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L.A. CARE HEALTH PLAN

Spring 2011

member news



Getting Kids to Eat Healthier!

Kids have a lot on their minds. Eating isn't always at the top of their list of things to do. Also, eating enough of the "right" foods doesn't really matter to them.

Here are a few ideas to help you get your kids to eat healthier:

- Have regular meal times and avoid snacking on junk foods
- Use child-size cups, forks and spoons so your child can eat more easily
- Cut food into bite-size pieces
- Keep only healthy foods in the house, such as fresh fruits and vegetables
- Let your child decide what to eat sometimes: "Do you want corn-on-the-cob or peas?"
- Control portions; it's better to have your child ask for more instead of fighting about "cleaning your plate"
- Try out new foods along with usual foods
- Save sweets for birthdays and holidays
- Pay attention to your own eating habits; if you snack while watching TV, your child will most likely do the same

Get more tips for raising young children in L.A. Care's booklet [A Guide to Giving Your Child a Great Start](#), from your doctor or call L.A. Care.

*See Page 5
for **Better
Food Choices***

10 Easy Ways to Get Your Move On

Moving your body is important to good health, too. Keep moving as much as you can. Anything you can do to make your heart beat faster is great! If you are able, here are easy ways to move more every day:

- 1 Take stairs instead of the elevator or escalator.
- 2 Park far away from the door so you have to walk more.
- 3 Walk the dog or walk around the block.
- 4 Jog or power walk to and from your car or bus stop.
- 5 Lift cans of food or full water bottles.
- 6 Do leg lifts or swing your legs while watching TV.
- 7 Toss cards or coins on the floor and pick them up.
- 8 Kick a ball with the kids, neighbors, or against a solid wall.
- 9 Go inside instead of using the drive-through window.
- 10 Stand up and stretch every chance you get.



Elaine Batchlor, MD

Ask the Doc: What is Asthma?

Asthma is a chronic disease. Your airways can narrow and swell. They produce extra mucus, which makes it hard to breathe. The most common symptoms are constant coughing, wheezing, tightness in the chest, and shortness of breath.

What causes it to flare-up?

Asthma can come and go. Things that can make it worse include: dust, pollen, animal dander, cold dry air, mold, exercise, hay fever, infections, air pollution, strong emotions, stress, some preservatives, allergies, menstrual cycle, smoking, acid reflux, some drugs, chemical fumes, and being overweight.

Was I born with asthma?

It isn't clear why some people get asthma and others don't. It is likely due to both the world around you and if your close relatives have asthma.

What can I do about my asthma?

Asthma can be hard to live with and can be life-threatening. Although there is no cure for asthma, it can be controlled. Treating it early, especially in children, may prevent long-term lung damage and help keep it from getting worse.

To keep asthma under control, it is best to:

- Avoid what causes asthma to flare-up (such as smoking)
- Use medicine your doctor suggests to prevent flare-ups
- Use inhalers to quickly control symptoms when they start
- Work with your doctor. Tell your doctor if you get worse.

Asthma can be hard to live with, but if your doctor suggests it, taking your medicine every day (even when you don't have symptoms) can help you feel well and stay active.

Medicare Members: More News You Can Use

Good news for members of L.A. Care's Medicare Advantage HMO SNP plan!

You can use a new service to get the most benefit from your medicines. L.A. Care's free program also helps keep out-of-pocket costs down.

The program is called Medication Therapy Management (MTM). It has special pharmacists all over Los Angeles County who will check your medicines to make sure you are taking the right drugs for your condition.

This service will be of most benefit for members of L.A. Care Health Plan's Medicare Advantage HMO SNP with more than one health problem, who are taking several medicines, or have high drug costs.

You now have access to more transportation to and from your medical appointments.

Now you can take 36 one-way trips per year instead of 28. The ride must be to or from an address approved by L.A. Care Health Plan.

