



## The Older Americans Act turns 50!

The Older Americans Act (OAA) was signed into law on July 14<sup>th</sup> 1965 by the 36<sup>th</sup> President Lyndon B. Johnson, due to identified needs and the lack of community resources and programs for low-income seniors 60 years of age and older. The OAA was created around three main ideas:

1. providing and coordinating services for older adults
  2. protecting the programs that allow seniors to live with dignity and security
  3. supporting the older adult choice to live independently in their homes and communities
- The OAA uses federal, state, and local funds to support 33 Area Agencies on Aging, which are responsible for guiding, coordinating, and supporting senior care through information, assistance and community based services programs such as:
- **Nutrition** - including congregate and home delivered meals
  - **Supportive services** - promote independent living through transportation, home care, legal aid, case management, and adult day care
  - **Elder Rights Protection** - prevention of elder abuse, neglect and exploitation
  - **Community service employment and volunteer opportunities** for low-income seniors
  - **Aging and Disability Resource Centers**
  - **Grants for National Family Caregiver Support and Native American Programs on Aging** to provide respite services, education, training, and counseling to seniors, grandparents as parent caregivers, and caregivers of seniors
  - **Preventive health education** related to mental health services and disease prevention programs

For the last 50 years, the OAA has protected and served seniors by helping prevent premature hospitalizations and nursing home care stays, saving federal and state funds.



## Ask the Doc: Asthma and Allergies



**Q:** What is the difference between asthma and allergies?

**A:** Asthma is a disease of the lungs that narrows airways and makes it hard to breathe. It causes coughing, wheezing and tightness in the chest.

Allergies occur when the body reacts to something harmless like trees, dust or the family pet. It causes sneezing and itchy eyes. Both asthma and allergies have triggers – things that cause your symptoms. Also, allergies can make asthma symptoms worse.

**Q:** What do I need to do if I have asthma?

**A:** See your doctor to make an Asthma Action Plan. You will likely take medicines using an inhaler. Controller medicines are taken every day to prevent problems. Quick-relief medications (sometimes called rescue medicines) are taken as soon as you have any warning signs of an asthma attack.

**Q:** What are some common asthma triggers?

**A:** Grass, trees, plants, and weeds are common triggers. So are dust and mold, some insects and household pets. Smoke, colds or flu, and changes in the weather can also trigger asthma.

**Q:** How can I avoid allergy and asthma attacks?

**A:** Know the things that trigger your symptoms and avoid them when you can. See your doctor often to review your triggers, medicines and Asthma Action Plan.

**Q:** What resources are available if I have asthma?

**A:** L.A. Cares About Asthma(r) is a free program for members with asthma that provides education materials in the mail and nurses to talk about controlling asthma. For more information or to enroll, contact us at: 1-888-200-3094 or [asthmadm@lacare.org](mailto:asthmadm@lacare.org)

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The Los Angeles Department of Aging and the Los Angeles County Community and Senior Services Aging and Adults Services are two area agencies that serve to protect, guide and support senior care through a variety of programs. For more information please call:

- The Los Angeles Department of Aging: 1-213-482-7252 or
- The Los Angeles County Community and Senior Services Aging and Adult Services, 1-213-738-2600

Learn more about The Older Americans Act by visiting the following websites:

- The California Department of Aging: [.c4a.info/](http://c4a.info/)
- The City Los Angeles Department of Aging: [aging.lacity.org/](http://aging.lacity.org/)
- The Los Angeles County Community and Senior Services Aging and Adult services: [css.lacounty.gov/](http://css.lacounty.gov/)
- The California Department of Aging: [aging.ca.gov/](http://aging.ca.gov/)
- The Administration on Aging: [aoa.gov/AoA\\_programs/OAA/](http://aoa.gov/AoA_programs/OAA/)

### L.A. Care Works for You

L.A. Care aims to inform, educate, engage and empower YOU! We want you to be well and happy with your health care. We engage more than 1.6 million members 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 711) 24 hours a day, 7 days a week and holidays. Also, visit our website and member portal at [lacare.org](http://lacare.org).

# Preparing for an Earthquake

Southern California does have earthquakes, so it is smart to be prepared. Here are some ways to get ready in case one does happen.

