

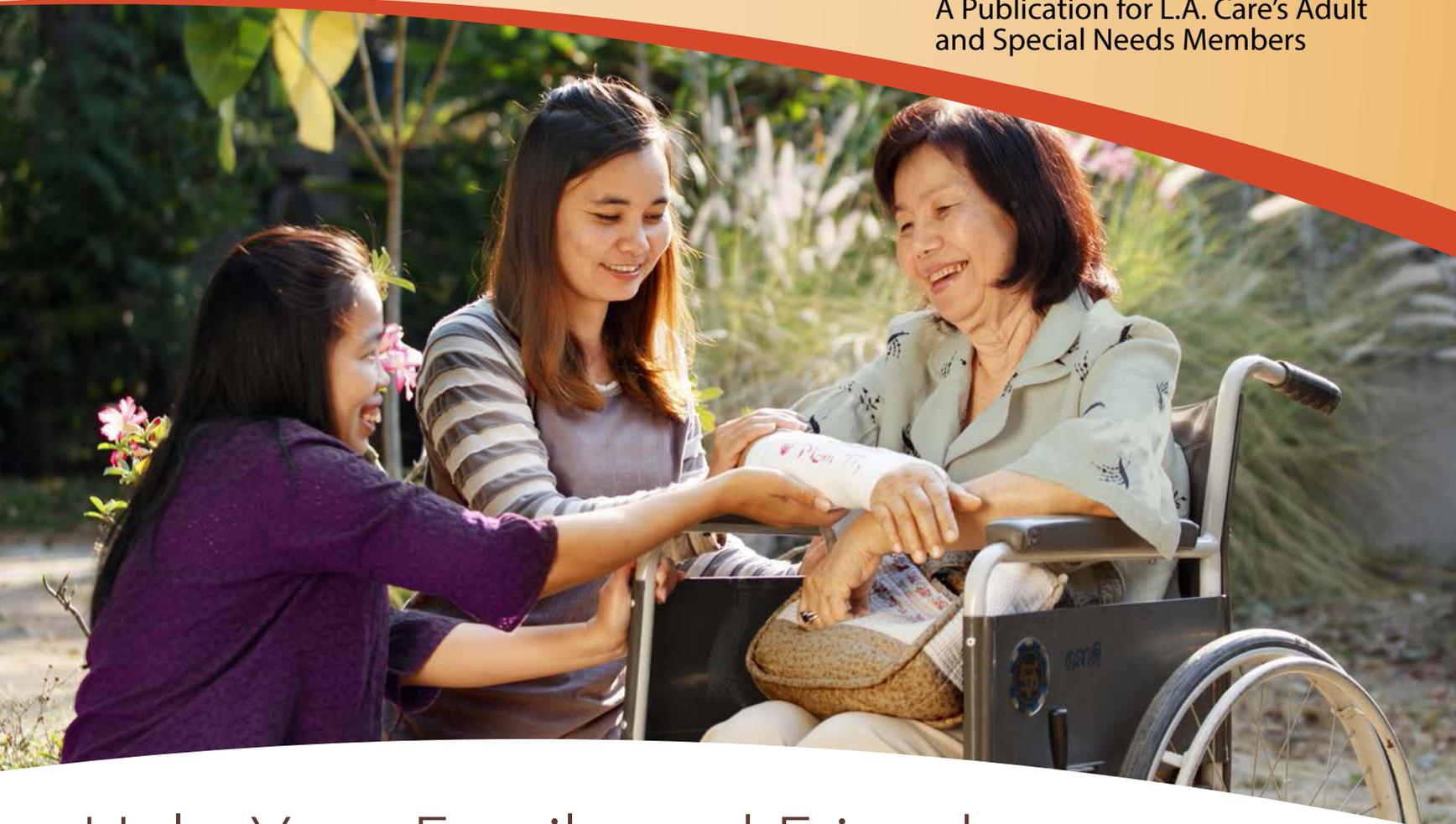


L.A. Care
HEALTH PLAN®

FALL 2014

live
well

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



Help Your Family and Friends Get Covered With L.A. Care!

