



L.A. Care
HEALTH PLAN®

SUMMER 2014

live
well

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



Certain L.A. Care Members can now get **Long Term Services and Supports (LTSS)**

Long Term Services and Supports (LTSS) are services that can help you live on your own or support you if you are living in a nursing home or other care facility. A recent change in California law will soon make some of the LTSS services you are now receiving part of your Medi-Cal health plan. LTSS are:

- **In-Home Supportive Services (IHSS)** - lets people hire a homecare worker to help with their daily needs at home. You may read more about it in the next article: "*IHSS and Your L.A. Care Health Plan*".
- **Community-Based Adult Services (CBAS)** - daytime health care at centers that can help with nursing services, therapy, activities and meals for eligible people.
- **Multipurpose Senior Services Program (MSSP)** - offers social and health care coordination services for people age 65 and older.
- **Long Term Care** - care in a nursing home or other facility.

The way you get most LTSS services will not change when they become covered by your health plan. If you have Medi-Cal or Cal MediConnect with L.A. Care, our LTSS Department can help you find the right combination of services to keep you safely at home, and can coordinate access to those services. You must meet certain rules to be eligible for most LTSS services. Please call L.A. Care Member Services Department for more details on eligibility at 1-888-839-9909 (TTY/TDD 1-866-522-2731).



Ask the Doc: Diabetes & Diet

Q: Does having diabetes mean I can never eat bread?

A: No. Having diabetes means you need to watch how much bread and other carbohydrates (carbs) you eat. These foods will raise your blood sugar. One serving of carbs is 15 grams. This is about one slice of bread or one 6-inch tortilla. Work with your doctor to plan out how many servings of carbs you should have at each meal.

Q: If the label says “sugar-free” can I eat as much as I want?

A: “Sugar-free” does not mean “calorie-free” or “carb-free.” There are lots of sugar-free foods that will raise your blood sugar. These foods may also be high in calories, which will not help if you are trying to lose weight.

Q: Is there a cure for diabetes?

A: There is no cure for diabetes. But it can be well managed with a healthy diet, regular exercise, and medicine prescribed by your doctor.



L.A. Cares About Diabetes

L.A. Cares About Diabetes® is a free program to empower you to get and stay healthy. L.A. Care is here to help you keep diabetes in control. The program offers:

- Diabetes education in the mail
- Diabetes classes for you and your family
- Access to nurses to:
 - Coach you on controlling your diabetes
 - Review your diabetes medicines
 - Guide you on healthy eating
 - Provide tips for talking with your doctor

To find out more about *L.A. Cares About Diabetes*®, please email diabetesdm@lacare.org or call the Diabetes Resource Line at: 1-877-796-5878 (TTY/TDD 1-888-448-6894). A nurse is available Monday-Friday, 8am to 4pm.



Fantastic Fiber!

Fiber helps lower cholesterol and reduces the risk of heart disease. It also helps keep blood sugar steady. It keeps us feeling full longer. Here are some tips to get more fiber.

1. Make at least half your grains whole.
2. Choose breakfast cereals with at least 3 grams of fiber per serving.
3. Add beans, peas, and lentils to soups and salads.
4. Choose fresh fruit over fruit juice.
5. Snack on nuts, dried fruit, or popcorn instead of junk food.

Healthy Skin Habits



HEALTHY HABIT #1

Protect your skin from the sun.

Too much sun can make your skin age faster, cause sunburn and even lead to cancer. Wear sunscreen with an SPF (sun protection factor) of 15 or higher. Wear a hat that covers the face and clothing made of cotton or other fabrics that cover the skin completely.

HEALTHY HABIT #2

Eat & Drink for healthy skin.

Eat lots of fruits, vegetables and beans. Many healthy foods have antioxidants, which boost skin, hair and nail growth. Make water your first choice of drink.

HEALTHY HABIT #3

Don't smoke.

Smoking takes away oxygen and nutrients from the skin. It can cause and worsen loose, sagging skin, wrinkles and age spots. Need help quitting? Call 1-800-NO-BUTTS (1-800-662-8887) to get help.

HEALTHY HABIT #4

Get the beauty of Sleep.

It's important to get enough rest. Your skin replenishes itself while you sleep. Get 7-9 hours of sleep each night.

HEALTHY HABIT #5

Exercise for healthy skin.