## Inside the House

- Pick a safe place in each room, such as under a sturdy piece of furniture. Practice “Drop, Cover and Hold On” in each room.
- If a quake hits when you are in bed, stay there. Hold on and protect your head with pillows.
- Keep a flashlight and a sturdy pair of shoes under each bed.
- Bolt and brace water heaters, bookcases, china cases and other tall furniture.
- Make an emergency supplies kit. Learn what should go inside at [redcross.org/prepare/location/home-family/get-kit](http://redcross.org/prepare/location/home-family/get-kit) to be ready.

## Outside the House

You and your family may not be in the same place when an earthquake strikes. Find out the plan for where members of your family work, go to school or have childcare.

- If a quake happens, use text rather than voice to reach people. Also, choose an out-of-town person to contact. Make sure everyone keeps the contact information with them, for instance in a wallet or backpack.
- Choose a place outside your neighborhood to meet in case you cannot get home.

You can get more information about being prepared for an earthquake at the following websites:

- **American Red Cross** – Earthquake Preparedness: [redcross.org/prepare/disaster/earthquake](http://redcross.org/prepare/disaster/earthquake)
- **American Red Cross** – Be Red Cross Ready: **Earthquake Safety Checklist** - [redcross.org/images/MEDIA\\_CustomProductCatalog/m4240216\\_Earthquake.pdf](http://redcross.org/images/MEDIA_CustomProductCatalog/m4240216_Earthquake.pdf)
- Call a family meeting and make a plan: [ready.gov](http://ready.gov)



## High Blood Pressure: What You Need to Know About the “Silent Killer”

Your heart pumps blood to all parts of your body. If the blood pushes too hard against the walls of the arteries, it can cause high blood pressure and put you at risk for stroke, heart and kidney problems. High blood pressure is often called the silent killer because you cannot feel or see it and may not have any symptoms. It is the most common heart health problem as

you get older. More men have high blood pressure than women.

It is important to get your blood pressure checked regularly. High blood pressure can be treated. You can lower high blood pressure by changing your health habits:

- Eat healthy
- Increase physical activity
- Keep your weight at a healthy level

- Do not smoke
- Learn to cope with stress

Your doctor may prescribe medicine to help control your blood pressure so it does not damage your health.



## Eating for Health

The foods you eat can make a big difference in your health, how you feel and how you fight off disease. You can boost your health by eating foods that are good for your body. Eating a healthy diet can help you prevent heart disease, cancer, stroke and diabetes.

Here are three easy changes - eat less fat, eat more fiber and swap salt for spices, which can make a difference in how you feel now and how healthy you are in the years ahead.

### Eat Less Fat and More Fiber

Eat lots of fresh fruits, vegetables, beans and whole grains to help you stay healthy. They are nutritious low-fat foods that help you feel full because they are also high in fiber. Eat and drink less high-fat dairy products like cheese, ice cream and whole milk. Include low-fat dairy products such as yogurt, which is also good for digestion, in your diet. Eat more fish and less red meat.

Not sure how to add whole grains to your diet? Try eating oats, brown rice or barley.

Choose whole wheat bread instead of white bread. Beans are fiber super stars. One cup of cooked beans gives nearly half the daily recommended amount of fiber. As you eat more fiber, be sure to also drink more water.

### Swap Salt for Spices

Avoid foods that have a lot of salt (sodium) in them. Check package labels for salt content and aim for 1,500 - 2,300 mg per day. Beware of soy sauce, baking soda, baking powder and MSG – all are high in sodium. Consider flavoring your food with herbs and spices instead of salt. Here are some to try: garlic, onion, parsley, basil, dill. Lemon also adds great flavor to foods.

Along with eating healthy, be sure to include physical activity regularly in your routine. Do an activity that you enjoy such as exercising, walking, running or swimming. Good nutrition and exercising will help you live a healthy and happy life!

## Healthy Creamy Cole Slaw\*

*(makes about 5 cups)*

### Ingredients

- 🍴 1/3 cup plain yogurt
- 🍴 3 tablespoons sour cream
- 🍴 1/2 tablespoon honey
- 🍴 1/2 teaspoon cranberries
- 🍴 1/4 cup walnuts
- 🍴 1 1/2 lb. cabbage, (purple and green) cored and thinly sliced
- 🍴 1 carrot, shredded

### Directions

- 1 Whisk together yogurt and sour cream in a large bowl until smooth, then whisk in honey.
- 2 Add remaining ingredients and toss well.
- 3 Let stand for about 30 minutes with occasional stirring. Enjoy!

