L.A. Care Covered™
For All of L.A.

SUMMER 2017

stay well

A Newsletter for L.A. Care Covered™ Members

Make Summer Safe for Kids

Summer is a great time for children to enjoy indoor and outdoor activities. Whether they are young children or teens, learn ways to keep them safe and healthy while they enjoy the summer fun.

Here are some safety tips to keep in mind:

Master water safety

Water-related activities are popular and have many health benefits.

- Teach your children about water safety.
- Always supervise children when in or around water. A responsible adult should constantly watch young children.
- Teach children to swim. Formal swimming lessons can help protect them from drowning.
- Learn cardiopulmonary resuscitation (CPR). Your CPR skills could save someone's life.
- Install a four-sided fence around home pools.
- Wear a properly fitted life jacket every time you and your loved ones are on the water.

Beat the heat and sun

Heat-related illness happens when the body's temperature control system is overloaded. Infants and children up to 4 years of age are at greatest risk. Even young and healthy people can get sick from the heat if they participate in strenuous physical activities during hot weather.

- Never leave infants, children, or pets in a parked car, even if the windows are open.
- Dress infants and children in loose, lightweight, light-colored clothing.
- Schedule outdoor activities carefully for morning and evening hours.
- Stay cool with cold showers or baths.

If your child has symptoms of a heat-related illness such as muscle cramping, weakness, heavy sweating, fainting, nausea or cold, pale or clammy skin, seek medical care immediately.

Your family's health is our priority. If you have questions or need more information, call Member Services at 1.855.270.2327 (TTY 711). You can also call the Nurse Advice Line at 1.800.249.3619 (TTY 711) to talk to a nurse 24 hours per day, 7 days per week. However, if you have a medical emergency and need help right away, dial 911 or go to your nearest Emergency Room.

Source: cdc.gov

Family Resource Centers

Bring Your Family and Friends!

This summer come check out the L.A. Care Family Resource Centers (FRCs). Our FRCs are a fun and engaging space to learn, prevent, and improve your health. The Centers offer health education and exercise classes that are **free** and **open to everyone**. You and your family can sign up for CPR, Dance, Cooking, Yoga, Zumba®, Parenting, Children's classes, and much more. Classes are offered in English and Spanish and free child care is provided while you attend a class. L.A. Care members can attend an orientation, request a member ID card, and get help choosing a doctor or making an appointment.

There are five FRCs conveniently located throughout Los Angeles County:

Pacoima
In the Zocalito Plaza
10807 San Fernando Road
Pacoima, CA 91331

Phone: 1.213.438.5497
Mon-Fri 10 a.m. – 7 p.m.
Sat 9 a.m. – 2 p.m.

Palmdale
In the Towne Square
2072 E. Palmdale Blvd.
Palmdale, CA 93350

Phone: 1.213.438.5580
Mon-Fri 10 a.m. – 7 p.m.
Sat 9 a.m. – 12 p.m.

Boyle Heights
The Wellness Center at
the Old General Hospital
1200 N. State St. Ste., 1069
Los Angeles, CA 90033

Phone: 1.213.294.2840
Mon-Fri 8:30 a.m. – 5 p.m.
Sat 9 a.m. – 12 p.m.

Lynwood
In Plaza Mexico
3180 E. Imperial Highway
Lynwood, CA 90262

Phone: 1.310.661.3000
Mon-Fri 10 a.m. – 6:30 p.m.
Sat 9 a.m. – 2 p.m.

Inglewood
Corner of Century and Crenshaw
3111 W. Century Blvd. Ste.,100
Inglewood, CA 90303

Phone: 1.310.330.3130
Mon-Fri 10 a.m. – 7 p.m.
Sat 9 a.m. – 12 p.m.

Visit an L.A. Care Family Resource Center today or view the calendar of activities on our website at **lacare.org/frc**. For more information, call 1.877.287.6290.

Words to Live By

The greatest wealth is health. - Virgil

Earn Rewards for Healthy Living

L.A. Care offers rewards* for taking steps to improve your health! Healthy choices earn points that can be traded for gift cards to one or more stores of your choice. The rewards program is part of the My *Health In Motion*™ wellness site on L.A. Care *Connect*™.

On the My *Health In Motion*™ site, you'll find personalized tools such as meal plans and recipes, workout tips and videos, and interactive online workshops on topics like managing stress, headaches, and asthma. You can even work one-on-one with a health coach and ask a dietitian or personal trainer questions.

