



What's on Your Plate?

Choosing a balanced diet is among the choices you can make to live a healthy lifestyle. A healthy eating plan that helps you manage your weight includes a variety of foods.

If "healthy eating" makes you think about the foods you can't have, try focusing on all the new foods you can eat:

- **Fresh, frozen, or canned fruits** - don't think just apples or bananas. Fresh, frozen, or canned fruits are great choices. Be sure to try some "exotic" fruits, too.
- **Fresh, frozen, or canned vegetables** - try something new. Commit to going to the produce department and trying a new vegetable each week.
- **Calcium-rich foods** - you may think of a glass of low-fat or fat-free milk when deciding to "eat more dairy products." Choose low-fat and fat-free yogurts without added sugars as an option
- **A new twist on an old favorite** - if your favorite food is breaded fish or fried chicken, try healthier variations by baking or grilling. Search the internet and magazines for recipes with fewer calories.

Words to Live By

A positive outlook reinvigorates the mind and soul. - Garnet Hill

Do I have to give up my favorite comfort foods?

No! You can enjoy your favorite foods even if they are high in calories, fat or added sugars. The key is eating them only once in a while, smaller portions and balancing them with healthier foods and more physical activity.

We wish you a Happy Thanksgiving! If you have questions or need more information, call Member Services at 1.855.270.2327 (TTY 711).

Source: cdc.gov





Take Care of Your Health

October is Breast Cancer Awareness Month. Breast cancer affects breast tissue, and both women and men can get it. However, breast cancer is much more common in women. Other than skin cancer, breast cancer is the most common cancer among women in the United States. Some women are at higher risk than others because of their personal or family medical history.

Women between the ages of 50 and 74 should get a mammogram every two years. Average-risk women who are 40 to 49 years old should talk to their doctor about when to start and how often to get a screening mammogram.

A mammogram is an X-ray that screens for breast cancer and is free for L.A. Care Covered™ members. It is the best way to find cancer and help save your life. You do not need an authorization or referral. Your doctor's office can refer you to a mammography center in your area.



Your health is our priority. Call your doctor to find out how you can schedule your mammogram appointment today. Encourage your family and friends to do the same.

Source: cdc.gov

Trick or Treat?

Fall celebrations like Halloween and Harvest Day are fun times to dress up in costumes, enjoy parties, and eat yummy treats.



Treat yourself but don't let your health get tricked! Here are a few ways to stay safe and healthy:

- 1. Get Moving** - Carve out time to be active between get-togethers and trick-or-treating in the neighborhood.
- 2. Eat Well** - Give yourself and your guests healthier choices and nutritious treats.
- 3. Keep Your and Your Family's Bite Healthy** - Care for teeth the right way - brush with a fluoride toothpaste every day.

- 4. Play It Safe** - Watch out for cars, use reflective gear, walk with a group, and carry a flash light.
- 5. Scare Away the Flu and Colds** - Don't get spooked by the flu! Wash your hands frequently and get a flu vaccine, too!
- 6. Don't Be a Zombie** - Sleep is important - even on Halloween! It supports good health and helps fight disease.
- 7. Be Afraid of Smoking** - Keep your activities smoke and tobacco free. Smoking harms nearly every organ of the body, causing many diseases.

Follow these tips for a healthy, safe, and Happy Halloween!

For more information, visit www.cdc.gov/family/halloween/



November Is National Diabetes Month

One in 11 Americans has diabetes — that's more than 29 million people. Diabetes is a condition in which your body has too much glucose (sugar) in the blood. The body uses sugar from the food we eat for energy. A hormone called insulin helps the sugar move from the blood into the cells.

With diabetes, either there is not enough insulin or it isn't being used the right way. The sugar then builds up in the blood. This is called high blood sugar. Over time, high blood sugar can cause blindness, nerve damage, kidney disease, and other health complications if it's not controlled.

L.A. Care Covered™ gives our members access to L.A. Cares About Diabetes®. With the right care, people with diabetes can live longer, healthier lives. As part of the program, eligible members can get information about what causes diabetes, how to eat right and stay healthy, how to measure their blood sugar, how to keep their diabetes under control, and how to take diabetes medicines. Members can talk to nurses, health educators and dietitians. They also have access to educational materials and health classes.



Call 1.877.796.5878 (TTY 711)
Monday through Friday, 8 a.m. to
4 p.m., if you have questions
about diabetes or want to enroll
in L.A. Cares About Diabetes®.