\*Recipe from the Family Resource Centers Healthy Cooking classes. Call today to learn more about the FRCs or to enroll in a class.



# When to Use the Emergency Room

An emergency means you could die if you do not get care quickly. Or you could be hurt permanently (disabled). Read below to know when to use—and when not to use—an Emergency Room (ER) or call 911 for emergency services.

## Dangers to Your Life

Here are some examples of emergencies that may need quick care. They are not ALL the types that may happen:

- A hard time breathing
- Severe chest pain
- Choking
- Severe bleeding
- Suddenly not able to move or speak
- Blacking out (fainting)
- Poisoning

## Dangers of Permanent Injuries

Again, these are examples of injuries, but it is not ALL the types that may happen.

- Deep cuts or severe burns
- An attack by a person or animal
- Broken bones, or sudden severe pain and swelling in a joint

## When It Is an Emergency

If you have a health emergency, follow these steps:

### 1. Go to the Nearest ER

- If you can, go to the hospital ER closest to you right away.
- If you cannot get there right away, call 911 or your police emergency number.

### 2. After an Emergency Call Your Primary Care Doctor

- Tell your doctor about the emergency. Call within 24 hours of going to the ER.



- If you cannot call, have someone call for you.
- Go to your doctor (not the ER) for any follow-up care.

## When It Is NOT an Emergency

If a health problem is not an emergency, follow these steps:

### 1. Call the Nurse Advice Line (NAL) for Your Health Plan:

- L.A. Care: 1-800-249-3619 (TTY/TDD 711)
- Kaiser: 1-888-576-6225
- Care1st: 1-800-609-4166 (TTY/TDD 1-800-735-2929)
- Anthem Blue Cross: 1-800-224-0336 (TTY/TDD 1-800-368-4424)

If you cannot call, have someone call for you. Your insurance claim may be denied if you go to the ER when it is **not** an emergency.

### 2. Follow Instructions

The staff of the Nurse Advice Line or your doctor will tell you what you should do to get the help you need. You may be told to see your doctor right away, to go to the ER or to an urgent care center. Be sure to follow the advice you receive.

## Nurse Advice Line: Free Health Care Advice 24/7



Last year the L.A. Care Nurse Advice Line took close to 9,340 calls from members who planned to go to the emergency room (ER). Most of them had a health problem like a runny/stuffy nose, earache, cough, backache, or upset stomach. Over 86.8% of those callers were able to avoid spending long hours in the ER.

Instead of going to the ER, they called the Nurse Advice Line and received fast answers - advice on how to self-treat and help to decide if they needed to make a trip to the doctor's office or ER. This means *many times you do not need to go to the ER to get help*. It makes good sense to spend a few minutes speaking with a registered nurse on the phone at home, instead of waiting perhaps for hours in an ER, to get the same help.

The phone number for your Nurse Advice Line is on the back of your member ID card. Here are the numbers for your convenience:

**Anthem Blue Cross: 1-800-224-0336 (TTY/TDD 1-800-368-4424)**  
**Care1st Health Plan: 1-800-609-4166 (TTY/TDD 1-800-735-2929)**  
**Kaiser Permanente: 1-888-576-6225**  
**L.A. Care Health Plan: 1-800-249-3619 (TTY/TDD 711)**



# Confused about the new Cal MediConnect Plan that combines Medicare and Medi-Cal?

L.A. Care members can get their questions answered about the Cal MediConnect Plan. We are here to help. Cal MediConnect Plan is a program for people in Los Angeles County who have both Medicare and Medi-Cal. It combines services into **one single plan with one phone number to call for all your health care needs.**

## Coordinated health care in ONE plan – ONE number – At No Extra Cost!!

If you, a loved one, a caregiver or a friend is eligible for the L.A. Care Cal MediConnect Plan, our dedicated doctors, Care Coordinators and Support Services are ready to help and give you the care you deserve.

We've made it easy and simple to get the services that are important to you and your well-being. Our Care Coordinators can help you with benefits such as:

- ✓ Chiropractic Services
- ✓ Dental Services
- ✓ Doctor Visits and Hospital Care
- ✓ In-Home or Long-Term Supportive Services
- ✓ Non-Emergency Transportation
- ✓ Nurse Advice Line
- ✓ Part D Prescription Drug Benefits
- ✓ Routine Podiatry Services
- ✓ Vision Care

## Contact us if you have questions about L.A. Care's Cal MediConnect Plan.

L.A. Care is your partner in health care. L.A. Care's Member Services Department is available 24 hours a day, 7 days a week, including holidays. We are only a call away! **For more information about the L.A. Care Cal MediConnect Plan, call 1-855-522-8243 (TTY/TDD: 1-888-212-4460) today!**

## Follow us...for a Healthy Life!

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

L.A. Care Family Resource Centers (FRCs) are your centers for health and wellness. There are now four FRCs located throughout Los Angeles County.