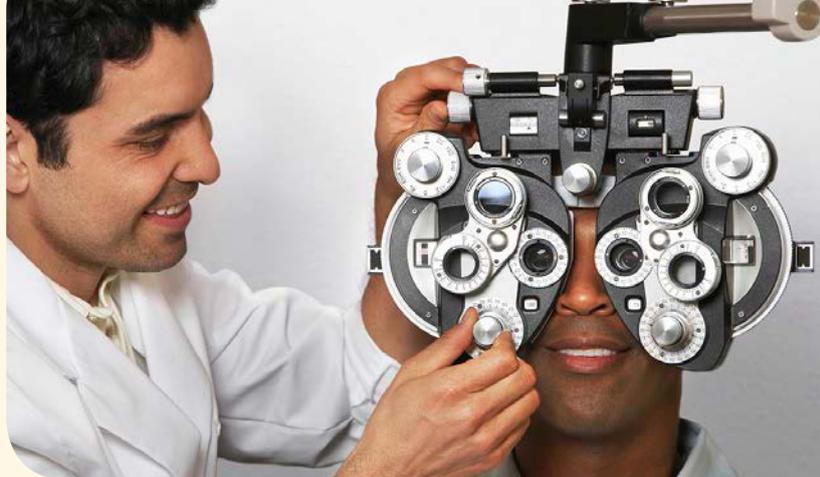
Affordable Health Care Is Here! You may have family, friends or neighbors who have questions about health care, and we can help them. Knowing how to get a health plan can be hard. L.A. Care is here to help you figure it all out with free and confidential help. L.A. Care Covered™ is a proud partner of Covered California™, and the time to join starts this Fall.

In all L.A. Care Covered plans, there are 10 main benefits. Some of them are preventive and wellness services, doctor visits, ER services, medicine and hospital services. L.A. Care also offers health and fitness classes at our Family Resource Centers (FRCs), the Nurse Advice Line for questions that come after your doctor's office hours, and Member Services support 24 hours a day, seven days a week.

To learn more about L.A. Care Covered and how to join, or to make an appointment for free and confidential help, have your family, friends and neighbors call us at 1-855-222-4239. You can also visit lacarecovered.org.



Ask the Doc: Glaucoma



Q: What is glaucoma?

A: Glaucoma is the leading cause of blindness in the United States. It happens when eye fluid or blood flow puts too much pressure on the optic nerve. The optic nerve takes information from the eye to the brain.

Q: How will I know if I have glaucoma?

A: At first, glaucoma has no symptoms. It is important to be checked by a doctor because harm from glaucoma can't be undone. The eye doctor can let you know if you have glaucoma. Catching glaucoma early can help avoid vision loss.

Q: How often should I get checked for glaucoma?

A: Please call your Primary Care Physician (doctor) if you think you need to see the eye doctor for glaucoma. If you are in one of these groups, you are at high risk for glaucoma and should have an eye exam every two years:

- African Americans over age 40
- People over age 60, especially Mexican Americans
- People with a family record of glaucoma

Q: How is it treated?

A: Most often, glaucoma is treated with eye drops or pills. It is important to take the drops or pills every day.

Get Your Eye Exam: It's Covered



Yearly eye exams should be a standard part of your health care routine. During an eye exam, the doctor will do more than check how well you see. He or she will also check for eye problems and diseases, such as glaucoma. Your eyes can even give clues about your overall health. Your eye doctor may find signs of heart disease or diabetes long before symptoms appear.

L.A. Care covers yearly eye exams for members of all ages. We work with VSP to provide vision care, so be sure to go to an eye doctor who is part of our network. You can find an eye doctor at **VSP.com** or by calling 1-800-877-7195. When you make your appointment, be sure to tell the office that you are a VSP member.



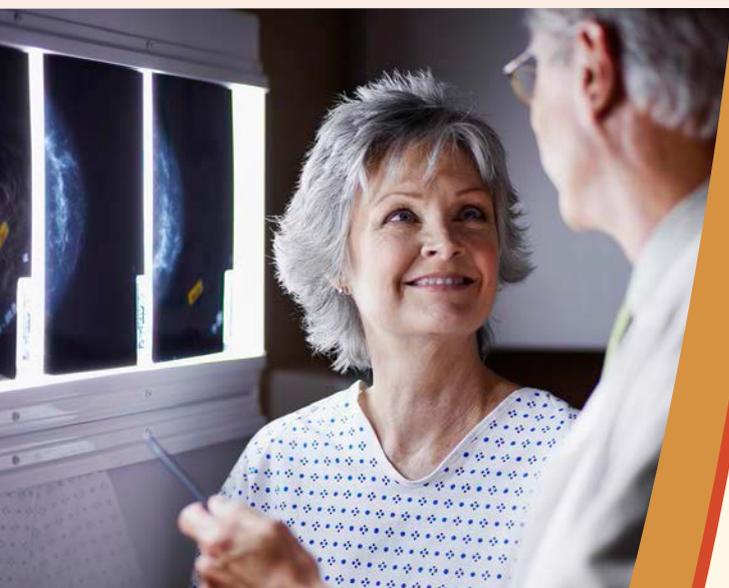
No need to strain your eyes to read the health plan information you get from us. If the words are too small, you can ask for information in large print, audio or other formats. To get information in a way you can read or understand, call L.A. Care at 1-888-839-9909 (TTY/TDD 1-866-522-2731).

