Open Enrollment Ends January 31

Tell your family and friends about Open Enrollment and L.A. Care Covered Direct™! Open Enrollment is a period of time each year when anyone can sign up for health insurance. Health coverage is extremely important, both to promote wellness and well-being, and in case of emergencies or a serious illness. If your family or friends need health insurance or have any questions about enrollment, we can help.

Why should your family or friends enroll in L.A. Care Covered Direct™?

**They can:**

*Count on a health plan that was created to serve them* - Established in 1997, L.A. Care Health Plan is an independent public agency created by the state of California to provide quality health coverage to Los Angeles County residents. We are dedicated to meeting the health care needs of all Angelenos. This includes keeping monthly premium rates affordable.

*Have access to our large network of providers* - L.A. Care continues to expand the number of doctors, hospitals and medical groups in our provider network within the communities where members live, work and play. Our network includes 42 hospitals, 2,000 physicians and 1,000 pharmacies, including CVS and Rite Aid stores.

*Get no-cost preventive and wellness care* - This means that they may have no co-pays or co-insurance, and they do not have to meet their deductible (if there is one for their plan), before full coverage for preventive care services begin.

*Take advantage of all the programs and services we offer* - Other features include a free Nurse Advice Line that is available to all members, 24 hours a day, 7 days a week. Our Family Resource Centers offer health education, exercise classes and disease management programs all available at no cost.

For personalized assistance, tell your family and friends to call our Enrollment Support Services team at 1.855.222.4239 (TTY 711). We will explain the enrollment process, provide them with a personalized premium quote, and help them choose a plan that best works for their needs and those of their family.
Have a Healthy and Happy 2018!

Try these 10 ways to make positive changes in your life this year:

1. **Do what you love.** 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.** It will help your body and mind work well. Most adults need seven to eight hours of sleep a night. Kids’ needs vary by age.

3. **Exercise regularly.** Exercise helps you control heart disease risk, control weight and manage blood sugar levels. It also improves your mood and helps you sleep better.

4. **Drink about eight glasses of water a day.** Your body’s cells, tissues and organs need water to function. In fact, water makes up around 60 percent of your body’s weight.

5. **Eat lots of fruits and vegetables.** They give your body the fuel it needs and helps prevent disease. Fruit and vegetables should make up about half of your plate at each meal.

6. **Eat less fat and more fiber.** Too much fat can raise your cholesterol and blood sugar levels. Fiber helps lower these levels and keeps your body’s plumbing working well.

7. **Always use your seat belt.** It’s the most effective way to save your life and reduce injuries if you get into a car accident.

8. **Use sunscreen even when you’re not at the beach.** The sun emits harmful UV rays on days when it’s not sunny. Use sunscreen daily to help prevent skin cancer.

9. **Have your blood pressure and cholesterol checked.** It can show if you are at risk of heart disease and other health problems. You can take action before problems grow bigger.

10. **Don’t smoke (or quit if you do).** You’ll reduce your risk of developing many types of cancers, heart disease and stroke.

Source: SHM Publishing

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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.
Your Child Can Have a Great Smile!

February is Children’s Dental Health Month. A great smile starts with healthy baby teeth. Start taking care of your baby’s teeth as soon as they appear. Then teach your child good habits to keep his/her mouth healthy.

L.A. Care partners with LIBERTY Dental Plan to provide coverage to L.A. Care Covered Direct™ members under the age of 19. Your child’s teeth deserve the best care to keep them healthy year after year.

Covered benefits include:

• Preventive and diagnostic care including oral exams, preventive cleanings, sealants and topical fluoride application
• Basic and major dental services including amalgam fillings, root canals, extraction services, and crowns
• Orthodontia services

LIBERTY Dental Plan provides pediatric dental services through its extensive network of dental providers. Members may visit the LIBERTY Dental Plan website at libertydentalplan.com to find an available dentist or call 1.888.700.5243 (TTY 711).

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. 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 or think there is a mistake, please call Member Services at 1.855.270.2327 (TTY 711).
Play It Safe When Using Opioid Medications

L.A. Care Covered Direct™ can help ease your chronic pain and keep you safe by providing different treatments for pain relief. Opioids are prescription drugs for strong pain. They can be dangerous if not taken as prescribed by your doctor. Too much of an opioid, or if it is taken incorrectly, can cause a person to stop breathing and even die. This is called an overdose. Opioid medications include: hydrocodone, oxycodone, hydromorphone, morphine, codeine, meperidine, methadone, and fentanyl. Opioids are dangerous if taken with alcohol or other prescription drugs called benzos (diazepam, clonazepam, lorazepam, alprazolam, temazepam, triazolam, flurazepam, chloridiazepoxide, oxazepam) or if taken with muscle relaxants (carisoprodol, cyclobenzaprine).

Naloxone is the antidote for opioid drugs. It can cause one to breathe again and reverse the effects of an overdose. It must be used at the first signs of an overdose in order to work. And 911 should be called when naloxone is going to be used.