- Boyle Heights (The Wellness Center at Old General Hospital)
- Inglewood (Corner of Century & Crenshaw)
- Lynwood (Plaza Mexico)
- Pacoima (San Fernando Rd. & Van Nuys Blvd.) **new center!**

The FRCs offer free health classes, such as Zumba and healthy cooking. They can also help you 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 taking 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](http://lacare.org) or call **1-877-287-6290**.





## How Long Should You Wait for an Appointment?

Need to see a doctor? California law has new standards for appointment wait times. How long you wait may depend on why you are visiting the doctor. Here are California's guidelines:

- **Urgent care:** within 48 hours
- **Non-urgent primary care:** within 10 business days
- **Specialty care:** within 15 business days
- **Mental health (non-physician) care:** within 10 business days
- **Ancillary care (such as lab work or home health):** within 15 business days

You can contact L.A. Care Member Services at 1-888-839-9909 (TTY/TDD 711) for assistance. They are open 24 hours, 7 days a week, including holidays. California law requires that you speak to a Member Services representative within 10 minutes.

Partner with your doctor to get care when you need it. Keep your doctor's appointments. Let your doctor's office know as soon as possible if you cannot make an appointment. Be aware of California's new standards.

Exceptions:

- The purpose of the Timely Access Law is to make sure you get the care you need. Sometimes you need appointments even sooner than the law requires. In this case, your doctor can request that the appointment be sooner.
- Sometimes waiting longer for care is not a problem. Your provider may give you a longer wait time if it would not be harmful to your health. It must be noted in your record that a longer wait time will not be harmful to your health.
- If you can't get a timely appointment in your area because there are not enough providers, your health plan must help you get an appointment with an appropriate provider.

Some health care service plans may be exempt from these standards. For more information, visit the California Department of Managed Health Care (DMHC) at [dmhc.ca.gov/Laws/Regulations.aspx#existing](http://dmhc.ca.gov/Laws/Regulations.aspx#existing) or call the CMHC Help Center at 1-888-466-2219.

## 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 1.6 million members. We invite people over 18 years of age of many backgrounds. L.A. Care offers a special welcome to seniors and people with disabilities to be part of RCAC. Please call 1-888-522-2732 to find out more.

## L.A. Care Teams Up with the American Cancer Society



**L.A. Care**  
HEALTH PLAN

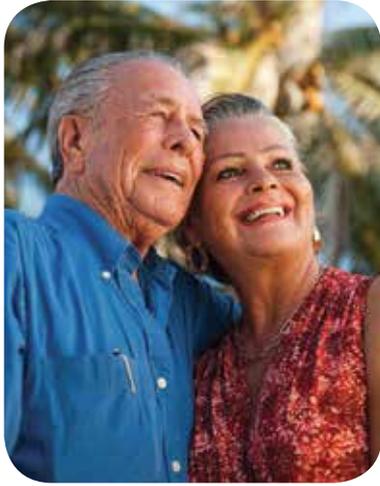


Approximately 1.5 million Americans are diagnosed with cancer every year, making cancer the second leading cause of death in the United States. L.A. Care Health Plan has teamed up with the American Cancer Society to bring you vital cancer prevention and early detection messages. L.A. Care and the American Cancer Society aim to help people throughout L.A. County to prevent cancer or detect it early when it's most treatable.

To help inform you about what you can do to protect yourself and your loved ones from cancer, L.A. Care and the American Cancer Society have developed new health education content and social media messages for L.A. Care's Facebook and Twitter networks.

January's cervical cancer campaign was the first of a series of collaborations that L.A. Care and the American Cancer Society have planned in 2015 in an effort to help combat cancer. Look out for more on the L.A. Care website - you have the power to prevent cancer!

# Mental Health for Overall Wellness



May is National Mental Health Awareness Month and L.A. Care's Behavioral Health Services will be hosting community events to make sure that members know that coverage for mental health and substance misuse treatment is included in their benefits. For other events, please visit the National Alliance for Mental Health website: [nami.org](http://nami.org).

