L.A. Care Health Plan – 25 Years Strong!

L.A. Care is celebrating its 25th Anniversary of serving Los Angeles County.

The health plan was founded in April 1997 as part of California’s two-plan model of Medi-Cal managed care in Los Angeles County.

Since then, L.A. Care has grown from a 100-person organization serving more than 200,000 Medi-Cal recipients to a plan that has more than 2,000 full-time employees and serves more than 2.5 million members in four product lines.

L.A. Care provides access to quality care for one in four L.A. County residents. We are proud of what we have accomplished over the past 25 years, and are looking forward to serving Angelenos for many years to come. We are here for you!

Celebrate this milestone with us by visiting our anniversary webpage at lacare.org/25years.
November is Diabetes Awareness Month

Diabetes is a disease where your blood sugar is too high. If untreated, diabetes can lead to heart disease, nerve damage, eye problems, and kidney disease. The good news is you can stay well. L.A. Care is here to support you.

**Signs/Symptoms of Diabetes**
- Increased hunger and thirst
- Peeing more often
- Tired
- Blurry vision
- Numbness or tingling in hands and feet
- Weight loss without trying

**Healthy Eating for Diabetes**
- Eating of any one food, including sugary foods, DOES NOT directly cause diabetes. Instead, your overall food choices have the most long-term effect on your health.
- Choose moderate portions of a variety of vegetables, whole grains, lean meats, heart-healthy fats, fruits, and low fat dairy.
- Work with a dietitian to get a meal plan made just for you!

L.A. Care works with Diabetes Care Partners to offer monthly group Diabetes Self-Management Education (DSME) for members whose A1c is 6.5 or higher. This free, virtual, three-part series covers:
- How to eat the foods you love while taking care of your diabetes.
- How to prevent or delay complications from diabetes.
- How to be healthy for you and your loved ones.

Members may also work with an L.A. Care dietitian one-on-one over the phone.

Please visit [lacare.org/diabetes](http://lacare.org/diabetes) to learn more or to sign up for a class or call the Health Education Department at 1.855.856.6943.
Ten Ways to Add Veggies to Breakfast

As the weather cools down you may start thinking about having warm hearty meals. One good way to do that in a healthy way is to add veggies to your breakfast.

Here are 10 ways to do so:

1. Add vegetables to scrambled eggs or omelets. Chopped spinach, mushrooms, bell peppers, diced tomatoes and left over veggies work great.

2. Top a breakfast sandwich with cucumbers, tomatoes, pickled carrots, spinach or roasted peppers.

3. Make a new favorite by adding grated carrots or zucchini to your pancake or muffin batter.

4. Drink smoothies that are at least 75% veggies.

5. Make a breakfast burrito that is packed with veggies by adding tomatoes, onions, peppers, tomatillos and cilantro.

6. Toast an English muffin; add low fat cheese, tomato sauce, oregano and a mound of veggies for a tasty breakfast pizza.

7. Toss a salad, top it with a poached or hard boiled egg and your favorite sauce or dressing.

8. Poach eggs in a spicy and chunky tomato and bell pepper sauce.

9. Place roasted or steamed veggies in a bowl, top with hard boiled eggs and a drizzle of olive oil for a filling breakfast bowl.

10. Improve any favorite breakfast by adding a side of fresh sliced or sautéed veggies, including making your oatmeal or grits savory.

Old Feelings Can Make New Health Problems

Do you know that people who have experienced trauma in the past are at a higher risk of developing heart disease, diabetes, and other health conditions? Talking to your doctor can be very helpful in getting the support you may need.

Please speak with your doctor about the traumas so he can provide additional support and refer you to a behavioral health professional who is able to talk you through stressors.

Talk to your provider today to take the first step towards improving your mental health!
It takes time and a plan. You do not have to stop smoking in one day. Start with
day one. Why not let the first day of your journey be on the
Great American
Smokeout?
The American Cancer Society sets one day each year as a chance for
people who smoke to commit to healthy, smoke-free lives and reduce the risk of
cancer. This year, the Great American Smokeout is on
Thursday, November 17.

Giving up smoking may be one of the hardest things you do. Your chances of
success are higher with a good plan and support. Even if you have tried to quit
more than once in the past, remember to take it one day at a time. You can quit
whether you smoke cigarettes, vape or chew tobacco.

If you need support to start your journey, call L.A. Care at 1.855.856.6943 to learn more about telephone
counseling and online self-paced programs and resources. Talk to your doctor about medication to help
you quit. You can also call Kick it California for free services such as one on one telephone coaching.
Call 1.800.300.8086 (English) and 1.800.600.8191 (Spanish) or visit kickitca.org for more information.
What are Flu Myths?

A myth is a widely held, but false belief or idea. There are myths about the flu shot that people think are true, but they are false. Here is the truth.