Steps to Fight the Flu

Flu season is here! Get a FREE flu shot to prevent getting sick. It's simple. Go to your doctor or any of our network pharmacies such as Walgreens, Rite Aid and CVS, and show your member ID card. Questions? Call 1.855.270.2327 (TTY 711).



What Is Depression?

Depression is a health condition that affects your feelings, thoughts and ability to carry out your daily activities. Depression can also be treated.

People with depression may have difficulty getting up in the morning, and feel very tired during the day. They can also lose hope for the future. Often depressed people want to stay away from others. Depression can also make it hard to pay attention or to complete a task.

Common signs of depression:

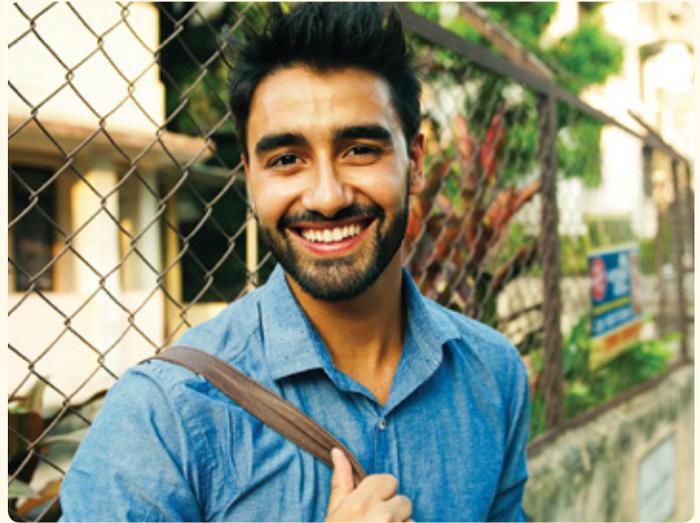
- Feeling sad, empty or hopeless most of the day, almost every day for 2 or more weeks
- Loss of interest in activities
- Sleeping too much or too little
- Weight loss or weight gain
- Feeling worthless
- Trouble concentrating
- Having negative thoughts that don't stop

What Can You Do?

Talking to your doctor is the first step in getting help. There are many medications to treat depression. Your doctor may suggest you see a mental health specialist. You can talk to them privately and they will assist you with understanding your thoughts and feelings of depression. Mental health specialists will also teach you actions and behaviors that can improve your mood.

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.

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 procedures.



Medication Treatment for Depression

Your doctor can prescribe medication to treat depression. It may take some time to find the right medication for you. Talk openly with your doctor about how you are feeling and doing.

- It may take up to 3 weeks for the medication to work.
- It may take 6 months or more to fully treat depression.
- Take your medication the way your doctor prescribed it.
- Don't stop taking your medication, even if you are feeling better.
- Be sure to refill your medication on time.

Tell Your Doctor:

- If you use home remedies or supplements, such as herbs, vitamins or over-the-counter medications
- If you smoke or drink
- If you use other drugs

This can affect how antidepressant medicine works.



Go Green for the Holidays



Are you one of those organized people who are already prepared for the coming winter holidays? Or do you still have plans to make and gifts to buy? Either way, why not take a second look at some of your usual holiday activities to see if you can make them more “sustainable”?

Sustainability is the responsible use of environmental resources in the present so that future generations will have enough to meet their needs. You may not realize that you are already working toward sustainability if you reuse and recycle; compost; walk, bike, take transit, or drive low-emission vehicles; conserve water and electricity; join community clean-up efforts; or otherwise save environmental resources.

If you want to incorporate sustainability into your holiday celebrations, here are a few suggestions for you.

- **Decorate with items that are energy-efficient and durable.** Use energy efficient LED lights. Decorate creatively and inexpensively with natural items you already own.

- **Use fewer resources when you shop, give presents, and wrap gifts.** Shop online. Give gifts that are durable, energy-efficient or recyclable.
- **Give cards that are eco-friendly.** Send email cards or make your own.
- **Eat sustainable food and avoid disposable containers.** Research sustainable food choices in your area and buy locally if possible.

Why not choose a few of these ideas that will be easy for you to incorporate into your holiday celebration? Not only will you contribute to sustainability and health, but chances are you will also simplify your life. And you may get more of what we all need at this time of year—time to enjoy family and friends and to focus on the joys of the season.

Source: cdc.gov

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).

Do You Need to See a Doctor?