Breast Cancer & You

Getting screened for breast cancer is important as you age. The best way to screen for breast cancer is to have an X-ray called a **mammogram**. During a mammogram you stand in front of an X-ray machine. One at a time your breasts are put between two plates. The plates press your breast flat. Two pictures of each breast are taken, one from the side and one from above. A mammogram takes only a few minutes and is not as painful as you may think. Taking an aspirin or other pain medicine an hour before can help with any discomfort. Most mammograms are normal. Most breast lumps are not cancer. Some women think mammograms cause cancer. This is not true. If you have questions, talk to your doctor.

All women between 50 and 74 years old need to have a mammogram every two years. As an L.A. Care member, getting a mammogram is easy. You do not need a doctor's referral. Just make an appointment. If you don't know where to go for a mammogram, L.A. Care can help you find a location near you. We can provide free transportation for members with a medical need (a Medical Necessity form must be filled out by your doctor). To plan a ride, call **LogistiCare** at least 48 hours in advance (English 1-866-529-2141; Spanish 1-866-529-2142).

Ask your doctor if you need a mammogram before age 50.



There's Help for Alcohol Use Disorders



There's help to detect Alcohol Use Disorders. Your Primary Care Physician (doctor) now offers a **Screening, Brief Intervention and Referral to Treatment (SBIRT)** once a year for adults. This helps support healthy living with early treatment

for people with, or at risk of, Alcohol Use Disorders. There are three steps to SBIRT:

- **Universal Screening:** Check people who may have an Alcohol Use Disorder.
- **Brief Intervention:** Focus on motivating at-risk people toward change for the better.
- **Referral to Treatment:** Offer a referral to specialty care for people found to be at high risk.

A key aspect of SBIRT is to prevent and intervene by linking patients to health care, programs and specialty care. Please see your doctor if you need help for an Alcohol Use Disorder.



If you believe that you or a loved one needs mental health care, seek help from **Beacon Health Strategies**, L.A. Care's mental health

provider, at 1-877-344-2858 (TTY/TDD 1-800-735-2929), open 24 hours a day, 7 days a week and holidays.



Know Your Rights and Responsibilities

As a member of L.A. Care, you have the right to...

Respectful and courteous treatment.

- You have the right to be treated with respect, dignity and courtesy from your health plan's providers and staff.
- You have the right to be free from retaliation or force of any kind when making decisions about your care.

Privacy and confidentiality.

- You have the right to have a private relationship with your provider and to have your medical record kept confidential.
- You also have the right to receive a copy of, amend, and request corrections to your medical record.
- If you are a minor, you have the right to certain services that do not need your parent's okay.

Choice and involvement in your care.

- You have the right to receive information about your health plan, its services, its doctors and other providers.
- You have the right to choose your Primary Care Physician (doctor) from the doctors and clinics listed in your health plan's provider directory.
- You also have the right to get appointments within a reasonable amount of time.
- You have the right to talk with your doctor about any care your doctor provides or recommends, discuss all treatment options and participate in making decisions about your care.
- You have the right to a second opinion.
- You have the right to talk candidly to your doctor about appropriate or medically necessary treatment options for your condition, regardless of the cost or what your benefits are.
- You have the right to information about treatment regardless of the cost or what your benefits are.
- You have the right to say "no" to treatment.

- You have the right to decide in advance how you want to be cared for in case you have a life-threatening illness or injury.

Receive timely customer service.

- You have the right to wait no more than 10 minutes to speak to a customer service representative during L.A. Care's normal business hours.

Voice your concerns.

- You have the right to complain about L.A. Care, the health plans and providers it works with, or the care you get without fear of losing your benefits.
- L.A. Care will help you with the process. If you don't agree with a decision, you have the right to appeal, which is to ask for a review of the decision.
- You have the right to disenroll from your health plan whenever you want. As a Medi-Cal member, you have the right to request a State Fair Hearing.

Service outside of your health plan's provider network.

- You have the right to receive emergency or urgent services, as well as family planning and sexually transmitted disease services outside of your health plan's network.
- You have the right to receive emergency treatment whenever and wherever you need it.

Service and information in your language.

