



L.A. Care
HEALTH PLAN®

SUMMER 2016

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well

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



Health Assessments to Promote Good Health



L.A. Care Health Plan cares about your health. An important part of taking care of your health is seeing your doctor for a physical exam

and talking about your health concerns. This is called your Initial Health Assessment (IHA). At this appointment, ask your doctor for a form called the “Staying Healthy Assessment (SHA).”

When you complete this form, it will help your doctor learn about your lifestyle and identify any health issues.

If you are new to L.A. Care or have been assigned a new doctor, please schedule a visit within the first four months of your new health coverage. This is as an important part of your Medi-Cal benefit. Call your doctor's office to schedule an appointment today!



Ask the Doctor: Coping With Stress

Q: What is stress?

A: Stress is the body's physical and emotional response to a demand, change, or challenge. A little bit of stress may be healthy and normal to help us stay motivated. It can be caused by work, family or health situations – good or bad. Long-term stress can be harmful to your health and relationships. Symptoms may include emotional outbursts or shortness of temper, headaches, muscle tension, sleep problems, and upset stomach. Know your symptoms of stress and triggers - situations that cause you to feel anxious.

Q: How can I manage stress?

A: Recognizing your symptoms and its triggers are the first steps in managing stress. Here are some ways to help you cope with stress:

Plan and Prepare

Planning and preparing ahead of time will help you be ready to handle tasks and stay relaxed. Give yourself enough time and arrive early to appointments.

Live Healthy

Eat vegetables, fruits, whole grains, low-fat dairy, and lean protein. Drink water. Get moderate exercise daily and 7-8 hours of sleep nightly. Avoid drinking too much alcohol or using illegal drugs.

Relaxation Activities

Do relaxing activities that you enjoy such as walking, reading, playing an instrument, or gardening.



Seek Support and Help

Behavioral health services are included as part of your L.A. Care benefits. If your stress is unmanageable, schedule an appointment to talk to your primary care physician (PCP). He or she may refer you to L.A. Care Behavioral Health Services for additional help. You can also contact L.A. Care's partner, Beacon Health Strategies, at 1.877.344.2858 (TTY 1.800.735.2929).

Medication Management: Plan Ahead for Travel

Whether at home or away on vacation, always take your medications as prescribed. When traveling, please consider the following:

- At least a week before leaving, check your prescriptions and be sure you have enough. If not, have your prescriptions 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.
- Keep your medication in carry-on bags. If checked luggage is lost or delayed, you will have the medication that you need when it's time to take it.

Don't miss a dose just because you are in transit.

- If you need to fill a prescription while traveling, you can search for a nearby in-network pharmacy online at **lacare.org**.
- If you travel outside of the U.S., be sure that your medicine is allowed in the country you are traveling to.
- Always travel with your L.A. Care member ID card.

These important tips will help you to enjoy your trip and stay healthy while traveling!



Summer Is Here: Protect Your Skin!



Fun in the sun is part of summer activities, but be sure to protect your skin, your body's largest protective organ. 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.* According to the American Cancer Society, "people with light skin are much more likely to have sun damage, but darker-skinned people, including people of any ethnicity, can also be affected."

Cover Up

Wear protective clothing, such as long-sleeved shirts and pants. Light-colored clothing is better at deflecting the sun's harmful UV rays. Protect your face with a wide-brimmed hat and wear sunglasses with UV protection. Try to stay in the shade, especially between 10 a.m. and 4 p.m. when the sun's rays are strongest.

Apply Sunscreen

Use water-resistant, broad spectrum sunscreen with a Sun Protection Factor (SPF) of 30 or more. SPF stands for *Sun Protection Factor* and refers to the amount of time you can stay in the sun without getting sunburned. Research shows that most people burn after 10 minutes. Therefore, the number of the SPF multiplied by 10 will determine how long you can stay in the sun. Cover your body with sunscreen and remember to put it on your face, neck, ears, the tops of your feet and the backs of your hands. Expect to use an ounce of sunscreen, which is about two tablespoons. Apply it 30 minutes before going out into the sun, and put more on every two hours or after swimming or sweating. Use a lip balm with sunscreen to help protect your lips.