To find out more or to schedule a ride, please call L.A. Care Health Plan Medicare Advantage HMO SNP Member Services, toll free:



1-888-522-1298
24 hours a day, 7 days a week
(including holidays)
(TTY/TDD only, call 1-866-522-2731)

How to Cope with Allergies

About 40 million people in the U. S. have hay fever or seasonal allergies. They can make you sneeze, have a runny nose or have itchy eyes. Allergies can come from many things:

OUTDOORS			INDOORS		
Grass		Gas fumes		Weeds	
Pollen		Smog		Dust mites	
				Animal dander	
				Smoke or odors	
				Food	
				Cockroaches	

Ways to Be Allergy Free:

- Keep your house clean, including carpets, stuffed toys, pillows and bedding.
- Keep pets outside, or away from the bed and bedroom.
- Vacuum one or two times a week.
- Wear a dust mask while cleaning.
- Use vacuum cleaner air filters to catch dust in the air.
- Keep windows and doors closed, and use an air conditioner, if possible.
- If you have an allergy, be sure to talk to your doctor and take your medicines as directed.

Not Sure It's An Emergency?

Call Your Doctor OR Your Health Plan's 24-hour Nurse Advice Line

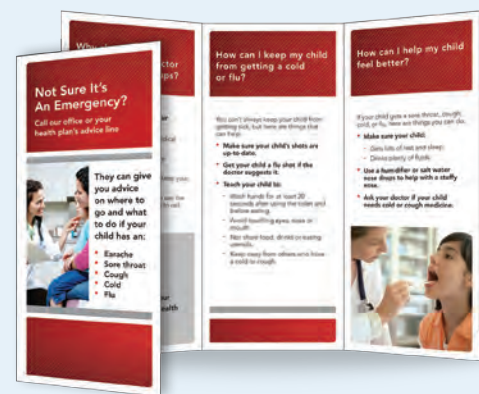
It's 2 a.m. and your 4-year-old daughter has a fever of 102°F.

Should you take her to an emergency room?

- When in doubt, **CALL YOUR DOCTOR** or your health plan's Nurse Advice Line.
- These phone numbers are on your member ID Card.
- You can reach your doctor or the Nurse Advice Line 24 hours a day, 7 days a week.
- Your doctor knows you better than the ER doctor.
- A call to your doctor or the Nurse Advice Line may save you from a long wait in the ER.

You or your child can get sick or injured at any time, so remember these steps:

1. **Call your doctor's office.** Ask for your doctor or the doctor on call.
2. **Call your health plan's 24-hour Nurse Advice Line.** The number is on the back of your member ID card. A caring nurse will help you decide what to do.
3. **Call 911** or go to the nearest emergency room if you think you have a life-threatening condition. After you leave the hospital, make an appointment with your doctor for any follow-up care. This is very important.



Your doctor can give you this brochure with more information.

Nurse Advice Line Numbers

Anthem Blue Cross
1-800-224-0336

Care1st Health Plan
1-800-605-2556

Community Health Plan
1-800-475-5550

Kaiser Permanente
1-888-576-6225

L.A. Care Health Plan
1-800-249-3619

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.

Medi-Cal Members

Anthem Blue Cross

1-888-285-7801

Care1st Health Plan

1-800-605-2556

Community Health Plan

1-800-475-5550

Kaiser Permanente

1-800-464-4000

L.A. Care Health Plan

1-888-839-9909

L.A. Care Health Plan Medicare Advantage HMO SNP

1-888-522-1298

L.A. Care Healthy Families Program and Healthy Kids Members

1-888-839-9909

L.A. Care Compliance Helpline

1-800-400-4889

L.A. Care Family Resource Centers

Inglewood

1-888-213-9374

Lynwood

1-888-525-9693

Visit us online

- Find a doctor, hospital or pharmacy
- Find out about your benefits
- Learn about health topics
- Register for L.A. Care events

These are just some of the things you can find on our Web site. Take a minute to visit www.lacare.org today!

Prevent Accidental Drug Swallowing

Thousands of young children are treated in emergency rooms each year because they swallow drugs by mistake. Drug poisoning can be easily prevented. Here are some tips to help prevent kids from accidentally swallowing pills:

- All drugs (prescriptions, over-the-counter, even vitamins and pain relievers), should have child proof caps.
- Keep drugs high up and out of reach with locks or safety latches on the cabinet door.
- Watch where you keep your purse if you have medicine in it.
- Keep prescriptions in their original containers. Store drugs away from food or household products.
- Pills should always be called “medicine” and never “candy.”
- Don't let kids see you taking medicine since they like to imitate grown-ups.
- Be careful when you get rid of medicine. Make sure your child can't get to it.

