



L.A. Care
HEALTH PLAN®

FALL 2016

live well

A Publication for L.A. Care's Senior
and Special Needs Members



Video Remote Interpreting for American Sign Language Now Available!

Did you know that L.A. Care now offers video remote interpreting (VRI) for members who use American Sign Language (ASL)? This brand new tool is available for deaf and hard of hearing members at L.A. Care's Visitor Center.

Have questions about your plan? You can now talk to us in person to get them answered. VRI staff will help guarantee that an interpreter is available as needed for good communication.



Get video remote interpreting in three easy steps:

1. Stop by the L.A. Care Visitor Center. It is in the lobby reception area.
2. Present your "I Speak ASL" card or let us know that you use ASL.
3. Get connected. An L.A. Care representative will answer your questions with the help of an interpreter connected through video. It's that simple.

The L.A. Care Visitor Center is located at 1055 W. 7th St., Los Angeles, CA 90017. It is open Monday through Friday, 8 a.m. - 5 p.m.



Ask the Doc: Keeping Diabetes Under Control

Q: What does having diabetes mean?

A: Diabetes means there is too much sugar in the blood. When you have diabetes, your body has a hard time changing the food you eat into the energy you need. Your body has problems making and using insulin, which is a hormone made by the pancreas. It helps move sugar from the blood into the cells of the body. If not managed, high blood sugar can slowly damage your heart, kidneys, eyes, and feet.

Q: Does what I eat have an effect on blood sugar?

A: What and how much you eat has a big effect on your blood sugar. Here are helpful tips to help keep your blood sugar under control:

- Eat three well-balanced meals each day about 4-5 hours apart. Do not skip meals.
- Eat about the same amount of food at each meal every day.
- Choose whole grain breads, cereals, pastas and brown rice.

- Eat more salads and vegetables.
- Be careful with sweets and desserts. Avoid regular sodas and sports drinks.
- Olive or canola oil and avocado are good fat choices.
- Keep healthy snacks close by to keep from getting too hungry.

Q: Is there a cure for diabetes?

A: Although there is no cure for diabetes, you can manage it by eating healthy, staying active, testing your blood sugar levels, taking medication if needed and seeing your doctor for needed exams.

If you have questions, please call your Diabetes Care Team:

L.A. Care Diabetes Resource Line 1.877.796.5878 (TTY 711)
Monday - Friday, 8 a.m. – 4 p.m.

L.A. Care Nurse Advice Line 1.800.249.3619 (TTY 711)
24 hours a day, 7 days a week.

L.A. Care's Health In Motion™ 1.855.856.6943 (TTY 711)
Monday – Friday, 8 a.m. – 5 p.m.

Getting a Mammogram Is Easy Your Loved Ones Will Thank You!

October is Breast Cancer Awareness Month. If you are a woman between the ages of 50 and 74, you should get a mammogram every two years.

- A mammogram is an X-ray that screens for breast cancer and is free for L.A. Care 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.
- L.A. Care may be able to assist with transportation if you need help getting to and from your appointment.
- L.A. Care also has free interpreting services to help you speak to your doctor in your language, if you need assistance.

Taking care of yourself is a great way to show your family how much you care about them. Call your doctor to find out how you can schedule your mammogram appointment today.



Go green and get Live Well electronically!



Would you like to get *Live Well* by email or on your cell phone? Call us or send your email or cell phone number to editor@lacare.org. Be sure to like us on Facebook, Twitter and LinkedIn.

Colorectal Cancer Screening Saves Lives

Colorectal cancer, also referred to as colon cancer, is the second leading cause of cancer death that affects both men and women combined. *But, it's also one of the most preventable.*

Screening tests can help prevent colorectal cancer and look for problems early, when they are easier to treat. L.A. Care and your doctor want to help you stay healthy and ask that you get screened regularly.

- If you are 50 or older, you need to get screened.
- Don't wait, take action today for a healthy life.
- Screening tests are at no cost to you.



Call your doctor and get screened for colon cancer today! It could save your life.

L.A. Care will be mailing a Colon Cancer Screening brochure and following up with a reminder call about the importance of getting screened for colon cancer.

Nurse Advice Line Audio Health Library

The Nurse Advice Line offers an audio health library with recorded messages on many different health topics. Call the Nurse Advice Line 24 hours a day, 7 days a week, and follow the directions to reach the audio health library. The recorded health topics can last 1 to 7 minutes. If you need help hearing a recording, please stay on the line and a nurse will help you.