Here's how to earn points that can be traded for gift cards (1 point = $1):

- Take your Health Appraisal survey – **40 points**
- Sign up for Health Coaching, set goals, and report your progress – **25 points**
- Complete a six-week online workshop for tobacco cessation or weight management – **75 points**

To get started, go to lacare.org and click on "Member Sign In." Sign in and then click on the "My *Health In Motion*" tab. Start your profile, take your Health Appraisal, and earn points for gift cards.

To qualify for rewards, you must be at least 18 years old, enrolled in L.A. Care *Covered*™ , and up to date on your premium payments.

*The My *Health In Motion*™ Rewards Program may be modified or terminated at any time, with or without notice, at L.A. Care's sole discretion.

Start Your Summer off Right by Protecting Your Skin

The skin is our body's largest protective organ and can be easily damaged by sunlight. Use water-resistant, broad spectrum sunscreen with a Sun Protection Factor (SPF) of 30 or more. Sunburn occurs when our skin is overexposed to sunlight. The sun's rays can damage the skin in less than 15 minutes. Sunburn can also occur on cloudy days because the sun's ultraviolet (UV) rays are strong enough to pass through the clouds. It can lead to skin cancer, regardless of skin color.*

Get helpful tips about protecting your skin from the sun by calling the Nurse Advice Line at 1.800.249.3619 (TTY 711). Talk to a nurse 24 hours per day, 7 days per week. You can also chat with a nurse online for free or listen to the audio library to learn more about many different health topics. Please visit **lacare.org** and log onto the member sign-in to access the nurse chat function.

*Source: skincancer.org

Take Care of Your Mental Health!

Mental health refers to how you feel, think, and act. It consists of the way you feel about yourself and your ability to manage your emotions and handle difficulties. Anxiety is a word to describe the feeling of worry, tension, or even fear.

Anxiety is normal. We all worry at times about things such as money, family, or our health. Anxiety can also come from good things, such as getting married, a new job, or moving.

When does anxiety become a concern?

If your worrying does not go away or interferes with your life, you may have a behavioral illness. Ask your doctor for help. He or she can refer you to an expert. You can get better.

What are some signs of anxiety?

In your mind:

- Worry or fear
- Having trouble focusing
- Feeling impatient or irritable

In your body:

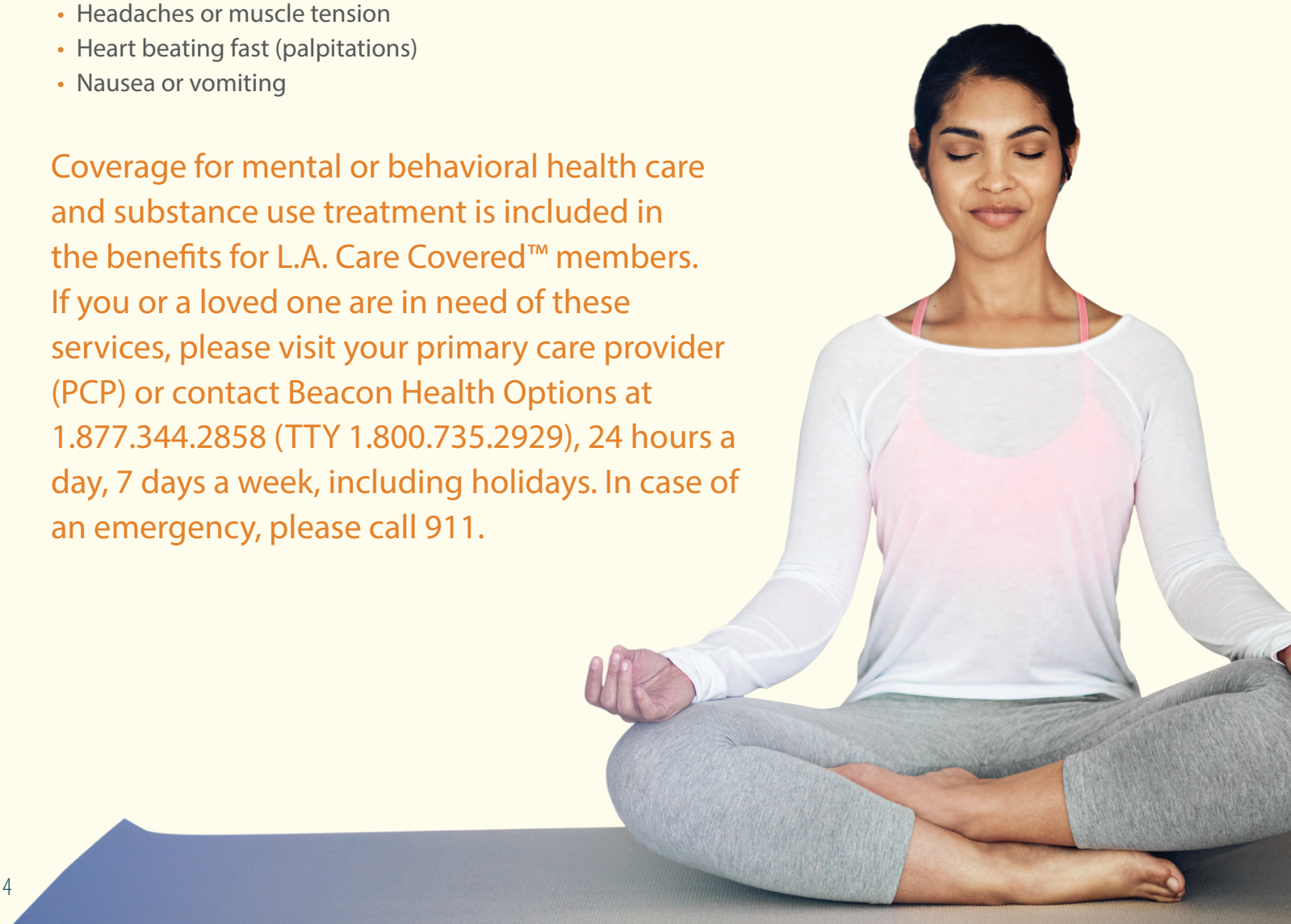
- Headaches or muscle tension
- Heart beating fast (palpitations)
- Nausea or vomiting