Talk to your doctor if you have any questions. You can also call our Nurse Advice Line at 1.800.249.3619 (TTY 711) to talk to a nurse for free, any time of day or night, 7 days a week.

*Source: skincancer.org

Pharmacy Update

Learn About Your Prescription Benefits

Visit the L.A. Care website at lacare.org and click on the *For Members* tab. Under *Member Services*, click on *Pharmacy Services* to view the Formulary. The Formulary is a list of covered medications. It is updated monthly. After you create your password, you can also review your pharmacy benefits. You can:

- See if you have a co-payment. (Medi-Cal members do not have a co-payment)
- Request a drug that is not covered
- Place a mail-order refill

- Find in-network pharmacies by location or ZIP code
- Check for drug interactions
- Read about drug side effects
- Check if there are generic medications for the drugs you use

Safety With Pain Killers

If you have strong pain, your physician might prescribe a very effective pain killer called an opioid. Examples of opioids are hydrocodone, oxycodone, hydromorphone, morphine, and methadone. In order to be safe, opioids must be taken as prescribed and never used in excess. Store all medicines securely and out of reach of others.



Did You Know?

Care Management is a free service for all members.

L.A. Care has Care Managers. These are nurses who can help you best use your health care. We can do things like help schedule doctor visits and find transportation options to get there. Care Management staff can also explain your health care benefits and help you understand your medication and health concerns. Plus, we can put you in touch with other resources, such as food pantries, low-income housing and clinics in your area.

To speak to a Care Manager, call 1.844.200.0104, Monday through Friday from 8 a.m. to 5 p.m., except on holidays. For free interpreting services and information in your language or in braille, large print, or audio, call Member Services at 1.888.839.9909 or TTY 711.

Staying Cool Tips During Summer



Here are some ways to keep your body cool as the weather heats up:

- Drink lots of fluids. Water is always a good choice. (Talk to your doctor if you take water pills or need to limit fluid intake.)
- Take a cool bath or shower.
- Stay inside during the hottest hours of the day, between 10 a.m.-4 p.m
- Spend time in cooling centers and other places that have air conditioning. A cooling center is an air-conditioned public place where people are encouraged to go to escape the heat. Los Angeles-area cooling centers include senior citizen centers, recreation and parks facilities, and libraries. To find a cooling center near you, visit: ladwpnews.com and search “cooling centers.”

Beware of Overheating

Some symptoms of overheating include: feeling tired, weak, dizzy or sick to your stomach; sweating or having cool, moist skin; breathing fast and shallow and fainting. These are warning signs that you may have heat exhaustion. Use the steps above to help cool off.

Avoid Heat Stroke

Heat stroke is more extreme than heat exhaustion and can be deadly. Signs include: a body temperature above 103°; skin that is red, hot, and dry, but not sweaty; a rapid, strong pulse; dizziness or upset stomach; and a throbbing headache. Call 911 if you think you or someone around you has heat stroke.

Emergency Care

L.A. Care has made some changes to the description of emergency care that was included in the winter issue of Live Well. We have done so to provide a better and clearer explanation about when emergency care is needed:

Emergency care is for health issues that need care right away, and is necessary to stop or relieve:

- Serious illness or symptoms
- Injuries or conditions that require immediate diagnosis and treatment

Examples of emergencies include, but are not limited to:

- Having trouble breathing
- Seizures (convulsions)
- Serious bleeding

- Unconsciousness/blackouts (when you cannot wake up)
- Sudden dizziness/change in vision
- Lots of pain (including chest pain and abdominal pain)
- Swallowing of poison or medicine overdose
- Active labor
- Broken bones
- Head injury
- Eye injury
- Having thoughts of suicide or homicide, or thoughts of hurting yourself or others

If you need help deciding on the care you need, please call the L.A. Care Nurse Advice Line at 1.800.249.3619, 24 hours, 7 days a week, including holidays.