Exercise is good for the skin. It increases blood flow, oxygen, and nutrients to the skin. Aim to be physically active 30 minutes each day for most days of the week. Take a fitness class at one of our Family Resource Centers. For information about Family Resource Centers, go to lacare.org or call 1-877-287-6290.

Help to Get Healthy Food



Don't skip meals or medicine. Here are some places that can help with getting food.

- **CalFresh:** Learn more from calfresh.ca.gov
- **Food Banks:** The Los Angeles Regional Food Bank has more than 500 food pantries. View the list at lafoodbank.org/pantry-locator.aspx
- **EBT (Electronic Benefit Transfer):** State-funded bank debit card for food. Learn more from ebt.ca.gov

Need a ride to see your doctor?



L.A. Care now works with **LogistiCare** to help those with a medical need get to and from the doctor's office. Enrollees must have a Medical Necessity form from your doctor on file with **LogistiCare** that tells why you need a ride to the doctor. Medi-Cal enrollees have no limit on rides. To plan a ride, call at least 48 hours before your office visit. The ride is free but is not for emergencies.

You can call at any time (24/7): 1-866-529-2141 (Spanish 1-866-529-2142). When you call, have your health ID card, your doctor's name, phone and street address.

Logisticare is only for medical needs. For non-medical low-cost transit, here are some ways for seniors and disabled people to get around:

- **Access:** Call 1-800-827-0829 (TDD 1-800-827-1359) or visit accessla.org. People who are Access members can ride most L.A. County bus and rail systems for free. Show your Access Rider ID Card when you board.
- **City Ride:** Call 1-[your area code]+808-RIDE (808-7433) or visit ladottransit.com/other/cityride.
- **Metro Reduced Fares:** Seniors and disabled people get reduced fares on Metro buses and trains. Apply at any Metro Customer Center. Go to metro.net/about/contact/customer-centers-for-locations.
- **Senior Multi-Purpose Centers (for seniors and disabled people):** Call 1-800-339-6993 or visit la4seniors.com/los_angeles_senior_centers.htm

We Are Listening to Your Needs



Thank you to the members who responded to our 2013 Member Survey. Beginning with this issue you will find many of the topics that were requested by L.A. Care members. If you have any questions about your L.A. Care Health Plan or need more details on health topics, please call Member Services at 1-888-839-9909 (TTY/TDD 1-866-522-2731), open 24 hours a day, 7 days a week and holidays. We are happy to help you Live Well!

L.A. Care Welcomes New Members!



On January 1, 2014, L.A. Care welcomed more than 164,000 new Medi-Cal members. As a new Medi-Cal member with L.A. Care, you do not have to pay for your health care. Now you can get more medical care, plus care for mental health. Also, you have other free care, such as the Nurse Advice Line, plus health programs and classes.

With more than 1.3 million members, L.A. Care is the largest publicly run health plan in the country. L.A. Care has earned a national award for excellence in health care from the National Committee for Quality Assurance (NCQA) for giving great help and health care to many diverse people in Los Angeles County. It matches L.A. Care's long time promise to serve those who need help the most.

To learn more about your health plan and how to get care, you may call L.A. Care Member Services at 1-888-839-9909 (TTY/TDD 1-866-522-2731). We are open 24 hours, 7 days a week and holidays. You may also find resources and your Member Handbook online at lacare.org. We look forward to helping you Live Well!



Interpreting Services for You

Language services is one way L.A. Care makes sure you understand your health and your doctor. We have face-to-face and phone interpreters to help you.

To ask for an interpreter, call L.A. Care's 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. L.A. Care knows that sometimes you may have a last minute appointment, and we will do our very best to get an interpreter for you. If you need to cancel or reschedule an appointment, please notify Member Services. Please have these items ready when you call:

1. L.A. Care member ID number
2. Your language
3. Date, time and place of appointment
4. Doctor's name, specialty and phone number

To get the best help from an interpreter speak:

- To your doctor, not the interpreter
- In short phrases and pause often
- At a normal speed



Exciting news for CalFresh enrollees without a health plan!