- You have the right to request an interpreter at no charge and not use a family member or a friend to interpret for you.
- You have the right to get the Member Handbook and other information in another language or format.

Know your rights.

- You have the right to receive information about your rights and responsibilities.
- You have the right to make recommendations about these rights and responsibilities.

As a member of L.A. Care, you have the responsibility to...

Act courteously and respectfully.

- You are responsible for treating your doctor and all providers and staff with courtesy and respect.
- You are responsible for being on time for your visits or calling your doctor's office at least 24 hours before the visit to cancel or reschedule.

Give up-to-date, accurate and complete information.

- You are responsible for giving correct information and as much information as you can to all of your providers and L.A. Care.
- You are responsible for getting regular check-ups and telling your doctor about health problems before they become serious.

Follow your doctor's advice and take part in your care.

- You are responsible for talking over your health care needs with your doctor, developing and agreeing on goals, doing your best to understand your health problems, and following the treatment plans and instructions you both agree on.

Use the Emergency Room only in an emergency.

- You are responsible for using the emergency room in cases of an emergency or as directed by your doctor.

Report wrongdoing.

- You are responsible for reporting health care fraud or wrongdoing to L.A. Care.
- You can do this without giving your name by calling the L.A. Care Compliance Helpline toll free at **1-800-400-4889**.

Protect Yourself, Family and Friends From the Flu: Don't Forget Your Flu Shot



Flu season is here!

The best way to be safe from the flu is to get a flu shot. Protect yourself and your family by getting one as soon as it is available. Protection begins two weeks after getting the flu shot. Call your Primary Care Physician (doctor) to get a flu shot.

Tips to stay healthy during flu season:

- Wash your hands often.
- Cough into your arm, not your hands.
- Stay home if you're sick so you don't get others sick.

The flu shot is good for everyone over the age of six months and even more so if you are at high-risk or live with someone who is. High-risk groups include:

- Children and infants
- Pregnant women
- Seniors
- People with disabilities and certain health conditions

Last year, 72% of L.A. Care's Medicare Advantage HMO Special Needs Plan members got a flu shot to help avoid illness from the flu. Be sure to get your shot this year!



Questions? Call **1-888-839-9909**
(TTY/TDD **1-866-522-2731**).



L.A. Care
HEALTH PLAN®

Quick Tips: When to Call Our Member Services Department

L.A. Care's Member Services Department at 1-888-839-9909 is open 24 hours a day, 7 days a week and holidays. The number is also on the back of your I.D. card. Call us; we are here to help.

- **Ask Us Questions:** Wonder about your benefits, claims, how to see a doctor, get medicine, or anything else? Call our Member Services Department.
- **Keep Us Informed:** Moving and need a new doctor? Let us know right away by calling our Member Services Department.
- **Report Actions That Don't Seem Right to You:** Did you get a bill or statement for services you did not have? Did a doctor or staff member ask you to pay for a service you feel is a covered benefit? Did you get assigned to a doctor or group that wasn't what you chose? If so, call our Member Services Department or use our Compliance HelpLine. To use the HelpLine, call 1-800-400-4889. You can also report online at lacare.ethicspoint.com.
- **Help Us Fight Fraud and Abuse in Government Programs:** Everyone is hurt by fraud and abuse. Millions of dollars are paid to those not entitled to receive services or cash. That money could be spent to provide more care to people in need. Do you know someone getting care that they are not entitled to receive? Do you suspect a doctor or lab of billing too much or billing for services not provided? If so, please call our Member Services Department or use our HelpLine at 1-800-400-4889. You can make a difference!

Go green and get your *Live Well* member news electronically!



Would you like to get member news by e-mail or on your cell phone? Call us or send us your e-mail or cell phone number and tell us at editor@lacare.org.

Be sure to like us on Facebook, Twitter and LinkedIn.

L.A. Care Works for You

L.A. Care aims to inform, educate, engage and empower YOU! We even started a new team to work on just this! We want you to be well and happy with your health care. We engage more than 1.4 million members with us in many ways, such as mail, e-mail, phone, websites, newsletters and even through your doctor!

Let us help you with your health care when you need it and how you need it. Call us at 1-888-839-9909 (TTY/TDD 1-866-522-2731) 24 hours a day, 7 days a week and holidays. Also, visit our website and member portal at lacare.org.

Looking for New L.A. Care Volunteers!