What can I do about anxiety?

- Exercise on most days of the week
- Eat healthy foods
- Talk about issues with people you care about and trust
- Think positively
- Pray or meditate (think deeply or spiritually)

Many people think they are born worriers or that they can "handle it." However, anxiety is real. Some people may need to talk to a health care professional or take medicine.

Coverage for mental or behavioral health care and substance use treatment is included in the benefits for L.A. Care Covered™ members. If you or a loved one are in need of these services, please visit your primary care provider (PCP) or contact Beacon Health Options at 1.877.344.2858 (TTY 1.800.735.2929), 24 hours a day, 7 days a week, including holidays. In case of an emergency, please call 911.



Keep Your Plan Working

Do You Need Help Getting Care in Your Language?

You have the right to no-cost interpreting services, including American Sign Language. L.A. Care Covered™ provides these services 24 hours a day, 7 days a week. It is important to use a professional interpreter at your medical appointment. You should not use friends, family, or children to interpret for you, except in an emergency.

How to Access Interpreting Services:

Call Member Services at 1.855.270.2327 (TTY 711) **at least** 10 business days prior to your appointment.

For in-person interpreting services, please tell us:

- **Who:** Is the appointment for you, or for your child?
- **What:** What kind of doctor are you seeing? Do you want a male or female interpreter?
- **When:** What time is your appointment? When do you want the interpreter to be there?
- **Where:** Where is your appointment? What is the address? Is there a specific building?
- **Why:** What is this appointment for? Follow up? Consultation? Medical Visit?

Offering interpreting services is one way L.A. Care Covered™ makes sure you understand your health and your doctor.

Medical Identity Theft: Protect Yourself!

You could become a victim of medical identity theft if someone gets your medical ID or Social Security number. Once they have it, they can use it to see the doctor, buy prescription drugs, or submit fake bills in your name. Medical identity theft can also damage your credit rating and harm your health. If false information gets into your medical records, you may get the wrong treatment. Here are some ways to protect yourself against medical identity theft:

- Do not trust strangers who offer free or discounted medical services.
- File paperwork and shred what you do not need.
- Keep your insurance and Social Security numbers safe.
- Never share your information with persons who say they are bill collectors. If they really are bill collectors, they will already have your information.
- Review your medical bills and statements, and your Explanations of Benefits. Check for items or services you did not receive. If you see something strange or wrong, call your health care provider.

If you have questions about your bill and/or Explanation of Benefits, or think there is a mistake, please call Member Services at 1.855.270.2327 (TTY 711).

