L.A. Care list of covered drugs called the Formulary, and monthly Formulary updates, visit the L.A. Care website at lacare.org. You will also find information about: Formulary limits or quotas, generic and brand medications, restrictions on medication coverage, the medication request process, drug preferences, and how to use the Formulary.

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™ Direct 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.

Nurse Advice Line

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.

When you call the Nurse Advice Line, you can also choose to get information about a health issue through the Health Education Audio Reference Library. 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.
Special Enrollment Is Happening Now

Did you know that certain life events make you eligible to apply for L.A. Care Covered™ Direct? 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. To read more about Special Enrollment and qualifying life events, visit lacarecovered.org. To apply for coverage through Special Enrollment, call us at 1.855.222.4239 (TTY 711).

New! Diabetes Prevention Program

L.A. Care’s new Diabetes Prevention Program (DPP) helps members lower their risk for diabetes through healthy choices and weight loss.

L.A. Care is partnering with Solera Health to offer the DPP. This year-long program includes:

- Health coaching
- Small group, in-person classes
- Weekly meetings for the first six months
- Monthly meetings for the next six months

The DPP is free to members who qualify. To qualify, you must:

- Be at least 18 years old and
- Be overweight based on your height and weight
- Not have diabetes
- Have a blood test in the prediabetes range or have had gestational diabetes (diabetes during pregnancy)

To learn more about the DPP, go to solera4me.com/lacare or call 1.866.690.6202 (TTY 711), Monday through Friday from 6 a.m. – 6 p.m.
Bring Your Family and Friends!

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 at 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 it straight to your doorstep.
- Standard shipping is free!
- You can save time by cutting visits to the pharmacy.
- No extra costs – just your usual pharmacy co-pay! Please refer to your benefits plan for co-pay information.
- Prescriptions arrive within 7 to 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), also found on our “Pharmacy Services” page, under the “For Members” menu of lacare.org, and mail it to the address below or fax to 1.800.723.9023.
- Online: Visit www.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. The customer service line 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 at lacare.org under the Pharmacy Services section.

Medications to Your Doorstep: New Mail Order Pharmacy Vendor

Come to L.A. Care’s Family Resource Centers (FRCs) to improve your health and elevate your knowledge with 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.

There are now six FRCs conveniently located throughout L.A. County. To find a center near you or to view the class schedule, visit lacare.org/frc or call 1.877.287.6290 (TTY 711).

Boyle Heights (The Wellness Center) 213.294.2840
Inglewood 310.330.3130
Lynwood 310.661.3000
Pacoima 213.438.5497
East L.A. 213.438.5570
Palmdale 213.438.5580
L.A. Care Receives NCQA Multicultural Health Care Distinction Award

The National Committee for Quality Assurance (NCQA) recently awarded L.A. Care with its Multicultural Health Care Distinction award for the fourth time since 2013. The award recognizes organizations that make an effort to improve culturally and linguistically appropriate services for all members.

L.A. Care earned this award by:

• Improving access to services to its diverse membership
• Providing members with documents in their preferred language and format
• Offering interpreting services at no cost, 7 days a week, 24 hours a day

John Baackes, L.A. Care’s CEO, said it best: “Given the tremendous cultural diversity of our members, we could not be more thrilled to earn this top honor. We are more energized than ever to continue delivering the highest quality care that our members deserve.”

The Multicultural Health Care Distinction award acknowledges L.A. Care’s commitment and dedication to providing accessible, high quality health care to its diverse membership.

Medical Identity Theft: Protect Yourself!

You could become a victim of medical identity theft if someone gets your medical ID or Social Security number.

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).

Steps to Fight the Flu

Flu season is right around the corner! Get a FREE flu shot as early as August. It’s simple and the best way to prevent you and your family from getting sick. 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).
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 servicioss 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**
  - الخدمات المبنية على اللغة العربية متاحة مجانية لجميع المستخدمين. يمكن طلب خدمات الترجمة أو الترجمة القصيرة أو معلومات أخرى باللغة العربية أو المكتوبة باللغة العربية. للاتصال بالخدمة، دIAL 1.855.270.2327 (TTY 711)، 24 ساعة في اليوم، 7 أيام في الأسبوع، حتى عطلات نهاية الأسبوع. الاتصال مجاني.

- **Armenian**
  - Անվասանական ծրագրերի վերաբերյալ միջոցով միջազգային ինիցիատորները: Հայերեն բառի բանական բառացի պարբերաբար կարգավորում է այն, որ բանական բառի բառացի պարբերաբար կարգավորում է հանրագրավության բանական բառացի պարբերաբար կարգավորում է համագրավության բանական բառացի պարբերաբար կարգավորում է համագրավության բանական բառացի պարբերաբար կարգավորում է համագրավության բանական բառացի պարբերաբար կարգավորում է համագրավության բանական բառացի պարբերաբար կարգավորում է համագրավության բանական բառացի պարբերաբար կարգավորում է համագրավության բանական բառացի պարբերաբար կարգավորում է համագրավության բանական բառացի պարբերաբար կարգավորում է համագրավության բանական բառացի պարբերաբար կարգավորում է համագրավության բանական բառացի պարբերաբար կարգավորում է համագրավության բանական բառացի պարբերաբար կարգավորում է համագրավության բանական բառացի պարբերաբար կարգավորում է համագրավության բանական բառացի պարբերաբար կարգավորում է համագրավության բանական բառացի պարբերաբար կարգավորում է համագրավության բանական բառացի պարբերաբար կարգավորում է համագրավության բանական բառացի պարբերաբար կարգավորում է համագրավության բանական բառացի պարբերաբար կարգավորում է համագրավության բանական բառացի պարբերաբար կարգավորում է համագրավության բանական բառացի պարբերաբար կարգավորում է համագրավության բանական բառացի պարբերաբար կարգավորում է համագրավության բանական բառացի պարբերաբաर կարգավորում է համագրավության բանական բառացի պարբերաբа
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Thank you for being an L.A. Care Covered™ Direct Member.