



A PUBLICATION FOR
L.A. CARE MEMBERS



L.A. Care
Medi-Cal

MAY 2024

Meals as Medicine

L.A. Care is happy to present the Meals as Medicine program! This program helps members learn about healthy foods and good eating habits. Many who joined said they tried foods they never had before and learned about portion size.

When you join, you get:

- Healthy meals sent straight to your home.
- At least two meals per day for up to 12 weeks, or a produce box.

To join this program, you must be an active L.A. Care Medi-Cal or L.A. Care Medicare Plus (HMO D-SNP) member. Members must be able to receive a meal delivery every week and able to store meals properly.

You must also have one of the following:

- A disease or illness that is long-term. This may include diabetes, cancer, heart failure, or any other high-risk illness that can be helped by a healthy diet.
- A recent discharge from the hospital after treatment.
- Extensive health needs that need to be managed.

If you have a serious food allergy, this program may not be right for you. Other rules may apply.

To learn more, please contact the Health Education Department at (855) 856-6943 (TTY:711). You may call Monday – Friday, 8:00am – 5:00pm.



Medi-Cal Pharmacy Benefits

Medi-Cal Pharmacy Benefits are administered through the fee-for-service delivery system Medi-Cal Rx.

For More Information Please visit the
DHCS Medi-Cal Rx <https://www.medi-calrx.dhcs.ca.gov/home/>
L.A. Care Pharmacy Services <https://www.lacare.org/members/getting-care/pharmacy-services>



Seasonal Fruits and Vegetables

Buying in-season fruits and veggies is a smart choice. They're fresher, tastier, and can be more affordable. Plus, it helps the environment and supports local farmers. So, when you shop, go for those juicy strawberries and crisp bell peppers. Your taste buds and wallet will thank you!

Don't forget to wash them before enjoying.

Here's a list of spring seasonal fruits:

- Apricots
- Artichokes
- Asparagus
- Avocados
- Bell peppers
- Collard greens
- Grapefruits
- Green peas
- Guavas
- Mangos
- Oranges
- Papayas
- Rhubarb
- Strawberries
- Swiss chard

Enjoy the flavors of the season!

Avocado and Grapefruit Salad

Ingredients:

- 1 Grapefruit in sections
- 1 Avocado in cubes

Dressing:

- 2 tablespoon of oil
- 1 teaspoon of vinegar
- 1 teaspoon of honey
- A dash of salt and pepper

Optional: for some crunch use almonds, diced bell peppers, onions, shredded carrots, cucumbers, apples



Community Resource Centers: Wellness at Your Doorstep

Discover a world of opportunities to improve your health and well-being at the L.A. Care and Blue Shield Promise Community Resource Centers.

The centers – which are open to everyone – are your partner to a healthier lifestyle. With many locations throughout Los Angeles County, chances are there is one near you.

Here you will find a variety of free classes and programs for everyone.

For example, you can stay active and energized with dance and fitness classes that make exercise enjoyable.

Manage chronic health conditions through health education classes, equipping you with valuable information to make healthier choices.

Explore the world of nutrition and healthy cooking with classes that guide you toward proper nutrition and hands-on preparation of delicious, health-conscious meals.

Join support groups to connect with others facing similar challenges, fostering mutual support and understanding.

Get in-person healthcare coverage enrollment support, ensuring you have assistance in navigating all of your healthcare options.

The Community Resource Centers are open Monday through Friday from 9:00 am to 5:00 pm.

Visit CommunityResourceCenterLA.org for more information – and embark on a journey to stay active, healthy and informed. Your well-being awaits!



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:

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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

Behavioral Care

Routine appointment (non-urgent): 15 business days (physicians)

Routine appointment (non-urgent): 10 business days (non-physicians)

Non-Urgent Follow-Up Appointment: Within 10 business days of prior appointment (Non-Physicians)

Urgent appointment (no authorization required): 48 hours (non-physicians)

Urgent appointment (requiring prior authorization): 96 hours (physicians)

Life threatening emergency: Immediately

Non-life threatening emergency: 6 hours

Emergency Care: Immediate, 24 hours a day, 7 days per week

After-hours:

Access - After Hours recording or answering service must state emergency instructions to address medical emergencies

Access - After Hours recording or answering service must state a way of contacting the provider

Timeliness - Recording or live person must state that provider will call back within 30 minutes

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 with 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 L.A. Care's 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.