Are You Ready to Live Smoke-Free?

Formulary with Quantity Limit; OTC
Nicotine Patch (Nicoderm equivalent)
Nicotine Gum (Nicorette equivalent)
Nicotine Lozenge (Commit equivalent)
Nicotine Kit
Formulary with Quantity Limit
Nicotrol Nasal Spray
Nicotrol Inhaler
Bupropion SR (Zyban equivalent)
Chantix Pak; Chantix Tab

L.A. Care Health Plan encourages you to live a smoke-free life. Smoking affects your health, loved ones, lifestyle, and appearance. Quitting can improve your health and lower your risk for health problems. Smoking causes heart attacks, lung cancer, and even death.

Talk to your doctor about a quit plan. Ask for help on how to control your cravings. Some doctors prescribe drugs that work like nicotine and can help you quit over time. These drugs are called nicotine replacement therapy or smoking cessation drugs. A combination of a long lasting (nicotine patch) and a short lasting (nicotine gum, lozenge, spray, or inhaler) drug has been shown to help people quit.

We cover prescription and over-the-counter drugs that can help you quit. Over-the-counter drugs need a prescription from your doctor in order to be covered.

You can get smoking cessation drugs at any L.A. Care network pharmacy and do not need to prove to your doctor or pharmacist that you have been counseled about the drug. You do not need to try one type of smoking cessation drug before you can get another.

Electronic cigarettes are not safe or effective over time to help you quit smoking.

For getting help to quit smoking or for information about covered drugs that can help you quit smoking, call Member Services at 1.855.270.2327 (TTY 711). You may also visit **lacare.org** for a list of covered drugs in the Formulary.

Please visit CDC.gov/tips or Smokefree.gov for more resources to help you quit smoking.

Keep Track of Your Medications While on Vacation

Whether at home or traveling, always take your medications as prescribed by your doctor. Being aware of the following important tips will help you enjoy your vacation and stay healthy!

- ✓ At least a week before leaving, check your prescriptions to be sure you have enough to last through your vacation. If not, have your prescription(s) refilled.
- ✓ Make a list of your medications by name, strength, and directions. Do not pack the list in your luggage — keep it with you.
- ✓ Even if you use a pill box, keep your medication in the original container until you arrive at your destination. Then you can put them in your pill box.
- ✓ Keep your medication in your carry-on bags. If checked luggage is lost or delayed, you will have what you need. Don't miss a dose just because you are in transit.
- ✓ If you need to fill a prescription while traveling in the U.S., you can go to the nearest pharmacy and request a vacation supply. The pharmacy will have to call L.A. Care to get an "okay" to give you the vacation supply. You can get it one time per calendar year.
- ✓ If leaving the U.S., be sure your medicine is allowed in the destination country.
- ✓ Always travel with your medical insurance card.

To find out more about the L.A. Care list of covered drugs called the Formulary, and monthly Formulary updates, visit the L.A. Care website at lacare.org. You will also find information about: Formulary limits or quotas, generic and brand medications, restriction on medication coverage, medication request process, drug preferences, and how to use the Formulary.

Celebrating 20 Years
of Providing Health Care in Los Angeles County
1997-2017

About L.A. Care Health Plan

L.A. Care Health Plan (Local Initiative Health Authority of Los Angeles County) is a public entity and community-accountable health plan serving residents of Los Angeles County since 1997 through a variety of health coverage programs including L.A. Care Covered™, L.A. Care Covered *Direct*™, Medi-Cal, L.A. Care Cal MediConnect Plan, and PASC-SEIU Homecare Workers Health Care Plan.

L.A. Care is a leader in developing new programs through innovative partnerships designed to provide health coverage to vulnerable populations and to support the safety net. With more than 2 million members, L.A. Care is the nation's largest publicly operated health plan.

It is L.A. Care Health Plan's 20th Anniversary of serving our members across Los Angeles County. We are here for you at each step of the way and at every stage of life. L.A. Care is committed to helping you get quality health care and reach your health and wellness goals. Thank you for being an L.A. Care Covered member. We look forward to serving you for many more years.

Important Phone Numbers

L.A. Care Covered™ Member Services
1.855.270.2327 (TTY **711**)

L.A. Care Compliance Helpline
(to report fraud or abuse)
1.800.400.4889

L.A. Care Language/Interpreter Services
1.888.839.9909 (TTY **711**)

L.A. Care Nurse Advice Line
(for non-emergency medical advice)
1.800.249.3619 (TTY **711**)

Beacon Health Options
(behavioral health care)
1.877.344.2858 (TTY **1.800.735.2929**)

L.A. Care Covered™
For All of L.A.