Getting in to see your doctor can be easy! L.A. Care is committed to the California Department of Managed Health Care (DMHC) Timely Access Law and has implemented rules about how long you should wait to get a doctor appointment.

You have the right to get an appointment within these timeframes:

Primary Care Doctors

- Routine appointment (non-urgent): **10 business days**
- Urgent appointment: **48 hours**

Specialists

- Routine appointment (non-urgent): **15 business days**
- Urgent appointment (requiring prior authorization): **96 hours**

Exceptions

- The purpose of the Timely Access Law is to make sure you get the care you need. Sometimes you need appointments even sooner than the law requires. In this case, your doctor can request that the appointment be sooner.
- Sometimes waiting longer for care is not a problem. Your provider may give you a longer wait time if it would not be harmful to your health. It must be noted in your record that a longer wait time will not be harmful to your health.
- If you can't get a timely appointment in your area because there are not enough providers, your health plan must help you get an appointment with an appropriate provider.

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 is available to discuss your health care. However, if you have a medical emergency and need help right away, dial 911 or go to your nearest Emergency Room. You can also chat with a nurse online for free. Please visit [lacare.org](https://www.lacare.org) and log onto the member sign-in, to access the nurse chat function.

Some health care service plans may be exempt from these standards. For more information, please call the DMHC Help Center at 1.888.466.2219.

What if I need health advice when my doctor's office is closed?

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 to your doctor when the office is closed, call your doctor's office phone number. A doctor or nurse should call you back within 30 minutes. Follow their instructions.



Important Phone Numbers

L.A. Care Covered™
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
1.855.270.2327 (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)



Would you like to receive Stay Well via email?
Sign up now at
www.lacare.org/stay-well.
It's that simple!

Nondiscrimination and Accessibility Statement

L.A. Care complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

L.A. Care Health Plan cumple con las leyes federales de derechos civiles y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

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 مجاناً. يمكنك طلب خدمات الترجمة الفورية أو الترجمة التحريرية أو معلومات بلغتك أو بتنسيق آخر أو مساعدات وخدمات إضافية. اتصل بـ L.A. Care (711) على الرقم 1.855.270.2327 (TTY 711) على مدار الساعة وطوال أيام الأسبوع، بما في ذلك أيام العطلات. المكالمات 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	به شماره 1.855.270.2327 L.A. Care 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 24 ساعت شبانه روز و 7 روز هفته شامل روزهای تعطیل تماس بگیرید. این تماس رایگان است (TTY 711).
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 फोन 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 ntauw ntauw txhais ua lus lossis txhais ua ntauw rau koj lossis muab txhais ua lwm yam lossis muab khoom pab thiab lwm yam kev pab cuam. Hu rau L.A. Care ntauw 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 ឬជាទម្រង់ មួយទៀត ឬជំនួយប្រយោជន៍ និងសេវា។ ទូរស័ព្ទទៅ L.A. Care តាមលេខ 1.855.270.2327 (TTY 711) បាន 24 ម៉ោងមួយថ្ងៃ 7 ថ្ងៃ មួយអាទិត្យ រួមទាំងថ្ងៃបុណ្យផង។ ការបកប្រែឥតគិតថ្លៃផ្សេងៗ។
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.
Punjabi	ਪੰਜਾਬੀ: ਮੁਫਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਤੁਸੀਂ ਦੁਬਾਠੀਆਂ ਜਾਂ ਅਨੁਵਾਦ ਸੇਵਾਵਾਂ, ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਣਕਾਰੀ ਜਾਂ ਕਿਸੇ ਹੋਰ ਫਾਰਮੈਟ ਵਿੱਚ, ਜਾਂ ਸਹਾਇਕ ਉਪਕਰਨਾਂ 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 ਮੁਫਤ 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 pagsasalang-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.

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FALL 2017

stay
well

A Newsletter for L.A. Care Covered Direct™ Members

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We are "Elevating Healthcare in the City of Angels"

L.A. Care recently unveiled a new brand campaign. Perhaps you have seen the uplifting design on billboards, bus stops and other "on-the-go" places around L.A. County. It builds on the common nickname of Los Angeles as the "City of Angels." The wings serve as the creative connection point between this reference and the founding mission of L.A. Care. They are symbolic of the actions that L.A. Care takes to make a difference in the lives of those we serve and to ensure that all Angelenos have access to health care.



**ELEVATING
HEALTHCARE
IN THE CITY OF ANGELS**
SINCE 1997