Mental health is a state of well-being in which every individual realizes his or her own potential. It affects how you live your day-to-day life and the way you take care of yourself, perform at work, and get along with others. Blending of behavioral health services and physical health care, supports wellness. Listed below are some of the available behavioral health services:

- Screenings for early child development, emotional health and substance misuse
- Outpatient medication treatment and monitoring
- Brief counseling support and education
- Direct referrals to a network of dedicated mental health therapists
- Referrals to specialty mental health and substance misuse treatment services

## Prescription Medicine Treatment for Depression



Treating depression and other mental health conditions, improves the quality of life. Recovering from depression can give people a positive outlook on life.

Antidepressants are prescription medications used as one option to treat depression. They work when taken as the doctor instructs. It is important to pick up refills on time and not run out of medicine.

If you or a loved one needs mental health care, L.A. Care Behavioral Health Services through Beacon Health Strategies is available 24 hours a day, 7 days a week, including holidays. Please use the table below for a list of support systems to help you receive the care that you deserve.

	Your Doctor's Office	Beacon Behavioral Health Services	L.A. Care Member Services	L.A. Care Nurse Advice Line
<b>Phone Number</b>	You can find your doctor's number on the back of your L.A. Care member ID card	<b>1-877-344-2858</b> <b>TTY/TDD:</b> <b>1-800-735-2929</b>	<b>1-888-839-9909</b> <b>TTY/TDD: 711</b>	<b>1-800-249-3619</b> <b>TTY/TDD: 711</b>
<b>Call for Questions about</b>	<ul style="list-style-type: none"> <li>• Questions about how to take your medicine and if you have side effects from your medicine</li> <li>• If you need a refill for your medicine</li> <li>• If you need to make an appointment</li> </ul>	<ul style="list-style-type: none"> <li>• Questions about your Mental Health needs</li> <li>• Questions about Substance Use Treatment</li> <li>• If you need to make an appointment</li> </ul>	<ul style="list-style-type: none"> <li>• Where to find a pharmacy nearest you*</li> <li>• Questions about pharmacy services</li> <li>• Questions about your benefits</li> </ul>	<ul style="list-style-type: none"> <li>• Questions about your health needs</li> <li>• Questions about your medical care</li> <li>• Questions about accessing the audio health library</li> </ul>
<b>Hours Open</b>	Call your doctor's office to find out	24 hours, Every day	24 hours, Every day	24 hours, Every day

\*You can also visit [lacare.org](http://lacare.org) for a list of pharmacies near you. Contact your psychiatrist or provider for prescription refills.

# Should You Call the Compliance Helpline or Member Services?

L.A. Care provides a toll-free Compliance Helpline number, **1-800-400-4889**, to report suspected fraud or concerns about covered services. You can call 24 hours a day, 7 days a week or report online by going to **lacare.ethicspoint.com**. Many of your needs can be handled by L.A. Care's Member Services Department at **1-888-839-9909** (TTY/TDD 711).



## When do you use Member Services? When do you use the Compliance Helpline?

Call **Member Services** when:

- You are concerned about the quality of care you received.
- You think you were treated rudely by your doctor, the staff or medical group.
- You feel that L.A. Care staff did not treat you fairly or resolve your complaint.
- You want to change your medical group or doctor.
- You need a member ID card.

Call the **Compliance Helpline** when:

- You suspect fraud, waste or abuse.
- Your doctor or someone at the office tells you that you have to pay for covered services, other than the co-payment required by your plan.
- You think someone is using government programs to get services they are not entitled to receive.
- You think someone has stolen your member ID card.



## Quick Tips: When to Call Member Services

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

- **Ask Us Questions:** Wonder about your benefits, claims, how to see a doctor or 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, other than the co-payment required by your plan? 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!



# Visit L.A. Care's New Health Library!

L.A. Care has a new online health and wellness library that puts health information and resources right at your fingertips. It includes several useful features:

- ✓ disease management topics
- ✓ a symptom checker
- ✓ healthy living ideas
- ✓ health quizzes
- ✓ videos

The health library is not intended to be a substitute for seeing your doctor, but gives you up-to-date information that can help you manage your health and well-being. Visit [lacare.org/healthy-living/health-resources/health-library](http://lacare.org/healthy-living/health-resources/health-library).