Medi-Cal Ages 26 through 49 Adult Expansion

Moving closer to health equity with Medi-Cal's expansion.

Beginning January 1, 2024, a new law in California will allow adults ages 26 through 49 to qualify for full-scope Medi-Cal, regardless of immigration status. All other Medi-Cal eligibility rules, including income limits, will still apply.

The easiest way to complete your form is online through BenefitsCal.com. If you do not have an account, you can also provide your renewal information by mail, at your local DPSS office, or by calling **1-866-613-3777** (TTY) 1-800-660-4026.

For all other questions related to the Ages 26 through 49 Adult Full Scope Medi-Cal Expansion, please feel free to contact DHCS at AdultExpansion@dhcs.ca.gov

Medi-Cal Renewals

Dear Medi-Cal Members,

The Continuous Coverage Unwinding period is ending, but Medi-Cal renewals will continue. All Medi-Cal members will have their eligibility reviewed once per year. Make sure you and your family stay covered. Some people will be renewed automatically based on the information the Los Angeles County Department of Public Social Services (DPSS) has access to. Others will need to provide additional information. Everyone's renewal date is different.

DPSS will contact you two months before your renewal is due and you can check your renewal month in your online account. Make sure DPSS has your correct mailing address, phone number, and email address, especially if they have changed. If you get a renewal form, you must complete it and submit the additional information it requests. Complete your renewal by the due date printed on the form, if you don't, you will lose your Medi-Cal coverage!

The easiest way to complete your form is online through BenefitsCal.com. If you do not have an account, you can also provide your renewal information by mail, at your local DPSS office, or by calling **1-866-613-3777** (TTY) 1-800-660-4026.

Once you submit your renewal form, DPSS will determine your eligibility and contact you by mail.



Get Money for Groceries: You May Qualify for Cal-Fresh

L.A. Care Medi-Cal member's may qualify for CalFresh and get money for groceries!

Individuals or Families may be eligible for CalFresh benefits if they

Have no income or low income:

Receive Supplemental Security Income/State Supplementary Payment (SSI/SSP)

- Are an immigrant that meets certain criteria
- Receive CalWORKS or General Relief
- Are a U.S. Citizen or a legal resident
- Have limited property

HOW TO APPLY:

- By calling the DPSS Customer Service Center **866-613-3777**
- Online at www.dpss.lacounty.gov, www.benefitscal.com, or www.getcalfresh.org
- In person at any DPSS Office

The CalFresh Program helps to improve the health and well-being of qualified households and individuals by providing them a means to meet their nutritional needs.



The Importance of Developmental Screenings

A child's healthy development is a priority for every parent and caregiver too.

While, each child develops and learns at their own pace, tracking your child's development and talking to your provider, can help ensure they reach their full potential.

Regular developmental screenings is important and the sooner you share your concerns, the earlier your child can get interventions, resources, and services that can help him/her catch up.

The developmental screening usually happens at 9, 18 and 30 months well-child visit. You may be asked by your child's provider to complete a developmental screening at the office, over the phone, or online prior to a well-child visit. Families can complete an Ages and Stages Questionnaire (ASQ) for free and receive same day results.

It is important to contact your child's provider if you are concerned about their development and receive a de-velopmental screening. In addition to screenings, your child may be referred to a specialist for a more in-depth check of their development.

Additional resources are available on [HelpMeGrowLA.org](https://www.HelpMeGrowLA.org) or call **(833) 903-3972**



Pregnancy Programs Just for You

L.A. Care is here to help during your pregnancy! We offer support through our Healthy Pregnancy and Healthy Mom Programs.

To learn more go to lacare.org/pregnancy.

Be sure to see your doctor for prenatal (during pregnancy) visits as soon as you think you are pregnant. Members may earn a **\$40 gift card** for their postpartum (after pregnancy) visit.

L.A. Care also offers doula services. Doulas provide education and support for pregnant and postpartum persons before, during, and after giving birth. Doulas also offer support for pregnancy loss.