If you think someone in your house or a child has swallowed drugs and been poisoned:

- Call the Poison-Control Center at 1-800-222-1222. Tape this number to all phones at home; and add it to your cell phone contacts. Know the child's age and weight. Tell the person who answers as much as you know: what you think your child swallowed, when, and how much. If you have the bottle, take it to the ER, if you are told to go there.
- Don't give anything to make the child vomit.

Whooping Cough & Going to School

Whooping cough can make your child very sick. It is an infection of the lungs. More and more kids are getting this illness here in Southern California. With your help, it can be stopped. The best way is to make sure your kids get all their shots (vaccinations) at the right ages. Children need five doses of the whooping cough (pertussis) vaccine before they turn 6 years old. Because so many kids are getting this disease, a new law says that all older children in grades 7-12 must get a booster shot before the 2011-2012 school year begins. The best place to go for this shot is your doctor's office.

Live Long & Be Healthy

We all want to live long and be healthy! At L.A. Care, we help you learn to take control of your life and be as healthy as you can be.

L.A. Care has Family Resource Centers (FRCs) in Inglewood and Lynwood to help our members and the community. Both centers have many FREE classes and services, including healthy cooking, physical activity and coping with chronic conditions.

There is something for everyone, even for families, as Ruth Delgado says:

“Our doctor said my kids should exercise more. He told us about the Lynwood FRC. We go two times a week for physical fitness and Pilates classes. Their clothes even fit better! I have lost inches. I feel much better now with more energy. We are much healthier and it didn't cost anything.”

To check the schedule of classes at both centers, visit www.lacare.org/members or call 1-888-525-9693 (Lynwood) or 1-888-213-9374 (Inglewood).

Ruth Delgado and her family enjoy exercising at the Lynwood FRC. Below is Ruth with (l-r) her son Jose and daughter Paola (wearing cap), niece Daniela Arbildo (front), and little son Javier.



Making Better Food Choices

Having trouble getting your kids to eat? One of the best things you can do as a parent for your children is to make sure they grow up healthy. To grow up healthy, kids need to give their bodies the right foods. This can be done by replacing a few of the childhood “fun” foods listed here with healthier choices. It makes a big difference.

Instead of. . . .	Try this. . . .
	<p><i>Baked potato (no sour cream), baked potato chips, or vegetables with low-fat dip</i></p> 
	<p><i>Low-fat ice cream, frozen yogurt, yogurt with fruit</i></p> 
	<p><i>Fresh, dried, or canned fruit</i></p> 
	<p><i>Fig bars, graham crackers</i></p> 
	<p><i>Air-popped popcorn (no butter), rice cakes, pita chips</i></p> 
	<p><i>Whole wheat tortilla with low-fat cheese</i></p> 
	<p><i>Diet soda, water, low-fat milk, green tea without sugar</i></p> 
	<p><i>100% fruit juice (limit to 1 cup a day)</i></p> 

Remember, it can take up to 10 times before a child will eat a new food! Keep trying!

Post this chart in your kitchen as a reminder to make better food choices every day.

Get more tips for raising young children in L.A. Care's booklet *A Guide to Giving Your Child a Great Start*, from your doctor or call L.A. Care.

Are You Pregnant or a New Mom?



Text4Baby sends free messages and tips to your cell phone to help you through your pregnancy and your baby's first year. To sign up, text the word **BABY** to 511411. Enter your baby's due date or your baby's birthday and your zip code. You may opt out at any time by texting **STOP** to 511411. To learn more, visit www.text4baby.org.