You can also speak to a registered nurse for answers to your health questions. The nurse can help you understand the best choice for medical care. The Nurse Advice Line can be reached by phone at 1.800.249.3619 (TTY 711) or chat with a nurse online. Please visit lacare.org and log onto the member sign-in to access the nurse chat function.

If you are a Medi-Cal member with one of our Plan Partners, you can call the Nurse Advice Line at:

Anthem Blue Cross

1.800.224.0336 or TTY 1.800.368.4424

Care1st Health Plan

1.800.609.4166 or TTY 1.800.735.2929

Kaiser Permanente

1.888.576.6225



Make Time for Pap Tests

Pap and Human Papilloma Virus (HPV) tests can help prevent cervical cancer and detect problems early, when they are easier to treat. L.A. Care and your doctor want to help you stay healthy and encourage you to get screened regularly.

When to get screened

You should start getting screened at age 21. Keep track of your tests and when your next test is due.

Women ages 21 to 65 need a Pap test every three years

OR

Women ages 30 to 65 can get tested every five years if they get both Pap and HPV tests

Ask your doctor if you need to continue with screening if you are over age 65.

Medi-Cal Renewal



The annual Medi-Cal renewal (also known as “redetermination”) process has changed. You will get information from Medi-Cal in the mail. Read the forms carefully because they may look different than the past forms.

What is auto-renewal?

- It is a new process meant to simplify the annual renewal process.
- If you qualify, you will get a letter confirming enrollment for one more year without having to give more information.

What if I don't qualify for auto-renewal?

- If you do not qualify, you will get a notice to give more information, such as proof of income.
- You will have 30 days to respond.

What if I get a termination notice? What if I have questions about renewal?

- It is very important to fill out and send the forms as soon as possible.
- You have 90 days from the termination date to provide the information.
- If you are still found eligible for Medi-Cal, you will receive it from the date your coverage ended.

You should also call your Department of Social Services (DPSS) Case Worker or DPSS for more information at 1.866.613.3777. TTY users should call 1.800.660.4026.

Supporting In-Home Supportive Service Caregivers

In-Home Supportive Services (IHSS) caregivers play an important role in their patients’ lives. But, caregivers cannot provide the care patients need if they have their own health conditions or other issues that interfere with their work. Patients can help identify potential caregiver support needs through regular dialogue.

Here are some things that might come up and what you can do to help.

- Does the IHSS caregiver have health issues, or need to care for a family member? Try to offer a flexible work schedule.
- Do they lack health insurance? Offer to connect them with L.A. Care. The PASC-SEIU health plan was created for IHSS caregivers who work more than 72 hours a month.
- Is the IHSS caregiver having trouble communicating? Suggest that they attend a support group with you or separately.
- Does the IHSS caregiver need more training? Suggest he or she call L.A. Care’s Managed Long-Term Services and Supports (MLTSS) Department to learn about various courses.
- Are timesheets a challenge? Offer to help by calling their IHSS caseworker to report the issue or call L.A. Care’s MLTSS Department for help.

L.A. Care’s MLTSS Department helps seniors and people with disabilities to age well in their own homes and communities for as long as possible. MLTSS also helps IHSS caregivers who provide support to our members. For more information about any of the resources mentioned above or how to access them, please call MLTSS at 1.855.427.1223.

The L.A. Care Drug Formulary

L.A. Care has a list of covered medicines, called the Formulary or Drug List. Medicines on the Formulary are in alphabetical order. They are also listed by the health condition they are used for. Both brand name and generic medicines are covered. Your doctor may prescribe a medicine that is not on the Formulary.

This means that the medicine will need to be approved by L.A. Care. You can see the list of covered medicines on the L.A. Care website, lacare.org. Click on the *For Members* tab and under *Member Services*, select Pharmacy Services.

Let's Choose Health Together!

The L.A. Care Family Resource Centers (FRCs) are *Your Centers for Health and Wellness!* Our FRCs are vibrant spaces for the community to come together and learn new skills. The Centers offer health education and exercise classes that are **free** and **open to everyone**. You and your family can take CPR, Dance, Healthy Cooking, Zumba®, Yoga classes and much more at your nearest center. L.A. Care members can attend a member orientation, request a member ID card, and get help choosing a doctor or making an appointment.

There are four FRCs conveniently located throughout Los Angeles County:

- **Boyle Heights (The Wellness Center at the Old General Hospital)**
- **Inglewood (Corner of Century & Crenshaw)**
- **Lynwood (Plaza Mexico)**
- **Pacoima (Corner of San Fernando Rd. & Van Nuys)**

Visit an L.A. Care Family Resource Center today. For more information or to view our calendar of activities, visit lacare.org/frc or call 1.877.287.6290.