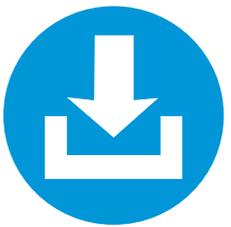


You can be a voice to help L.A. Care meet the needs of the neighborhoods we serve. We are seeking new people to help with our Regional Community Advisory Committees (RCACs). RCAC members bring the voice of their communities to L.A. Care's Board of Governors, which guides programs for over 1 million members. We invite people over 18 years of age of many backgrounds and offer a special welcome to seniors and people with disabilities. Please call 1-888-522-2732 to find out more.

Do You Have Prescriptions to Take?

Taking your medicine as prescribed by your doctor is good for your health and helps it work for you. Be sure to ask your doctor all about refills, side effects, special rules and how to take it. If you take long-term medicine, ask your doctor if you will need any blood tests to see how well it is working. Be sure to take your medicine as directed. And please don't share your prescription with others.

Learn more about taking your prescriptions at lacare.org.



TRY BLUE BUTTON!

Partner with your doctor – use **Blue Button**.

With **Blue Button** you can print out your prescription history to review with your doctor at your next appointment. Be a team player for your health and use **Blue Button** today!



It's easy to get started! Follow these simple steps:

1. Visit lacare.org and click 'Sign In' on the top right.
2. Click 'Agree' if you accept the Privacy Policy and Terms & Conditions.
3. Click 'Blue Button Download My Data' and sign up – you'll need your Member ID and email address.
4. Print a copy of your prescription history and bring it to your next doctor's visit.

Need help? Call **1-888-839-9909** (TTY/TDD 1-866-522-2731). These calls are free, and we are open 24 hours a day, 7 days a week and holidays.

A Help Guide for Caregivers

The Gift of Caregiving

Your care of a loved one with Alzheimer's or dementia makes a big difference in their quality of life. Caregiving is a special gift. Caregiving can also be hard work and filled with sadness at the loss of skills in a loved one. There are ways to help make caregiving as rewarding as it is challenging. The more you learn about your loved one's illness, the better able you'll be to care for them. Planning for the future now allows them to make choices they may not be able to make later on. Think about where your loved one will live and how their care will be paid. Choose someone to make decisions for the person when they are no longer able to do so.

Making the Day Easier

To help make the day go more smoothly, do the same things at the same time, such as waking up, meals, bathing and bed time. Speak slowly and clearly. Let the person know what to expect even if you are not sure they understand. Take a break if you feel yourself getting frustrated. Repeat yourself as much as needed. Try not to say things like "Don't you remember?" or "I just told you that." Don't talk in front of the person as if they weren't there.

Getting Active

Try to involve your loved one as much as you can in daily activities. For example, a person may not be able to tie their shoes, but may be able to put clothes in the hamper. Find things they like and can do, such as safe gardening: pulling weeds, planting flowers, or watering the lawn.



Planning a Support Network

Planning a support network for you, the caregiver, is important too. Caregiving can take a toll on your mental and physical health. Take steps to keep yourself well.

- Reach out to family members, friends or volunteer groups for help. When someone offers to help, let them. Taking time away helps you give better care and find more satisfaction in caretaking. Hire a homecare worker for In-home Support Services (IHSS) to help with daily needs. For Medi-Cal and Cal MediConnect members, L.A. Care will work with the county IHSS office to coordinate services.
- Use Community-Based Adult Services (CBAS) - daytime health care at centers that can help with nursing services, therapy, activities and meals for eligible people.
- Join a support group. Finding others who know what you're going through can help with feelings of fear and hopelessness.
- Learn how to manage stress. Learn techniques such as deep breathing or yoga.
- Find resources near you.

About Dementia & Alzheimer's

Dementia is a group of conditions that affect the brain. Alzheimer's disease is the most common type of dementia. The first sign of dementia or Alzheimer's is memory loss. Dementia starts out slowly and gets worse over time; it is caused by damage to cells in the brain. It is not a normal part of aging. Dementia affects people differently depending on where and how much of the brain is affected. Dementia is grouped into three stages.



Stage 1: Early The early stage is the 2 to 4 years leading up to diagnosis. Signs include the following:

- **Memory loss.** *Such as:* Losing things or asking the same questions over and over.
- **Trouble doing routine tasks.** *Such as:* Making dinner or doing the laundry.
- **Changes in mood and behavior.** *Such as:* Mood swings or getting mad for no reason.
- **Confusion.** *Such as:* Going to the wrong place or being confused about what day it is.

Most people in this stage know what is happening to them. Now is the best time to talk about planning for the future.