COVERED CALIFORNIA

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Celebrating 20 Years

of Providing Health Care in Los Angeles County

1997-2017

It is L.A. Care Health Plan's 20th Anniversary of serving our members. Thank you for being an L.A. Care Covered member!

English Free language assistance services are available. You can request interpreting or translation services, information in your language or in another format, or auxiliary aids and services. Call L.A. Care at 1.855.270.2327 (TTY 711), 24 hours a day, 7 days a week, including holidays. The call is free.

Arabic خدمات المساعدة اللغوية متاحة مجانًا. يمكنك طلب خدمات الترجمة الفورية أو الترجمة التحريرية أو معلومات بلغتك أو بتنسيق آخر أو مساعدات وخدمات إضافية. اتصل بـ L.A. Care على الرقم 1.855.270.2327 (TTY 711) على مدار الساعة وطوال أيام الأسبوع، بما في ذلك أيام العطلات. المكالمة مجانية.

Armenian Տրամադրելի են լեզվական օգնության անվճար ծառայություններ: Կարող եք խնդրել բանավոր թարգմանչական կամ թարգմանչական ծառայություններ, Ձեր լեզվով կամ տարբեր ձևաչափով տեղեկություն, կամ օժանդակ օգնություններ և ծառայություններ: Զանգահարեք L.A. Care 1.855.270.2327 համարով (TTY 711), օրը 24 ժամ, շաբաթը 7 օր, ներառյալ տոնական օրերը: Այս հեռախոսազանգն անվճար է:

Chinese 提供免費語言協助服務。您可申請口譯或翻譯服務，您使用之語言版本或其他格式的資訊，或輔助援助和服務。請致電 L.A. Care 電話 1.855.270.2327（TTY 711），服務時間為每週 7 天，每天 24 小時（包含假日）。上述電話均為免費。

Farsi خدمات رایگان امداد زبانی موجود می باشد. می توانید برای خدمات ترجمه شفاهی یا کتبی، اطلاعات به زبان خودتان یا فرمت دیگر، یا امدادها و خدمات اضافی درخواست کنید. با L.A. Care به شماره 1.855.270.2327 (TTY 711) تماس بگیرید. این تماس رایگان است. در 24 ساعت شبانروز و 7 روز هفته شامل روزهای تعطیل تماس بگیرید.

Hindi मुफ्त भाषा सहायता सेवाएं उपलब्ध हैं। आप दुभाषिया या अनुवाद सेवाओं, आपकी भाषा या किसी अन्य प्रारूप में जानकारी, या सहायक उपकरणों और सेवाओं के लिए अनुरोध कर सकते हैं। आप L.A. Care को 1.855.270.2327 (TTY 711) नंबर पर फ़ोन करें, दिन में 24 घंटे, सप्ताह में 7 दिन, छुट्टियों सहित। कॉल मुफ्त है।

Hmong Muaj kev pab txhais lus pub dawb rau koj. Koj tuaj yeem thov kom muab cov ntaub ntawv txhais ua lus lossis txhais ua ntawv rau koj lossis muab txhais ua lwm yam lossis muab khoom pab thiab lwm yam kev pab cuam. Hu rau L.A. Care ntawm tus xov tooj 1.855.270.2327 (TTY 711), tuaj yeem hu tau txhua txhua 24 teev hauv ib hnub, 7 hnub hauv ib vij thiab suab nrog cov hnub so tib si, tus xov tooj no hu dawb xwb.

Japanese 言語支援サービスを無料でご利用いただけます。通訳・翻訳サービス、日本語や他の形式での情報、補助具・サービスをリクエストすることができます。L.A. Careまでフリーダイヤル1.855.270.2327 (TTY 711) にてご連絡ください。祝休日を含め毎日24時間、年中無休で受け付けています。

Khmer សេវាជំនួយខាងភាសា គឺមានដោយឥតគិតថ្លៃ។ អ្នកអាចស្នើសុំ សេវាបកប្រែផ្ទាល់មាត់ ឬការបកប្រែ ស្នើសុំព័ត៌មានជាភាសាខ្មែរ ឬជាទំរង់ មួយទៀត ឬជំនួយជ្រាបចំជ្រែង និងសេវា។ ទូរស័ព្ទទៅ L.A. Care តាមលេខ 1.855.270.2327 (TTY 711) បាន 24 ម៉ោងមួយថ្ងៃ 7 ថ្ងៃ មួយអាទិត្យ រួមទាំងថ្ងៃបុណ្យផងៗ។ ការហៅនេះគឺឥតគិតថ្លៃឡើយ។