Can the flu shot give me the flu?
The flu shot cannot give you the flu. It is made from an inactivated virus that cannot make you sick. It takes 1 to 2 weeks to get protection from the flu shot. If you get the flu after the shot, you were going to get sick anyway.

Is getting the flu shot the only way to protect myself from getting the flu?
While getting the flu shot is the best way to protect yourself from getting the flu; it is not the only way. You can also protect yourself by washing your hands, eating healthy foods, and staying away from sick people.

Is it true I do not need to get a flu shot every year?
You should get a flu shot every year because flu strains are different. The flu shot is made to protect against the most common strains of flu.

Protect yourself and your family from the flu this year. Getting a flu shot is easy and free for L.A. Care Covered™ members. Just go to your doctor or a local pharmacy and show your L.A. Care Member ID card.

No-Cost Doula Services

Are you African American and pregnant? If so, you may be able to get no-cost help from a birth doula. A doula can provide physical and emotional support as you plan for the birth of your baby. Women who enroll in doula services are more likely to have a good birth experience and better birth outcomes. Virtual visits are offered for your comfort.

You may get support from a birth doula if you are:
• Black/African American and pregnant
• Living in Los Angeles County

A doula can:
• Be a source of comfort and encouragement during and after pregnancy
• Help with learning to breastfeed
• Connect families to other resources

To learn more email AAIMMDoulas@ph.lacounty.gov or ASkiffer-Thompson@ph.lacounty.gov. You can also call 1.213.639.6448 to receive assistance. Please include your name, phone number, zip code, and estimated due date.
How Long Should I Wait for My Appointment?

Did you know L.A. Care has rules about how long you should wait to get a doctor appointment? Appointments must be offered within the timeframes listed below:

**Primary Care Doctors**
- Routine appointment (non-urgent): 10 business days
- Urgent appointment (no authorization required): 48 hours

**Specialists**
- Routine appointment (non-urgent): 15 business days
- Urgent appointment (requiring prior authorization): 96 hours

**Did you know you can get health advice when your doctor’s office is closed and on weekends or holidays?**
- L.A. Care doctors must be available, or have someone available, to help you at all times.
- If you need to talk to your doctor when the office is closed, call your doctor’s office phone number. Follow their instructions.
- A doctor or nurse should call you back within 30 minutes.

If you have trouble reaching your doctor, call the L.A. Care **Nurse Advice Line** at 1.800.249.3619 (TTY 711) 24 hours per day, 7 days per week. A nurse will give you the health information you need. Remember, if you have a medical emergency and need help right away, dial 911 or go to your nearest emergency room.

* The applicable waiting time for a particular appointment may be extended if the referring or treating health care provider has determined and noted in the patient record that a longer waiting time will not have a detrimental effect on the health of the member.

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**Nurse Advice Line Can Help You**

Do you have questions about your health? Need medical advice fast? The **Nurse Advice Line** is available 24 hours a day, 7 days a week. Registered nurses will answer your health questions and help you take care of your family. Get tips on avoiding the flu, treating the common cold and so much more. Use the audio library to listen to recorded messages on many different health topics.

Call the L.A. Care **Nurse Advice Line** at 1.800.249.3619 (TTY 711) or chat with a nurse free online. For the nurse chat function, go to [lacare.org](http://lacare.org) and click on “Member Sign In” to log on.

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**Prescription Drugs Listed on the L.A. Care Website**

To find out more about L.A. Care’s list of covered drugs called the Formulary, and monthly updates, visit the L.A. Care website at [lacare.org](http://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 procedures on how to use the Formulary.
Important Phone Numbers

L.A. Care Covered™
1.855.270.2327 (TTY 711)
Monday – Friday 9 a.m. – 5 p.m.

L.A. Care Community Resource Centers
1.877.287.6290 (TTY 711)
Monday – Friday 9 a.m. – 5 p.m.

L.A. Care Compliance Helpline
(to report fraud or abuse) 1.800.400.4889 (TTY 711)
24 hours a day, 7 days a week and holidays

L.A. Care Health Education
1.855.856.6943 (TTY 711)
Monday – Friday 9 a.m. – 5 p.m.

L.A. Care Language/Interpreter Services
1.855.270.2327 (TTY 711)
Monday – Friday 9 a.m. – 5 p.m.

L.A. Care Nurse Advice Line
(for non-emergency medical advice) 1.800.249.3619 (TTY 711)
24 hours a day, 7 days a week and holidays

Beacon Health Options
(behavioral health care)
1.877.344.2858 (TTY 1.800.735.2929)
Monday – Friday 8 a.m. – 8 p.m.

teladoc®
1.800.835.2362 (TTY 711)
(Talk to a doctor for urgent care needs)
24 hours a day, 7 days a week and holidays

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.

Language Assistance Services in Your Language

English
ATTENTION: If you need help in your language call 1.855.270.2327 (TTY 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call 1.855.270.2327 (TTY 711). These services are free of charge.