Stage 2: Middle The middle stage can last up to 10 years after diagnosis. Signs include the following:

- **Increased memory loss and confusion.** *Such as:* Forgetting where you live or not being able to remember your phone number.
- **Inappropriate behavior.** *Such as:* Taking off your clothes in public.
- **Paranoia and hallucination.** Paranoia is when people think others are “out to get them.” *Such as:* Being suspicious of others or distrusting people. Seeing or hearing things that aren't there.
- **Wandering.** *Such as:* Moving aimlessly inside or outside the home.

Stage 3: Late The last stage is usually the last 1 to 3 years of life. During this stage your loved one will need help with some of the most basic tasks. Signs include:

- **Severe confusion and memory loss.** *Such as:* Not knowing yourself or family members.
- **Trouble talking.** *Such as:* Saying random words or phrases with incomplete sentences.
- **Health problems.** *Such as:* Having trouble eating and swallowing.



Dementia gets worse with time and there is no cure. Getting support, making the home safe and planning for the future are all things you can do to help care for your loved one. There are treatments and things you can do to make it easier. Medication can also help improve memory. Be sure to call your Primary Care Provider (doctor) if you or your loved one has signs of dementia.

Enjoy a Healthy Walk & Visit a Museum – For Free!

The simplest activity you can do to improve your health is to enjoy healthy walks. Los Angeles County is filled with museums that explore everything from art to history to science. Visiting a museum can inspire your mind AND get your body moving. Enjoy a healthy lifestyle with a long healthy walk through the gallery or garden.

You don't have to spend a lot of money to go to a museum. Some are free all the time. Others have certain days or hours when entry is free. Here are some places to see for FREE!

- California Science Center californiasciencecenter.org
- California African American Museum caamuseum.org
- Fowler Museum at UCLA fowler.ucla.edu/visit
- Griffith Observatory griffithobservatory.org
- The Getty Center getty.edu/visit
- Hammer Museum at UCLA hammer.ucla.edu/visit
- La Plaza de Cultura y Artes lapca.org/visit

You can find more at freemuseumday.org. Be sure to call the museum to make sure it's still free. Also, there may be charges for parking or some features inside the museum. Have a healthy walk at the museum and *Live Well!*



Use Expert Interpreters at Your Doctor Visits

L.A. Care offers no-cost interpreting services. You do not have to use family members and friends to interpret at a doctor visit. We have expert interpreters who can be there to help you talk to your doctor. Our interpreters are trained to know medical words and will explain each thing that is said, correctly and completely. Conversations between you and your doctor will be kept private. Our interpreters share your culture and can help explain cultural practices to the doctor.

Interpreting services is one way L.A. Care is making sure you understand your health and how to take care of yourself. When you plan your doctor visit, be sure to call the L.A. Care Member Services Department as early as possible to make sure an interpreter is available to help you. You may call us at 1-888-839-9909 (TTY/TDD 1-866-522-2731) 24 hours a day, 7 days a week and holidays.

Helpful Resources for the Aging

- **Alzheimer's Association**
alz.org | 1-800-272-3900
- **Area Agency on Aging**
n4a.org/index.cfm | 1-800-677-1116
- **Leeza's Care Connection**
leezascareconnection.org
1-818-847-3686 (English)
1-818-847-3728 (Spanish)



Important Phone Numbers

Do you have questions about your health plan or your benefits? Call your health plan directly or call L.A. Care Health Plan.

L.A. CARE:

**L.A. Care Health Plan &
L.A. Care Healthy Kids (0-5)**

1-888-839-9909

(TTY/TDD **1-866-522-2731**)

24 hours a day, 7 days a week and holidays

**L.A. Care Health Plan Medicare
Advantage (HMO SNP) &
L.A. Care Cal MediConnect**

1-888-522-1298

(TTY/TDD **1-888-212-4460**)

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

L.A. Care Covered

1-855-222-4239

L.A. Care Compliance Helpline

(to report fraud or abuse)

1-800-400-4889

24 hours a day, 7 days a week and holidays

L.A. Care Language/Interpreter Services

1-888-839-9909

(TTY/TDD **1-866-522-2731**)

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

24 hours a day, 7 days a week and holidays

MEDI-CAL PLAN PARTNERS:

Anthem Blue Cross

1-888-285-7801

Care1st Health Plan

1-800-605-2556

Kaiser Permanente

1-800-464-4000

Plan Partners' Nurse Advice Lines

(for non-emergency medical advice)

Kaiser: 1-888-576-6225

Care1st: 1-800-609-4166

Anthem Blue Cross: 1-800-224-0336

OTHERS:

LogistiCare

[No Cost Medi-Ride to the Doctor]

1-866-529-2141

(Spanish **1-866-529-2142**)

24 hours a day, 7 days a week

Beacon Health Strategies

[Mental Health Care]

1-877-344-2858

(TTY/TDD **1-800-735-2929**)

beaconhs.com

24 hours a day, 7 days a week



IN CASE OF EMERGENCY, CALL: 911

L.A. Care's Family Resource Centers Welcome You!