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 our Web site at www.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 when you have an emergency
- Co-payments and other charges
- How to get prescriptions filled and other pharmacy program information
- What to do if you get a bill

Special programs

- Programs to improve care and services for our members
- Programs for people with a disease, like diabetes 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

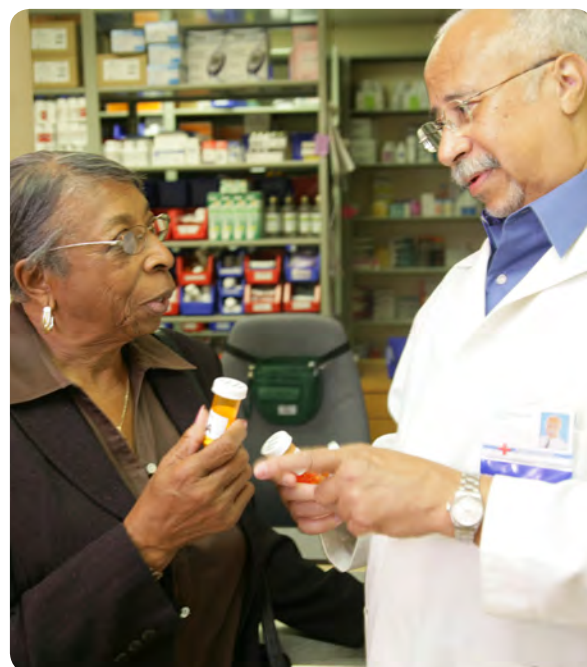
If you would like paper copies, please call us at 1-888-839-9909.

Getting Your Prescriptions Filled

L.A. Care wants you to get your medicines when you need them. To get your prescriptions filled easier, please be sure to:

- Choose a pharmacy that works with your plan(s).
- Bring your prescription to the pharmacy.
- **Bring your Plan's 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 medicines you are taking and any allergies you have to any medicine.
- Ask the pharmacist when you have any questions about your prescriptions.

You may have the option to get a 90-day supply of medicine that you need to take for a long time. These are called maintenance medications, such as pills for high blood pressure or diabetes. These can be mailed either to your home or alternative address through L.A. Care's prescription mail order provider. They can also be picked up at selected pharmacies. Ask your doctor to write 30- and 90- day refill prescriptions for these types of medicines.



Learn about Your Notice of Privacy Practices

L.A. Care's Notice of Privacy Practices lets you know how your protected health information may be routinely used and disclosed, how we protect your information, and how you can access this information.

Your Protected Health Information ("PHI") is health information that contains identifiers, such as your name, Social Security number, or other information that reveals who you are. For example, your medical record is PHI because it includes your name and other identifiers. Your confidentiality is important to us.

L.A. Care Health Plan is required by state and federal law to protect your health information whether it is given to us in oral, written or electronic ways.

You can get a copy of this notice by calling the L.A. Care Privacy Officer at 1-888-839-9909. You can also find it on our Web site at www.lacare.org. To get a copy of this notice in other languages, Braille, large print, or audio (cassette or CD), please also contact the L.A. Care Privacy Officer.

Do You Have a Child with ADHD?

Does your child...

- Have trouble paying attention?
- Have a hard time focusing on one task?
- Become easily distracted?
- Have trouble sitting still for a short time?
- Forget easily?
- Get mad easily?
- Not finish school work or chores?

If this sounds like your child, talk to your doctor.

Your child might have Attention Deficit Hyperactivity Disorder (ADHD). ADHD is when a child has trouble paying attention or sitting still. If not treated, ADHD can cause problems at home, school, and with friends. The cause is not known, but it can run in families.

[How do we treat ADHD?](#)

There is no cure for ADHD, but treatment can help symptoms. Medicine, behavior therapy, and doctor visits may be a part of your child's treatment plan.

Get Medical Help in Your Language

L.A. Care members can get a free interpreter (someone who can speak your language) to help you talk to your doctor. This service is available over the phone and in person whenever you receive medical services. You can also ask for health education materials in your language or in a different format, such as audio (cassette or CD), Braille, and large print.

Tell your doctor what language you prefer to speak and read. If you feel your language needs are not being met, you have the right to file a complaint with L.A. Care.

For more information, ask your doctor or call L.A. Care's Member Services at 1-888-839-9909. Help is available 24 hours a day, 7 days a week.



Get Involved in Your Health Care & Your Community!

Who knows your community's health care needs better than you? If you want to voice your concerns, the Regional Community Advisory Committee (RCAC) is just for you. There are 11 RCACs in Los Angeles County, and they are made up of L.A. Care members, health care providers and people from community-based groups.