Doulas can help with health navigation, breastfeeding, and making a birth plan. Doula services can be virtual or in-person, in any setting.

More information on the benefits of doula services, Please call **1-888-839-9909** (TTY 711) 24 hours a day, 7 days a week, including holidays or visit lacare.org/pregnancy for more information.



Receiving Support with Alcohol, Tobacco & Substance Use

Did you know that drinking alcohol, smoking tobacco, and using other substances is more harmful to your health than you might realize?

Use of these substances can lead to a many different health conditions over time such as liver disease, heart problems, lung cancer, respiratory disorders, and more.

Did you also know that these conditions can be prevented by talking with your Primary Care Provider about your usage?

Talking with your provider at your next visit can help you identify if there is concern about your use of alcohol, tobacco or other substances.

Your provider can also help identify ways to prevent long-term physical health side effects from developing.

Substance Use services include Alcohol and Drug Screening, Assessment, Brief Interventions and Referral to Treatment (SABIRT) that your primary care provider can offer.

This is available for members 11 years old and older, including pregnant women.

If you would like additional support for substance use treatment, please contact the Substance Abuse Services Hotline (SASH) at **844-804-7500**.

L.A. Care Health Plan also has a Smoke Free Tobacco Cessation Program that can help you quit smoking. The Smoke Free Tobacco Program provides resources and support for members who are ready to quit smoking.

Call L.A. Care's Health Education Department at **855-856-6943** to learn more about the Smoke Free Tobacco Program.



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.

Members can access a live Registered Nurse Health Coach (RN/HC) for symptom and condition management support, general health information, resource navigation guidance and more. They can also guide members to resources like telehealth and/or refer them to internal departments such as Care Management, Behavioral Health and Social Services.

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 online free. To access the nurse chat function, go to lacare.org and click on "Member Sign In" to log on.



L.A. Care
HEALTH PLAN®



L.A. Care Works for You

At L.A. Care, we inform, educate, and engage our members.

We want to empower YOU to be well and happy with your health care. We reach more than 2 million members through mail, email, phone, websites, newsletters, and even through your doctor! Let us help you with your health care when and how you need it. Call us at **1.888.839.9909** (TTY 711) 24 hours a day, 7 days a week and holidays. Also, visit our website at lacare.org.



Community Engagement Group

Looking for L.A. Care Members to Join the Community Engagement Group!

Do you want to help improve the healthcare of your family? Would you like to share your thoughts on how L.A. Care can improve health services for its members? If you answered yes, then L.A. Care would like to invite you to join our Community Engagement Group (CEG)!

As a CEG member, you will receive information on L.A. Care's programs, trainings on health topics and skills to help you be an advocate for your community. Best of all, you will meet other members who want to make a difference in improving the health care for over 2 million L.A. Care members in L.A. County! If you are interested in joining the CEG or have questions, please email coeadvisory@lacare.org



Important Numbers

Do you have questions about your benefits? Please see the contact information below to get help and answers.

L.A. Care Health Plan:

L.A. Care Medi-Cal Plan

1.888.839.9909 (TTY 711)

24 hours a day, 7 days a week and holidays

1055 W. 7th Street Los Angeles, CA 90017

L.A. Care PASC-SEIU Health Plan **1.844.854.7272**

(TTY 711) 24 hours a day, 7 days a week and holidays

L.A. Care Medicare Plus

1.833.522.3767 (TTY 711)

24 hours a day, 7 days a week and holidays

L.A. Care Community Resource Centers

(Your Centers for Health and Wellness)

1.877.287.6290 (TTY 711)

L.A. Care Covered

1.855.270.2327 (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 Language/Interpreter Services

1.888.839.9909 (TTY 711)

24 hours a day, 7 days a week and holidays

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

Others:

Transportation Services

(No Cost Medi-Ride to the Doctor)

1.888.839.9909 (TTY 711) >

24 hours a day, 7 days a week

Carelon Behavioral Health

(Behavioral Health Care)

1.877.344.2858

(TTY 1.800.735.2929) carelonbehavioralhealth.com

24 hours a day, 7 days a week

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

In case of emergency, call: 911