L.A. Care Family Resource Centers are your centers for health and wellness. Did you know that L.A. Care has three Family Resource Centers (FRCs) in Los Angeles County and a fourth to open in Fall 2014? We have FRCs in Inglewood (Corner of Century & Crenshaw), Lynwood (Plaza Mexico), Boyle Heights (The Wellness Center), and Pacoima (opening Fall 2014). The FRCs offer free health classes, such as Zumba and healthy cooking, and offers help to get free and low-cost health care with L.A. Care Health Plan.

L.A. Care knows that a healthy city depends on its members to take action for their own health. This means it starts with YOU! Bring your family for free health classes, take a dance class with your neighbors or have your caregivers stop by with your children after school.

To learn more about the FRCs and view class dates and times, visit lacare.org.

English To request free interpreting services, information in your language or in another format, call L.A. Care at 1-888-839-9909 or TTY/TDD 1-866-522-2731.

Arabic لطلب خدمات ترجمة فورية مجانية، ومعلومات بلغتك أو بتنسيق آخر، اتصل بـ L.A. Care على الرقم 1-888-839-9909 أو رقم الصم TTY/TDD 1-866-522-2731.

Armenian Անվճար բանավոր թարգմանչական ծառայություններ ինչպես նաև ձեր լեզվով կամ այլ ֆորմատով տեղեկություններ խնդրելու համար, զանգահարեք L.A. Care 1-888-839-9909 կամ TTY/TDD 1-866-522-2731 հեռախոսահամարներով:

Chinese 如果您需要免費口譯服務，或需要您使用之語言版本或其他格式的資訊，請致電 L.A. Care，電話號碼是 1-888-839-9909 或 TTY/TDD 專線 1-866-522-2731。

Farsi جهت درخواست خدمات رایگان مترجم شفاهی، دریافت اطلاعات به زبان خودتان یا سایر فرمت ها، با L.A. Care به شماره تلفن 1-888-839-9909 یا TTY/TDD 1-866-522-2731 تماس بگیرید.

Hebrew לקבלת שירותי תרגום חינם או מידע בשפה אחרת או בפורמט אחר, אנא התקשר/י ל-L.A. Care במספר 1-888-839-9909 או TTY/TDD 1-866-522-2731.

Japanese 無料通訳サービス、日本語又はその他の形式で情報をご希望の際は、L.A. Careにお電話、フリーダイヤル1-888-839-9909もしくははTTY/TDD 1-866-522-2731までご連絡ください。

Khmer ដើម្បីស្នើសុំសេវាការបកប្រែដោយឥតគិតថ្លៃ ឬសំរាប់ព័ត៌មានជាភាសាខ្មែរ ឬជាទម្រង់មួយទៀត សូមទូរស័ព្ទទៅ L.A. Care តាមលេខ 1-888-839-9909 ឬ TTY/TDD 1-866-522-2731។

Korean 무료 통역 서비스, 다른 언어 또는 다른 형식으로 된 자료가 필요하신 경우, L.A. Care 1-888-839-9909번 또는 TTY/TDD 1-866-522-2731번으로 문의하십시오.

Russian Чтобы сделать запрос о предоставлении бесплатных услуг переводчика, информации на Вашем языке или в другом формате, позвоните в L.A. Care по номеру телефона 1-888-839-9909 или по номеру линии TTY/TDD 1-866-522-2731.

Spanish Para solicitar servicios de interpretación gratuitos o información en su idioma o en otro formato, llame a L.A. Care al 1-888-839-9909 o al 1-866-522-2731 para TTY/TDD.

Tagalog Upang humiling ng mga libreng serbisyo sa pagsasalang-wika, impormasyon sa iyong wika o sa isa pang format, tumawag sa L.A. Care sa 1-888-839-9909 o TTY/TDD 1-866-522-2731.

Vietnamese Để yêu cầu dịch vụ thông dịch miễn phí, thông tin bằng ngôn ngữ của quý vị hoặc bằng một hình thức khác, vui lòng gọi L.A. Care tại số 1-888-839-9909, hoặc nếu dùng TTY/TDD, xin gọi số 1-866-522-2731.