At RCAC meetings, you can:

- Share ideas about getting better health care
- Learn about important health topics such as asthma
- Help plan health events
- Learn about health programs
- Tell L.A. Care what you need to help your family stay healthy

How to join a RCAC:

To become a member we require only two things:

1. You must be an L.A. Care Health Plan member or a parent, legal guardian or conservator (at least 18 years old) of an L.A. Care Health Plan member.
2. You want to volunteer and help improve health care in your community.

Being a RCAC member is a great way to get involved. To find a RCAC in your area and find out when it meets, call L.A. Care's Community Outreach and Education department at 1-888-522-2732.

Անվճար թարգմանչապան ծառայություններ խնդրելու կամ ավելի
լեզվով, խոշոր գրվածքով, ձայնագրություն կամ Բրայլի տպագրով
տեղեկություն ստանալու համար, զանգահարեք L.A. Care՝ 1-888-839-9909
կամ TTY 1-866-522-2731 հեռախոսահամարներով:

(Armenian)

如果您需要免費口譯服務, 或需要其他語言版本、大型字體、
音訊或盲文版本的資訊 請致電 L.A. Care 的電話 1-888-839-9909 或
TTY 專用電話 1-866-522-2731。

(Chinese)

To request free interpreting services or for information in another language,
large print, audio or Braille, call L.A. Care at 1-888-839-9909 or TTY 1-866-522-2731.

(English)

جهت درخواست خدمات ترجمه شفاهی بصورت رایگان یا برای دریافت اطلاعات
به زبان دیگر، چاپ بزرگ، فرمت صوتی یا خط بریل، با L.A. Care به شماره تلفن
1-888-839-9909 یا TTY 1-866-522-2731 تماس بگیرید.

(Farsi)

ដើម្បីស្នើសុំសេវាបកប្រែភាសាដោយឥតគិតថ្លៃ ឬ សុំព័ត៌មានជាភាសាមួយផ្សេងទៀត
ឥតគិតថ្លៃ: ព័ត៌មានធំ សំឡេង ឬ ឥតសំឡេងសូមទូរស័ព្ទ L.A. Care លេខ
1-888-839-9909 ឬ TTY 1-866-522-2731 ។

(Khmer)

무료 통역 또는 다른 언어나 큰 글씨, 음성 녹음, 혹은 브라우 점자로 된
자료가 필요하신 분은 L.A. Care, 1-888-839-9909 혹은 TTY 1-866-522-2731 로
전화 주십시오.

(Korean)

Чтобы запросить о предоставлении бесплатных услуг переводчика или о
получении информации на другом языке, напечатанной крупным шрифтом,
записанной в аудио формате или шрифтом Брайля, звоните в L.A. Care по
телефону 1-888-839-9909 или по телетайпу TTY 1-866-522-2731.

(Russian)

Para solicitar servicios de interpretación o pedir información en otro idioma,
letra grande, audio o Braille, llame a L.A. Care al 1-888-839-9909 o
TTY 1-866-522-2731.

(Spanish)

Upang humiling ng libreng serbisyo ng pagsasalín o para sa impormasyon sa
ibang wika, malalaking titik, audio o Braille, tumawag sa L.A. Care sa
1-888-839-9909 o TTY 1-866-522-2731.

(Tagalog)

Để yêu cầu dịch vụ thông dịch hoặc nhận tin tức bằng ngôn ngữ khác, bản
in khổ lớn, băng âm thanh hoặc chữ nổi Braille, xin gọi L.A. Care tại số
1-888-839-9909 hoặc TTY 1-866-522-2731.

(Vietnamese)

Member News is a publication for members of L.A. Care Health Plan. Published two times a year by L.A. Care, Member News goes to members in Medi-Cal, L.A. Care Health Plan Medicare Advantage HMO SNP, Healthy Kids and Healthy Families Programs.

If you want the information contained in this newsletter in another language or in large print, Braille, or audio (cassette or CD) call L.A. Care at 1-888-839-9909 or TTY 1-866-LA-CARE1 (1-866-522-2731).



L.A. Care
HEALTH PLAN®

www.lacare.org

For a Healthy Life

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L.A. Care
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Health or wellness or prevention information

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SPRING 2011

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