What You Should Know About Opioids:

- Treatment for strong pain
- Not for minor pain
- For short-term use; except for pain caused by cancer
- Never take more than prescribed by your doctor
- Never share your prescriptions with others
- If you do not finish your prescription, it must be disposed of properly. Ask your pharmacist about the best way to do so. Talk to your doctor about other ways to treat chronic pain (such as diet changes, exercise, non-steroidal anti-inflammatory drugs (NSAIDS), acupuncture, meditation and other tools and resources for chronic pain management).
- If your doctor writes a prescription for an opioid drug, play it safe and ask for a prescription for naloxone also. You can even ask your pharmacist for naloxone if you don’t have a prescription from your doctor.

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. You will also find information about limits or quotas, generic and brand medications, restrictions on medication coverage, the medication request process, drug preferences and how to use the Formulary.

Flu Season Is Here!

Get a FREE flu shot to prevent getting sick. It’s simple. Go to your doctor or local pharmacy and show your L.A. Care member ID card. Questions? Call 1.800.249.3619 (TTY 711) to speak to a registered nurse. The Nurse Advice Line is available 24 hours a day, 7 days a week. You can also chat with a nurse online. Please visit lacare.org and click on “Member Sign In” to access the nurse chat function. If you have a medical emergency and need help right away, dial 911 or go to your nearest Emergency Room.
Have Fun With 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 and free child care is provided while you take a class. L.A. Care members can attend an orientation, request a member ID card, and get help choosing a doctor or making an appointment.

There are five FRCs conveniently located throughout Los Angeles County:

- **Pacoima**
  In the Zocalito Plaza
  10807 San Fernando Road
  Pacoima, CA 91331
  Phone: **1.213.438.5497**
  Mon-Fri 10 a.m. – 7 p.m.
  Sat 9 a.m. – 2 p.m.

- **Lynwood**
  In Plaza Mexico
  3180 E. Imperial Highway
  Lynwood, CA 90262
  Phone: **1.310.661.3000**
  Mon-Fri 10 a.m. – 6:30 p.m.
  Sat 9 a.m. – 2 p.m.

- **Palmdale**
  In the Towne Square
  2072 E. Palmdale Blvd.
  Palmdale, CA 93530
  Phone: **1.213.438.5580**
  Mon-Fri 9 a.m. – 6 p.m.
  Sat 9 a.m. – 1 p.m.

- **Inglewood**
  Corner of Century and Crenshaw
  3111 W. Century Blvd. Ste., 100
  Inglewood, CA 90303
  Phone: **1.310.330.3130**
  Mon-Thur 10 a.m. – 7 p.m.
  Friday 9 a.m. – 6 p.m.
  Sat 9 a.m. – 12 p.m.
  (Open 8:30 a.m. to 2:30 p.m. every 4th Saturday)

- **Boyle Heights**
  The Wellness Center at the Old General Hospital
  1200 N. State St. Ste., 1069
  Los Angeles, CA 90033
  Phone: **1.213.294.2840**
  Mon-Fri 8:30 a.m. – 5 p.m.
  Sat 9 a.m. – 12 p.m.

Words to Live By

Learn from yesterday, live for today, hope for tomorrow.
- Albert Einstein
Get a checkup. It’s free!

Preventive care is free for L.A. Care Covered Direct™ members. Start the new year off right by scheduling an appointment for your annual checkup with your primary care physician (PCP). It is one of the simplest and most important steps you can take to stay healthy. Ask your PCP what preventive screenings and care you need.

L.A. Care Covered Direct™ members can receive these services at no charge.*

<table>
<thead>
<tr>
<th>Service</th>
<th>Who needs the service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual physical or check-up</td>
<td>Everyone</td>
</tr>
<tr>
<td>Immunizations</td>
<td>Ask your PCP</td>
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<tr>
<td>Pap and HPV tests</td>
<td>Women ages 21-65</td>
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<tr>
<td>Mammograms</td>
<td>Women ages 50-75</td>
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<tr>
<td>Colorectal cancer screening</td>
<td>Men &amp; women ages 50-75</td>
</tr>
<tr>
<td>Chlamydia screening</td>
<td>Women ages 16-24</td>
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*Preventive care is not subject to co-pays or deductibles; however, co-pays and deductibles may apply if you receive non-preventive care during your visit. Non-preventive care includes treatment for medical conditions.

Happy Valentine’s Day!

Celebrate your relationships this Valentine’s Day. Eating healthy and being active are good for your health, but did you know that strong social relationships also promote good health?

People with good, supportive relationships tend to have better health and live longer. One 10-year study found that seniors with a large network of friends outlived those with the fewest friends by more than 20 percent. Good relationships may also lower stress and give a sense of meaning to life.

How can you create strong or better relationships?

Here are some places to start:

- Reach out to your co-workers or neighbors. You don’t need to look far for potential new friends.
- Become active in your place of worship. Find meaning and make new friends.
- Volunteer. Help others and meet new people who care about the same cause. Check out volunteermatch.org for opportunities near you.
- Take a class or join a club. Connect with people with the same interests. A great place to meet people and do fun, health-related activities is at one of our five Family Resource Centers (FRCs).
Important Phone Numbers

L.A. Care Covered Direct™
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)

Would you like to receive Stay Well via email?
Sign up now at lacare.org/stay-well.
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.

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Thank you for being an L.A. Care Covered Direct™ Member. One in five Angelenos like you is covered by us. We’re the only health plan created specifically with you in mind. L.A. Care Covered Direct™ is quality health insurance for Angelenos, by Angelenos.

We’re not just a card in your pocket. We’re your wings – to help you rise to a healthier place.