The benefit information provided is a brief summary, not a complete description of benefits. Limitations, copayments, and restrictions may apply. Benefits may change on January 1 of each year. To learn more, please call L.A. Care Member Services Department at **1-888-839-9909** (TTY/TDD **1-866-522-2731**), 24 hours a day, 7 days a week, and holidays.

Live Well is a member news publication by L.A. Care for L.A. Care's Adult and Special Needs Members. L.A. Care Health Plan is a Coordinated Care Plan with a Medicare contract and a contract with the California Medicaid program. Enrollment in L.A. Care Health Plan depends on contract renewal. This information is available for free in other languages and formats. For additional information, please call our Member Services Department at **1-888-839-9909** (TTY/TDD **1-866-522-2731**), 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 **1-888-839-9909** para más información. Los usuarios que utilizan TTY/TDD deben llamar al **1-866-522-2731**. El servicio está disponible las 24 horas del día, los 7 días de la semana, incluso los días festivos.

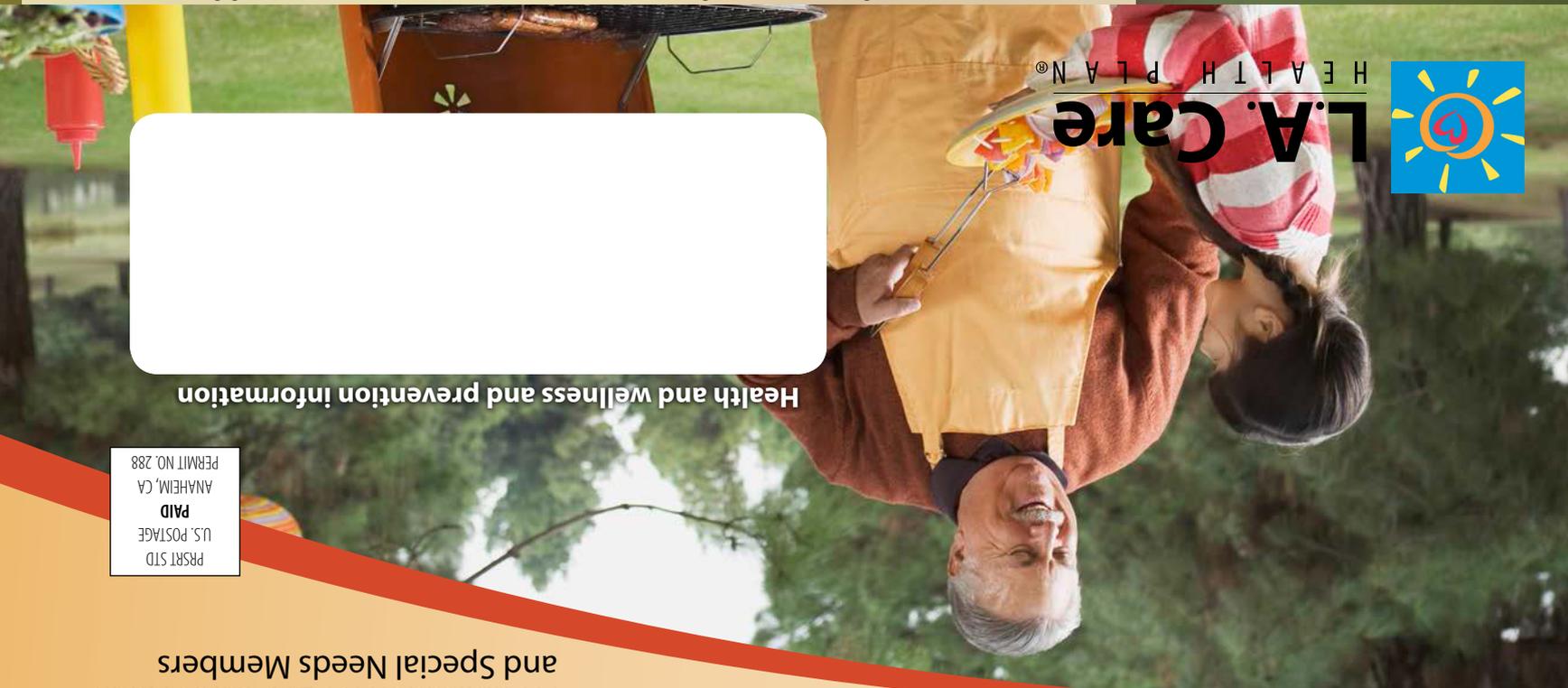


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Health and wellness and prevention information

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

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