



OCTOBER 2024

October is National Healthy Lung Month

Keeping Your Lungs Healthy in Los Angeles

Living in Los Angeles means you need to take good care of your lungs, especially as you get older. The air isn't always clean, but you can do a few things to keep your lungs healthy.

- **Avoid Smoking:** Don't smoke, and stay away from other people's smoke. Smoking is bad for your lungs, and even being around smoke can hurt them. If you want to stop smoking, check out resources like Kick It California for support.
- **Stay Inside on Smoggy Days:** Sometimes, the air in Los Angeles gets really dirty. On those days, check the Air Quality Index (AQI) on AirNow and try to stay indoors as much as you can.
- **Exercise Safely:** Regular exercise like walking, swimming, or biking is great for your lungs. Just make sure to do it in clean air, like indoors or in areas where the air is fresh.
- **Keep Your Home Clean:** Keep your house free from dust, mold, and other things that can make the air dirty. Using an air purifier and keeping windows open when the air is clean can help too.
- **Stay Up-to-Date with Doctor Visits and Shots:** See your doctor regularly and get your flu shot every year. Getting a pneumonia vaccine is also important to protect your lungs from infections.

By doing these things, you can help keep your lungs strong and enjoy life in Los Angeles more.



Prevention is Power: Get Screened for Cancer

Taking care of your health starts now!

See your doctor for a yearly exam today even if you do not feel sick! L.A. Care and your doctor want to remind you of the importance of getting routine cancer screening.

- **Breast Cancer Screening:** People with breast tissue should have a mammogram every two years.
- A mammogram is an x-ray that looks for breast cancer. Some people may need them earlier.
- **Cervical Cancer Screening:** You may be due for Pap test and/or HPV test if you are between the ages of 21-65 and have a cervix. The recommended screening varies by age.
- **Colorectal Cancer Screening:**
Col-orectal cancer screening is now recommended starting at age 45.
screened
– you can even do it at home with at-home test kit.

Call your doctor today to find out which screening option is right for you.

Take time out of your busy schedule for your health. Your loved ones will thank you.

Schedule your appointment today!



Fight the Flu and Covid-19

Get Vaccinated This Season!

Protect yourself and your loved ones this season by getting your flu and Covid-19 shots. The shots are updated each year to give the best protection. Just show your L.A. Care member ID card at your local pharmacy or doctor's office.

Here are other tips to prevent from getting sick this season.

- Stay away from those who are sick and stay home when you are sick.
- Wash your hands or use hand sanitizer often.
- Avoid touching your eyes, nose or mouth.
- Cough into your sleeve to stop the spread of germs.

Keep yourself and family healthy this season!



Flu Myth's Busted!

Watch Now! : <https://www.youtube.com/watch?v=cjGXkKwy0n4>



L.A. Care
H E A L T H P L A N[®]

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

BEHAVIORAL CARE



Routine appointment
(non-urgent):
15 BUSINESS DAYS
(PHYSICIANS)



Non-urgent follow-up appointment:
10 WITHIN 10 BUSINESS DAYS OF PRIOR
APPOINTMENT (NON-PHYSICIANS)



Routine appointment
(non-urgent):
10 BUSINESS DAYS
(NON-PHYSICIANS)



Urgent appointment
(no authorization required):
48 HOURS (NON-PHYSICIANS
& PHYSICIANS)

BEHAVIORAL CARE (Continued)



Life threatening emergency:
IMMEDIATELY



Non-life threatening emergency:
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.



October is Health Literacy Month

It is important to understand health information so you can make smart choices about your health. Health literacy helps us prevent illness, understand what doctor's say, and figure out the best ways to take care of our families and ourselves.

Sometimes, health words and ideas can be confusing. These are some easy ways to learn more and feel confi-dent about your health:

- **Ask Questions:** Whenever you visit your doctor or pharmacist, ask questions until you understand every-thing they say.
- **Read Up:** Look for information in places like health brochures or trustworthy websites.
- **Talk About It:** Share what you learn with friends or family. Talking helps you remember better.

It is okay to ask for help understanding health information. You are taking a big step towards a healthier life just by wanting to learn more!



Following-up After a Hospital Discharge

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

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 30 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 within 30 days 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 after all hospital discharges. It is the key to maintaining your overall health and wellbeing!



Nurse Advice Line

<https://www.lacare.org/members/getting-care/nurse-advice-line>



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](https://www.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