Take Care of Your Mental Health Needs

Having a healthy mind and body is important to your overall health and wellbeing. Sometimes people need to take medication to help keep their mind healthy. If your doctor prescribes medication for you, always follow the instructions. Be sure to pick up your refills on time and don't run out.

- **Antipsychotic medication:** This medicine is used to treat conditions such as schizophrenia, bipolar disorder, etc. If you take antipsychotic medication, it is important to get a blood test every year. The test will check your blood sugar and cholesterol levels which can sometimes go up with antipsychotic drugs. Talk to your doctor to find out if it is time for your yearly blood test. Ask

Know How to Protect Yourself Against Medical Identity Theft

Medical identity theft can happen if someone gets your medical ID or Social Security number. They can use it to see the doctor, buy prescription drugs, or submit fake bills in your name. Not only can medical identity theft damage your credit rating, it can also harm your health. If false information gets into your medical records, you may get the wrong treatment.

Following are some ways to protect yourself against medical identity theft:

- Distrust 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, they will already have your information.
- Review your medical bills and statements. 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 or think there is a problem, please call L.A. Care Member Services at 1.888.839.9909 (TTY 711).

your doctor to write you a prescription for a 90-day supply of medicine.

- **Antidepressant medication:** This medicine is used to treat conditions such as depression, anxiety, etc. It can take up to four weeks for you to feel that your antidepressant medication is working. Do not stop or skip a dose, even when you start to feel better. Ask your doctor to write you a prescription for a 90-day supply of medicine.

As an L.A. Care member, you have access to mental health care. For more information, please contact L.A. Care Behavioral Health at 1.877.344-2858 (TTY 1.800.735.2929).

Find Your Reason to Quit Smoking for Good

The Great American Smokeout is on November 17. On this day, L.A. Care and the American Cancer Society encourage you to find your reason to quit smoking for good. Anyone can do it. Start preparing now. Success starts with finding a reason that's important to you. Great reasons to quit smoking are:

- To feel better, have more energy and breathe easier
- To reduce the chance of getting sick
- To have whiter teeth and a healthier mouth
- To taste and smell food better
- To improve the health of people around you
- To give your baby the best start if you're pregnant
- To save up to \$1,900 a year! (based on smoking 1 pack a day at the cost of \$5 per pack)



The California Smokers' Helpline is a free phone-based counseling service that can help you quit smoking. Call 1.800.NO.BUTTS (1.800.662.8887) to learn more. Your health plan also covers medication if you feel you need help to quit. Call your doctor for a prescription.

You will be taking an important step towards a healthier life. Today's the day that quitters win!

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 to local pharmacies and show your L.A. Care member ID card. Questions? Call **1.888.839.9909 (TTY 711)**.



Get your flu shot!



Wash your hands



Avoid touching
your face



Cough/sneeze into
your sleeve



Exercise



Eat healthy



Get plenty of sleep



Avoid contact with
sick people



Doctor +



Flu Shot =



Protection for yourself and your family



Wait Times for Appointments

Did you know L.A. Care must meet the California Department of Managed Health Care (DMHC) Timely Access Law and 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
- Urgent appointment (requiring prior authorization): 96 hours

Specialists

- Routine appointment (non-urgent): 15 business days
- Urgent appointment (no authorization required): 48 hours
- 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.

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.

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.

Important Phone Numbers

Do you have questions about your health plan or your benefits?
Call your health plan directly or call L.A. Care Health Plan.

L.A. CARE

L.A. Care Health Plan & L.A. Care Healthy Kids (0-5)

1.888.839.9909 (TTY 711)
24 hours a day, 7 days a week and holidays

L.A. Care Cal MediConnect

1.888.522.1298 (TTY **1.888.212.4460**)
24 hours a day, 7 days a week and holidays

L.A. Care Family Resource Centers

(Your Centers for Health and Wellness)

1.877.287.6290

L.A. Care **Covered™**

1.855.270.2327

L.A. Care Compliance Helpline

(to report fraud or abuse)

1.800.400.4889

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's Nurse Advice Line

(for non-emergency medical advice)

1.800.249.3619 (TTY 711)
24 hours a day, 7 days a week and holidays

MEDI-CAL PLAN PARTNERS

Anthem Blue Cross: 1.888.285.7801

Care1st Health Plan: 1.800.605.2556

Kaiser Permanente: 1.800.464.4000

Plan Partners' Nurse Advice Lines

(for non-emergency medical advice)