## Go green and get *Live Well* electronically!

Would you like to get *Live Well* by e-mail or on your cell phone? Call us or send your e-mail or cell phone number to [editor@lacare.org](mailto:editor@lacare.org). Standard text message rates may apply. Be sure to like us on Facebook, Twitter and LinkedIn.



## How Much Do You Know About Asthma and Allergies?

Match the words to their meanings.

1. Quick Relief \_\_\_\_\_
2. Trigger \_\_\_\_\_
3. Controller \_\_\_\_\_
4. Asthma Action Plan \_\_\_\_\_
5. Asthma \_\_\_\_\_
6. Inhaler \_\_\_\_\_
7. Allergy \_\_\_\_\_

- a. Problems breathing due to narrowed airways
- b. A reaction to something harmless around you
- c. A device to take medicine into the lungs
- d. The type of asthma medicine that prevents symptoms
- e. The type of asthma medicine to take if you start having symptoms
- f. Something that can bring on an asthma attack, such as stress, dust or pets
- g. A plan you and your doctor make to help you manage your asthma



# 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 711)

24 hours a day, 7 days a week and holidays

**L.A. Care Cal MediConnect Plan**

**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 711)

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 (TTY/TDD 711)**

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)

**Anthem Blue Cross: 1-800-224-0336**

(TTY/TDD 1-800-368-4424)

**Care1st: 1-800-609-4166**

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

**Kaiser: 1-888-576-6225**

## 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)

**www.beaconhs.com**

24 hours a day, 7 days a week

**IN CASE OF  
EMERGENCY,  
CALL: 911**



## Things To Remember

**1.** Always keep your member ID card with you.

Show your ID card when you:

- Go to a doctor's office
- Go to the hospital
- Need emergency services
- Pick up a prescription

Don't give your member ID card to anyone else to use. If you lose or damage your ID card, call L.A. Care.

**2.** You have the right to receive service and information in a language or format you understand. If you need a FREE interpreter for a doctor's visit, or member information in your language or other format (like Braille, large print or audio), call L.A. Care.

**3.** You can talk to a nurse for free, any time day or night, 7 days a week. Check your ID card

for the phone number. The Nurse Advice Lines also provide pre-recorded information on many health topics. There is a list of these topics at the end of the *Member Handbook* we mailed to you.

**4.** Visit our website at **lacare.org**. You can:

- Find a doctor
- Learn about your benefits
- Look into our health education programs and Family Resource Center classes
- Find out about your rights and responsibilities
- File a complaint, called a "grievance"

**5.** Do you have questions, need a member ID card, or interpreter? L.A. Care is here to help you get the care and service you need. Call our Member Services Department at **1-888-839-9909 (TTY/TDD 711)** 24 hours a day, 7 days a week (open holidays).

**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 711.

**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 711.

**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 711 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 711。

**arsi** L.A. Care له، باجهت درخواست خدمات رایگان مترجم شفاهی، دریافت اطلاعات به زبان خودتان یا سایر فرمت ها، به شماره تلفن 1-888-839-9909 یا TTY/TDD 711 تماس بگیرید.

**Hebrew** לקבלת שירותי תרגום חינוס או מידע בשפה אחרת או בפורמט אחר, אנא התקשר/י ל-L.A. Care במספר 1-888-839-9909 או TTY/TDD 711.

**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TTY/TDD 711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 711។

**Korean** 무료 통역 서비스, 다른 언어 또는 다른 형식으로 된 자료가 필요하신 경우, L.A. Care 1-888-839-9909번 또는 TTY/TDD 711번으로 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 711.

**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 711 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 711.

**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 nêu dùng TTY/TDD, xin gọi số 711.

This is not a complete list. The benefit information is a brief summary, not a complete description of benefits. For more information contact the plan or read the member handbook. Limitations, copays, and restrictions may apply. For more information call L.A. Care Cal MediConnect member services or read the L.A. Care Cal MediConnect member handbook. Benefits, list of covered drugs, pharmacy and provider networks and/or copayments may change from time to time throughout the year and on January 1 of each year. To learn more, please call L.A. Care Member Services Department at **1-888-522-1298** (TTY/TDD **711**), 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 health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees.

You can get this information for free in other languages. Call **1-888-522-1298** (TTY/TDD **711**). The call is free. L.A. Care Member Services is 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 **711**. El servicio está disponible las 24 horas del día, los 7 días de la semana, incluso los días festivos.



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