Spanish

Arabic
للمزيد من المعلومات، يرجى الاتصال بالخط الساطر العربي المخصص 1.855.270.2327 (TTY 711). يمكنك الاتصال بالرقم الفردي 1.855.270.2327 (TTY 711) لدعم اللغة العربية. خدمات الناطق باللغة العربية متاحة في الساعة 1.855.270.2327 (TTY 711). هذه الخدمات مجانية.

Azerbaijani
Please note: if you need help in your language please call 1.855.270.2327 (TTY 711). Aids and services for people with disabilities, like documents in braille and large print, are also available at 1.855.270.2327 (TTY 711). These services are free of charge.

Catalan
Si necessita ajuda en el teu idioma, cal fer un 1.855.270.2327 (TTY 711). També oferim assistència i serveis per a persones amb discapacitats, com documents en braille i amb grans fonts. Lluita l’1.855.270.2327 (TTY 711). Estes serveis són gratuïts.

Chinese
请注意：如果您需要以您的母语提供帮助，请致电1.855.270.2327（TTY 711）。另外还提供针对于残疾人士的帮助和服务，例如文件和辅助性大字体阅读，也是免费的。

Czech
Předpokládejme, že máte potřebu pomoci v jeho jazyce, prosím se obejděte 1.855.270.2327 (TTY 711). Příslušné služby jsou volné.

Farsi
توجه: اگر می‌خواهید به زبان خود کمک دریافت کنید، با 1.855.270.2327 (TTY 711) تماس بگیرید. خدمات مخصوص افراد دارای مشکلات صحی و در ارتباط با خدمات بهداشتی و درمانی نیز در 1.855.270.2327 (TTY 711) توسط کمک‌گذار، خدمت رایگان و ۷ روزه می‌شود.

Hindi
कृपया निचे की जानकारी के अनुसार अपना भाषा में सहायता की माँग करें, या तो 1.855.270.2327 (TTY 711) पर कॉल करें। अन्य योजनाओं के साथ सहायता और सेवाएं, जैसे डॉक्टरों से बात करने के लिए किए जा सकते हैं नहीं हैं।

Hungarian

Japanese
注意: 本言語での応答が必要な場合は 1.855.270.2327 (TTY 711) へお電話ください。言語の資料や文字の拡大表示など、障がいをお持ちの方のためのサービスも用意しています。

Korean
우리의 언어방 허용 언어로 도움을 받고 싶으시면 1.855.270.2327 (TTY 711) 번으로 문의해주세요. 사망 또는 화자로 된 문학 및 같이 정거가 있는 물건을 위한 도움과 서비스도 이용 가능합니다. 1.855.270.2327 (TTY 711) 번으로 문의하실시오. 이러한 서비스는 무료로 제공됩니다.

Punjabi
ਪ੍ਰਸਤੁਤਾਂ, ਮੇਂ ਤੁਹਾਡੀ ਵਿੱਚ ਨਾਲ ਸੇਵਾ ਕੀਤੀ ਜਾਂਦੀ ਹੈ। ਤੁਹਾਡੀ ਵਿੱਚ ਨਾਲ ਸੇਵਾ ਕੀਤੀ ਜਾਂਦੀ ਹੈ। 1.855.270.2327 (TTY 711), ਮਕ੍ਰੋਸ ਇਂਡੀਅਸ ਵਿੱਚ ਮਹੀਨੇ ਨੇ ਸੇਵਾ ਕੀਤੀ ਜਾਂਦੀ ਹੈ। ਹਵਾ ਅਤੇ ਪ੍ਰਸਤੁਤਾਂ ਨਾਲ ਸੇਵਾ ਕੀਤੀ ਜਾਂਦੀ ਹੈ। 1.855.270.2327 (TTY 711), ਹਵਾ ਅਤੇ ਪ੍ਰਸਤੁਤਾਂ ਨਾਲ ਸੇਵਾ ਕੀਤੀ ਜਾਂਦੀ ਹੈ।

Russian

Tagalog

Thai
โปรดทราบ: หากคุณต้องการความช่วยเหลือในภาษาท้องถิ่น กรุงเทพมหานครโทรที่ 1.855.270.2327 (TTY 711) นอกจากนี้ กรุงเทพมหานครเรียกความช่วยเหลือทางการแพทย์ของท่านได้ 1.855.270.2327 (TTY 711) ซึ่งท่านสามารถใช้ได้ทุกเวลาทุกวัน.

Vietnamese
Xin vui lòng gọi điện đến số 1.855.270.2327 (TTY 711). Chúng tôi cung cấp hỗ trợ và cung cấp các dịch vụ dành cho người khuyết tật, những tỷ lệ bất thường củaиру và chấn thương (chủ y) và lính cứu hộ (chủ x). Vui lòng gọi số 1.855.270.2327 (TTY 711). Các dịch vụ này đều miễn phí.
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Happy Fall Fun!
A Newsletter for L.A. Care Covered™ Members