Anthem Blue Cross: 1.800.224.0336

(TTY **1.800.368.4424**)

Care1st: 1.800.609.4166

(TTY **1.800.735.2929**)

Kaiser: 1.888.576.6225

OTHERS

LogistiCare (No-Cost Medi-Ride to the Doctor)

1.866.529.2141 (Spanish **1.866.529.2142**)

24 hours a day, 7 days a week

Beacon Health Strategies (Behavioral Health Care)

1.877.344.2858 (TTY **1.800.735.2929**)

beaconhs.com 24 hours a day, 7 days a week



IN CASE OF EMERGENCY, CALL 911

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A Publication for L.A. Care's Senior and Special Needs Members

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Health and wellness or prevention information

MARKETING DEPARTMENT



English To request free interpreting services, information in your language or in another format, call L.A. Care at **1.888.839.9909** or TTY 711.

Arabic لطلب خدمات ترجمة فورية مجانية، ومعلومات بلغتك أو يتنسق آخر، اتصل بـ **711** على الرقم **1.888.839.9909** أو رقم الصم **L.A. Care**

Armenian Անվճար բանավոր թարգմանչական ծառայություններ ինչպես նաև ձեր լեզվով կամ այլ ֆորմատով տեղեկություններ խնդրելու համար, զանգահարեք **L.A. Care 1.888.839.9909** կամ TTY **711** հեռախոսահամարներով:

Chinese 如果您需要免費口譯服務，或需要您使用之語言版本或其他格式的資訊，請致電 L.A. Care，電話號碼是 **1.888.839.9909** 或 TTY 專線 **711**。

Farsi جهت درخواست خدمات رایگان مترجم شفاهی، دریافت اطلاعات به زبان خودتان یا سایر فرمتهای، با **711** TTY **1.888.839.9909** یا **L.A. Care**

Khmer ដើម្បីស្វែស្តីសំសាករបកប្រើដោយអភិវឌ្ឍន៍ប្រុសកំពង់ពេលវេលាដោយការសំខាន់ខ្ពស់ ប្រើប្រាស់ជាមួយទៅក្នុងស្ថាបន L.A. Care តាមលេខ **1.888.839.9909** ឬ TTY **711**

Korean 무료 통역 서비스, 다른 언어 또는 다른 형식으로 된 자료가 필요하신 경우, L.A. Care **1.888.839.9909** 번 또는 TTY **711** 번으로 문의하십시오.

Russian Чтобы сделать запрос о предоставлении бесплатных услуг переводчика, информации на Вашем языке или в другом формате, позвоните в L.A. Care по номеру телефона **1.888.839.9909** или по номеру линии TTY **711**.

Spanish Para solicitar servicios de interpretación gratuitos o información en su idioma o en otro formato, llame a L.A. Care al **1.888.839.9909** o al **711** para TTY.

Tagalog Upang humiling ng mga libreng serbisyo sa pagsasaling-wika, impormasyon sa iyong wika o sa isa pang format, tumawag sa L.A. Care sa **1.888.839.9909** o TTY **711**.

Vietnamese Để yêu cầu dịch vụ thông dịch miễn phí, thông tin bằng ngôn ngữ của quý vị hoặc bằng một hình thức khác, vui lòng gọi L.A. Care tại số **1.888.839.9909**, hoặc nếu dùng TTY, xin gọi số **711**.

This is not a complete list. The benefit information is a brief summary, not a complete description of benefits. For more information contact the plan or read the member handbook. Limitations, co-pays, and restrictions may apply. For more information, call L.A. Care Cal MediConnect Member Services or read the L.A. Care Cal MediConnect member handbook. Benefits and/or co-payments may change on January 1 of each year. To learn more, please call L.A. Care Member Services Department at **1.888.839.9909** (TTY **711**), 24 hours a day, 7 days a week, and holidays.

Live Well is a member news publication by L.A. Care for L.A. Care's Senior and Special Needs Members.

L.A. Care Health Plan is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees.

You can get this information for free in other languages. Call **1.888.522.1298** (TTY **711**). The call is free.

L.A. Care Member Services is open 24 hours a day, 7 days a week and holidays.

Esta información está disponible de forma gratuita en otros idiomas. Comuníquese con Servicios para los Miembros al número **1.888.839.9909** para más información. Los usuarios que utilizan TTY deben llamar al **711**. El servicio está disponible las 24 horas del día, los 7 días de la semana, incluso los días festivos.



For a Healthy Life

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