Do you, your family or friends receive CalFresh (Food Stamps), but do not have a health care plan? Now even single adults without kids may be able to get Medi-Cal; and, if they have CalFresh, they can express enroll! The State of California will **“express enroll” 153,000 children and about 550,000 adults** who have CalFresh, but are not enrolled in Medi-Cal. “Express Lane Enrollment” lets selected individuals be immediately enrolled in Medi-Cal by simply giving their OK. **NO application needed!**

The Medi-Cal program offers no-cost coverage for health care such as doctor visits, hospital visits, prescription drugs, mental health care, and dental care for children (partial dental for adults started in May).



Health Knowledge Check: Word Match & Scramble

Answer these questions about health and wellness by matching the right answer. The answer to each question is hidden in the scrambled words.

- | | |
|--|---------------------------|
| <p>1. Protect your skin. Too much sun can cause: ____</p> | <p>A. cryegneem _____</p> |
| <p>2. Eat whole grains, beans, lentils and nuts to get more: ____</p> | <p>B. busnrun _____</p> |
| <p>3. If you have nonstop dread or worries, you may be troubled by: ____</p> | <p>C. needmici _____</p> |
| <p>4. After age 65 women should get Osteoporosis testing for their: ____</p> | <p>D. cordto _____</p> |
| <p>5. Be sure to tell your pharmacist if you are allergic to any: ____</p> | <p>E. soben _____</p> |
| <p>6. Be sure to have a phone in case of: ____</p> | <p>F. neatyix _____</p> |
| <p>7. Call LogistiCare when you need a free ride to see the: ____</p> | <p>G. brief _____</p> |

A See answers on page 10.



FAQs about California's New Express Lane Enrollment:



1 How long will they have to express enroll?

While the family can respond to the letter for many months (the exact time frame is unclear), the State will only be sending out one letter. No other follow up is planned. So, we ask families to hold onto that letter!

2 Can my county Medi-Cal office express enroll me?

Yes. With the PIN on the individual's letter, a county Medi-Cal worker can help express enroll that person. (The county may be able to locate their CalFresh enrollment, without the PIN, in order to express enroll the individual in Medi-Cal).

If a CalFresh family did not get an express enrollment letter, they may already be enrolled in Medi-Cal and could call their county Medi-Cal office to make sure. Even if families do not qualify for express enrollment, they can always apply for Medi-Cal in other ways. **To apply:**

- a) **Go online to coveredca.com;**
- b) **Call 1-800-300-1506; or**
- c) **Visit your county Social Services office.**

3 What can I do to help families get enrolled?

You can help get the word out about these letters. Make sure families know to keep and not lose their letters. There is no follow up outreach planned as of now, so that letter is their best link to express enrollment. Please also pass along this information to other families.

4 Where can I get more information?

The phone number on the letter (1-844-212-0003) connects to Health Care Options, the State of California's contractor that will be running this express lane enrollment project. Your county Medi-Cal office can also offer support. Also, their website has a page about its express lane projects. (dhcs.ca.gov/services/medi-cal/eligibility/Pages/ExpressLane.aspx)

5 What does the letter look like?

A sample copy of the express lane enrollment letter for children can be viewed at (dhcs.ca.gov/services/medi-cal/eligibility/Documents/Express_Lane/ExLn_NonCOHSchldpckg.pdf)

Going Out to Live Well

Want to do something that's fun that supports good health and wellness? Try buying some of your fruits and veggies straight from the farmers who grow them. You can do this at any Farmers Market in Los Angeles, where many farmers gather in one place to sell their produce. You can often try tastes of fruits and veggies that may be new to you, or even some that you always enjoy. Some vendors also share cooking tips.

As a health bonus, you'll also feel good and help your health from walking and getting fresh air. Plus, fruits and veggies are great for your health. They have many vitamins, yet are low in fat and calories. They also have fiber.

Some farms allow you to pick your own fruits or veggies ("U-Pick"). For a list of U-Pick farms in Los Angeles County (and beyond) go to pickyourown.org/CAla.htm#farmmarkets. To find a Farmers Market near you, visit cafarmersmarkets.com/index.cfm or projects.latimes.com/farmers-markets/



While you're out, visit our Family Resource Centers (FRCs)!

Be sure to visit our L.A. Care **Family Resource Centers (FRCs)**, "Your Centers for Health and Wellness". The FRCs are designed to help with health disparities, such as asthma and diabetes, by offering FREE classes such as salsa dance aerobics, line dancing, Pilates and healthy cooking. L.A. Care will have a new FRC in the San Fernando Valley this year. Call us at 1-877-287-6290 about our classes.