Korean 무료 언어 지원 서비스를 이용하실 수 있습니다. 귀하는 통역 또는 번역 서비스, 귀하가 사용하는 언어 또는 기타 다른 형식으로 된 정보 또는 보조 지원 및 서비스 등을 요청하실 수 있습니다. 공휴일을 포함해 주 7일, 하루 24시간 동안 L.A. Care, 1.855.270.2327(TTY 711)번으로 문의하십시오. 이 전화는 무료로 이용하실 수 있습니다.

Panjabi ਪੰਜਾਬੀ: ਮੁਫ਼ਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ।ਤੁਸੀਂ ਦੁਭਾਸ਼ੀਆ ਜਾਂ ਅਨੁਵਾਦ ਸੇਵਾਵਾਂ, ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਣਕਾਰੀ ਜਾਂ ਕਿਸੇ ਹੋਰ ਫੋਰਮੈਟ ਵਿੱਚ, ਜਾਂ ਸਹਾਇਕ ਉਪਕਰਣਾਂ ਅਤੇ ਸੇਵਾਵਾਂ ਲਈ ਬੇਨਤੀ ਕਰ ਸਕਦੇ ਹੋ। L.A. Care ਨੂੰ 1-855-270-2327 (TTY 711) ਨੰਬਰ ਉੱਤੇ ਕਾਲ ਕਰੋ, ਇੱਕ ਦਿਨ ਵਿੱਚ 24 ਘੰਟੇ, ਹਫ਼ਤੇ ਵਿੱਚ 7 ਦਿਨ, ਛੁੱਟੀਆਂ ਸਮੇਤ। ਕਾਲ ਮੁਫ਼ਤ ਹੈ।

Russian Мы предоставляем бесплатные услуги перевода. У Вас есть возможность подать запрос о предоставлении устных и письменных услуг перевода, информации на Вашем языке или в другом формате, а также вспомогательных средств и услуг. Звоните в L.A. Care по телефону 1.855.270.2327 (TTY 711) 24 часа в сутки, 7 дней в неделю, включая праздничные дни. Этот звонок является бесплатным.

Spanish Los servicios de asistencia de idiomas están disponibles de forma gratuita. Puede solicitar servicios de traducción e interpretación, información en su idioma o en otro formato, o servicios o dispositivos auxiliares. Llame a L.A. Care al 1.855.270.2327 (TTY 711), las 24 horas del día, los 7 días de la semana, incluso los días festivos. La llamada es gratuita.

Tagalog Available ang mga libreng serbisyo ng tulong sa wika. Maaari kang humiling ng mga serbisyo ng pag-interpret o pagsasaling-wika, impormasyon na nasa iyong wika o nasa ibang format, o mga karagdagang tulong at serbisyo. Tawagan ang L.A. Care sa 1.855.270.2327 (TTY 711), 24 na oras sa isang araw, 7 araw sa isang linggo, kabilang ang mga holiday. Libre ang tawag.

Thai มีบริการช่วยเหลือภาษาฟรี คุณสามารถขอรับบริการการแปลหรือล่าม ข้อมูลในภาษาของคุณหรือในรูปแบบอื่น หรือความช่วยเหลือและบริการเสริมต่าง ๆ ได้ โทร L.A. Care ที่ 1.855.270.2327 (TTY 711) ตลอด 24 ชั่วโมง 7 วันต่อสัปดาห์รวมทั้งวันหยุด โทรฟรี

Vietnamese Có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Quý vị có thể yêu cầu dịch vụ biên dịch hoặc phiên dịch, thông tin bằng ngôn ngữ của quý vị hoặc bằng các định dạng khác, hay các dịch vụ và thiết bị hỗ trợ ngôn ngữ. Xin vui lòng gọi L.A. Care tại 1.855.270.2327 (TTY 711), 24 giờ một ngày, 7 ngày một tuần, kể cả ngày lễ. Cuộc gọi này miễn phí.

Stay Well is a newsletter by L.A. Care for L.A. Care Covered™ members.

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For All of L.A.