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WELL

A NEWSLETTER FOR L.A. CARE  
COVERED™ MEMBERS



L.A. Care  
Covered.



AUGUST 2024

## National Immunization Awareness Month 2024

National Immunization Awareness Month (NIAM) highlights the importance of staying up-to-date on routine vaccinations for people of all ages.

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No matter what you call them — immunizations, vaccines, or shots — we all need them at some point in our lives.

August is National Immunization Awareness Month (NIAM), and it serves as a perfect reminder to get yourself and your children's immunizations up-to-date before the school year kicks off.

Flu shots are a vital immunization to staying healthy and protecting those around you.

- It is a good idea for almost everyone six months of age and older to get a flu shot each year.
- Flu shots are especially important for older adults and people with long-term health issues.
- The best time to get a flu shot is before flu season hits - as early as August or September.
- Older adults should get a pneumonia and COVID shot as well.

Do not wait until you are sick to go to the doctor. Seeing the doctor when you are well allows them to focus on you rather than your illness.

For more information on immunizations and easy-to-read schedules for all ages go to <https://www.cdc.gov/vaccines/schedules/index.html>.

Contact your doctor today to discuss routine vaccinations during National Immunization Awareness Month (NIAM) and throughout the year.



## Get Protected Against Measles

Measles cases are on the rise!

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International travel is a contributing factor to the rise in measles cases, particularly in the United States. Unvaccinated travelers who can contract measles can bring the virus back and placing unvaccinated people, mostly children at risk for getting sick.

Measles symptoms include:

- Fever
- Cough
- Runny nose
- Pink eye
- Rash

Those who are more likely to have serious complications due to measles are:

- Children younger than 5 years of age
- Pregnant people
- People with weakened immune systems

Vaccination of MMR (measles-mumps-rubella) is the best way to prevent measles. The vaccine is two doses and gives lifelong protection:

- The first dose at 12 to 15 months
- The second dose at 4 to 6 years old

Talk to your doctor today to learn more about the MMR (measles-mumps-rubella) vaccination and ensure the best protection for yourself and child.

If you are an adult who have not received two MMR (measles-mumps-rubella) doses, talk to your doctor to discuss vaccination before your international trip.



## Prescription Drugs Listed on L.A. Care Website

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To find out more about L.A. Care list of covered drugs called the Formulary, and monthly updates, visit the <https://www.lacare.org/members/getting-care/pharmacy-services> under “Formulary Updates”.

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.



## Doctor's Orders

Remember to take your medications the same way, everyday!

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## Following-up After a hospital Discharge

Did you know it is important to follow-up with your doctor after leaving the hospital?

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Even after you leave the hospital for help with a mental health condition like anxiety, depression, or after a mental health crisis, you should follow up with your doctor within 7 days. It is important for your doctor to know what is going on with your mental health as well as your physical health in order to get you on the right care plan. Remember, your mental health care doesn't end once you leave the hospital.

Research shows that people who do not attend follow-up care often have poorer health outcomes. And people who do not seek care after discharge are more likely to end up in the hospital again in the same year. Keeping these regular appointments can continue the healing process and help you learn new ways to cope.

If you would like to connect to a mental health provider, call Carelon Behavioral Health at **877-344-2858**. You will get help with a referral to a licensed therapist or psychiatrist.

If you would like help with alcohol or substance use related treatment, call Los Angeles County's Substance Abuse Service Helpline (SASH) at **844-804-7500**. You will be helped by a live person and be presented with options for your recovery.

Remember to follow up with your doctor within 7 days after a hospital discharge. It is the key to maintaining your overall health and wellbeing!



# KICK *i* T

## California

## Start Your Quit Journey!

Have you been thinking about quitting smoking?

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Quitting smoking is not easy. It takes time and a plan. With a good plan and support, your chances of success increase. You can quit whether you smoke cigarettes, vape or chew tobacco by:

- Contacting your doctor about medication to help you quit.
- Attending tobacco workshops through L.A. Care's health and wellness site, My Health in Motion.
- Calling Kick it California, which offers free telephone counseling for those want to quit.

To learn more contact Kick It California:

- Call for English **1-800-300-8086**
- Call for Spanish **1-800-600-8191**
- Click on Website: **[kickitca.org](https://kickitca.org)**

Quitting smoking may be hard, but you do not have to go through it alone. With the right support and determination, you can quit for good.



## Need Language Services?

Understanding your health is important.

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That is why we want to make sure that you can get health care in your language. All these services are free:

- You can receive documents from L.A. Care in your language.
- You can ask for a doctor who speaks your language.
- You can get someone to interpret for you during your doctor visits.

If you want someone to interpret for you during your doctor visit, call us at least 10-15 days before your appointment. We can provide a trained interpreter in any language including American Sign Language.

L.A. Care might ask about your language, race, and ethnicity. We do this to understand what you need and how we can make our services better. But don't worry, this doesn't change any of your healthcare benefits or coverage. We also make sure your private information is safe.

L.A. Care Health Plan Member Services **1-855-270-2327**



## **Nurse Advice Line:**

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Members can speak with a registered nurse 24 hours a day, seven days a week through our Nurse Advice Line (NAL) <https://www.lacare.org/members/getting-care/nurse-advice-line>





## **Community Engagement Group**

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

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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](mailto:coeadvisory@lacare.org)



## Important Numbers

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

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### L.A. Care Health Plan

L.A. Care Covered

**1.855.270.2327** (TTY 711)

Monday – Friday, 9 a.m. – 5 p.m.

### L.A. Care Medi-Cal Plan

**1.888.839.9909** (TTY 711)

24 hours a day, 7 days a week and holidays

1200 W. 7th Street Los Angeles, CA 90017

### L.A. Care Medicare Plus

**1.833.522.3767** (TTY 711)

24 hours a day, 7 days a week and holidays

### 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 Community Resource Centers

(Your Centers for Health and Wellness)

**1.877.287.6290** (TTY 711)

### 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

**1.855.270.2327** (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:

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

### TelaDocR

**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**