Get Low-Cost Phones and Phone Service



The **California LifeLine** program gives free phones and discounts on phone service to households with low earnings or people enrolled in public-assistance programs, like Medi-Cal. You may get a discount on a home phone (landline) and service from the **California LifeLine** program. Discounts are also available on a cell phone and service from the federal program, **Federal Lifeline**. Only one discount is given for each household, so you must choose either a home phone or a cell phone. If you think you qualify, please call your phone company or one of the four wireless service providers that offer **LifeLine** service in California. They will send you a form to fill out and mail.

- **Cricket Communications, Inc.**
1-800-975-3708
- **Nexus Communications, Inc. (ReachOut Wireless)**
1-877-777-1914
- **Virgin Mobile USA, L.P. (Assurance Wireless)**
1-888-898-4888
- **Telscape Communications, Inc.**
1-800-835-7227

To learn more, go to:

cpuc.ca.gov/PUC/Telco/Public+Programs/universallifeline.htm

Learn About Your Coverage

When you first join L.A. Care, and then every year after, you will get a package of important information about your health care coverage. Please read it and call us if you have any questions. You can visit L.A. Care's website at lacare.org for the information listed below and more:

Basic Information

- What benefits and services are covered
- What benefits and services are not covered
- How your health plan makes decisions about when new treatments will become benefits
- What care you can and cannot get when you are out of Los Angeles County or the L.A. Care network
- How to access care when you are out of Los Angeles County
- How to change or get care from your primary care physician (PCP)
- How to get information about doctors
- How to get a referral for special care or to go to the hospital
- What to do when you need care right away or when the office is closed
- What to do if you have an emergency
- How to get prescriptions filled, other pharmacy program information and updates
- Co-payments and other charges
- What to do if you get a bill
- How to keep you and your family healthy guide

Special Programs

L.A. Care has the following Special Programs:

- Quality Improvement Programs to tell us how we can improve quality of care, safety and services for our members. These Programs tell us how to measure our progress so that we can meet our goals and provide quality services and decide what we may need to change
- Case Management Programs for members who have difficult medical problems
- Programs to better manage diseases, like diabetes and/or asthma

How Decisions Are Made About Your Care

- How our doctors and staff make decisions about your care based only on need and benefits. We do not encourage doctors to provide less care than you need and doctors are not paid to deny care.
- How to reach us if you want to know more about how decisions are made about your care
- How to appeal a decision about your care

Member Issues

- Your rights and responsibilities as a health plan member
- How to complain when you are unhappy
- What to do if you are disenrolled from your plan
- How L.A. Care protects and uses your personal health information
- How to get help if you speak a different language

If you would like paper copies, please call us at 1-888-839-9909, open 24 hours a day, 7 days a week and holidays.

Do You Get Anxious? Here's Help to Lessen Your Worries

Do you get anxious? It is normal to feel anxious when you are under stress. But it is a problem when it affects your ability to lead a normal life. Nearly one in five adults suffers from some kind of anxiety. You may be troubled from anxiety if you can't shake unwanted worries, or if the sense of dread is nonstop and too much to the point of avoiding activities. Look out for feelings of heart pounding, dizziness, stress, feeling tired or not able to focus. **Here are some ways to prevent anxiety:**

- **Avoid caffeine, such as coffee, tea, and some sodas.**
- **Do not smoke or use nicotine.**
- **Do not use alcohol or any street drugs.**
- **Exercise, walk or stretch daily to relieve tension.**
- **Do activities that make you happy.**

And to lessen your worries, focus on what you can do in the moment that will have good results.



If you believe that you or a loved one has trouble with anxiety or needs mental health care, seek help from **Beacon Health Strategies at 1-877-344-2862 (TTY/TDD 1-800-735-2929), open 24 hours a day, 7 days a week and holidays.**



Take Care of Your Bones

Osteoporosis is the weakening of the bones. Over time, the tissue of the bones breaks down and bone loss occurs. This happens more often in women.

Women who are 65 and older should speak to their doctor about osteoporosis testing. This test measures how strong your bones are. **It can signal if you are at risk for breaking a bone.**

The test uses low-dose x-rays to measure the minerals in your bones. Usually, it involves lying on a soft table while a scanner passes over your lower spine and hip. It takes less than half an hour. Talk to your doctor about this test. When the results are ready, make sure your doctor explains what they are and what they mean for you.

A Answers to Health Knowledge Check: Word Match & Scramble (from page 9):

- | | |
|---------------|-----------------|
| 1 = B-sunburn | 5 = C-medicine |
| 2 = G-fiber | 6 = A-emergency |
| 3 = F-anxiety | 7 = D-doctor |
| 4 = E-bones | |



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

Would you like to get member news with notice 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.



IHSS and Your L.A. Care Health Plan

In-Home Supportive Services (IHSS) will soon be covered by L.A. Care's Medi-Cal and Cal MediConnect health plans to offer support in the home. Some types of IHSS services are home care like cooking and cleaning, and personal care like help with bathing and grooming. IHSS services are also health services like catheter care and help with meds. If you get IHSS now, your benefits will be offered through L.A. Care starting July 1, 2014. Even though IHSS will be a health plan benefit, your services will not change:

- Your IHSS hours will not change
- Your county social worker will still decide your hours and do yearly reviews
- You still get to hire the homecare worker you choose, to set his or her work time, to supervise your worker, and if needed, fire and replace your worker



- You still fill out the same timesheets for your homecare worker and send them to the IHSS timesheet processing center

L.A. Care will work with the County IHSS office to better coordinate your services. If you have Medi-Cal or Cal MediConnect with L.A. Care, our LTSS Department can also help you get other long term services if you believe you need more help to stay living at home. Please call 1-888-839-9909 for more help.

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 1-866-522-27310), 24 hours a day, 7 days a week, and holidays.



Things to Remember

1. Always keep your I.D. card with you. Show your I.D. card when you:

- Go to a doctor's office
- Get emergency or urgent care
- Go to the hospital
- Pick up a prescription

Do not give your I.D. card to any other person to use. If you lose or damage your I.D. card, call L.A. Care.

2. You have the right to get help 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 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 I.D. card for the phone number. The Nurse Advice Line also has 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. When you have questions, need an I.D. 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 **1-866-522-2731**) 24 hours a day, 7 days a week (open holidays).



L.A. Care
HEALTH PLAN®

How to Get Your Prescriptions

L.A. Care wants you to be able to get your medicines when you need them. When it is time for new medicine or a refill, please be sure to:

- Choose a pharmacy that works with your plan(s).
- Bring your prescription to the pharmacy.
- Bring your Plan ID card. Also bring the ID cards of any other coverage you may have.
- Make sure the pharmacy has your correct address and phone number.
- Make sure the pharmacy knows about all medicine you are taking and any allergies you have to any medicine.
- Ask the pharmacist when you have any questions about your prescriptions.



Sometimes your doctor may prescribe a drug that is not on a list of approved drugs, called a "formulary." Your pharmacist may tell you that it is not covered. Then, your doctor must call to get an okay from L.A. Care, who will tell your doctor within 24 hours if the drug is covered.

Your doctor may change your prescription if it is not covered. If the drug is not approved, you have the right to ask for an appeal. You can learn about this in the "Complaints: What should I do if I am unhappy?" section of your Member Handbook.

For a list of drugs covered by your health plan or to learn more about approvals, generic medicine, step therapy requirements, limits on amounts or what is needed for an exception, visit L.A. Care's Web site at lacare.org. L.A. Care updates this list of drugs and how drugs may be covered or approved at least annually and when changes occur. If you are an L.A. Care Medi-Cal member with one of our Plan Partners, visit your health plan's web site. You may also call L.A. Care's Member Services at **1-888-839-9909** if you have any questions regarding your drugs.



Keep Track of Your Medicine

Keep track of your medicine to stay healthy. This will also help you avoid getting new drugs that have the same purpose or ones that should not be taken together. Fill out this sheet and keep it handy. Be sure to take it with you when you see your doctor or other health professional.

Name and Dose of Medicine	For what is the Medicine	When and How Much to Take	Other Instructions	What the Medicine Looks Like	Doctor Who Prescribed the Medicine	When You Started Taking It
<i>Example: Naproxen 375 mg</i>	<i>For pain</i>	<i>1 tablet twice a day</i>	<i>Take with food</i>	<i>Oval white pill</i>	<i>Dr. Johnson</i>	<i>May 1, 2014</i>



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:
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**)

www.beaconhs.com
 24 hours a day,
 7 days a week

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