Things to Remember



1. Always keep your member ID card with you. Show your member ID card when you:
 - Go to a doctor's office
 - Go to the hospital
 - Need emergency services
 - Pick up a prescriptionDo not give your member ID card to anyone else to use. If you lose or damage your member ID card, call L.A. Care.
2. You have the right to receive service and information in a language or format you understand. If you need a free interpreter for a doctor's visit, or member information in your language or other format (like braille, large print, or audio), call L.A. Care.
3. You can talk to a nurse for free, any time day or night, 7 days a week. Check your member ID card for the phone number. The Nurse Advice Lines also provide pre-recorded information on many health topics. There is a list of these topics at the end of the *Member Handbook* mailed to you.
4. Visit **lacare.org**. You can:
 - Find a doctor
 - Learn about your benefits
 - Look into our health education programs and Family Resource Center classes
 - Find out about your rights and responsibilities
 - File a complaint, called a "grievance"
5. The **L.A. Care Connect** member portal includes exciting features. You can:
 - View and print your member ID card
 - Request a change of PCP
 - View and print a list of your prescriptions
 - Participate in wellness programs
 - Chat with a nurse in real time
 - View claims (as applicable by line of business)
 - Use an **L.A. Care Connect app** to access mobile-friendly features through Apple and Android devices in English and Spanish

Do you have questions, need a member ID card, or interpreter? L.A. Care is here to help you get the care and service you need. Call Member Services at **1.888.839.9909 (TTY 711)** 24 hours a day, 7 days a week (open holidays).

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.



A Little Information Goes a Long Way

L.A. Care members have individual needs. To determine what those needs are we may ask, "What is your race?" or "What is your preferred written or spoken language?" Providing L.A. Care with this information can help you receive better care and get access to language services—such as written materials in your preferred language. You may also receive our no-cost interpreting services, available 24 hours a day, 7 days a week, including American Sign Language. The information you give L.A. Care will never be used to deny you coverage and benefits.

By state law, L.A. Care must collect information about your race and language preference, as well as about your ethnicity and sexual orientation. You can feel safe providing this information, as L.A. Care protects your privacy and is only allowed to use or disclose it for limited purposes. We do not use member information to perform underwriting, rate setting, or determine benefits. And L.A. Care does not give your information to unauthorized individuals.





Learn About Your Coverage

When you first join L.A. Care, and then every year after, you will get a package of important information about your health care coverage. Please read it and call us if you have any questions. You can visit L.A. Care's website at lacare.org for the information listed below and more:

Basic Information

- What benefits and services *are* covered
- What benefits and services *are not* covered
- How your health plan makes decisions about when new treatments will become benefits
- What care you can and cannot get when you are out of Los Angeles County or the L.A. Care network
- How to access care when you are out of Los Angeles County
- How to change or get care from your primary care physician (PCP)
- How to get information about doctors
- How to get a referral for special care or to go to the hospital
- What to do when you need care right away or when the office is closed
- What to do if you have an emergency
- How to get prescriptions filled, other pharmacy program information and updates
- Co-payments and other charges
- What to do if you get a bill
- How to keep you and your family healthy guide
- How your health plan evaluates new technology to decide if it should be a covered benefit

Special Programs

L.A. Care has the following special programs:

- **Quality Improvement Programs** improve quality of care, safety, and services for our

- members. These programs measure our progress so that we can meet our goals and provide quality services and decide what we may need to change
- **Care Management Programs** for members who have difficult medical problems
- **Programs to better manage diseases**, like diabetes and asthma

How Decisions Are Made About Your Care

- How our doctors and staff make decisions about your care based only on need and benefits. We do not encourage doctors to provide less care than you need and doctors are not paid to deny care.
- How to reach us if you want to know more about how decisions are made about your care
- How to appeal a decision about your care

Member Issues

- Your rights and responsibilities as a health plan member
- How to complain when you are unhappy
- What to do if you are disenrolled from your plan
- How L.A. Care protects and uses your personal health information
- How to get help if you speak a different language

If you would like paper copies of your health care coverage, please call us at 1.888.839.9909 (TTY 711), 24 hours a day, 7 days a week and holidays.

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, Yoga, Zumba® 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.

Looking for New L.A. Care Volunteers!

You can be a voice to help L.A. Care meet the needs of the neighborhoods we serve. We are seeking new people to help with our Regional Community Advisory Committees (RCACs).

RCAC members bring the voice of their communities to L.A. Care's Board of Governors, which guides programs for over 2 million members. L.A. Care invites people over 18 years of age of many backgrounds to volunteer and encourages seniors and people with disabilities

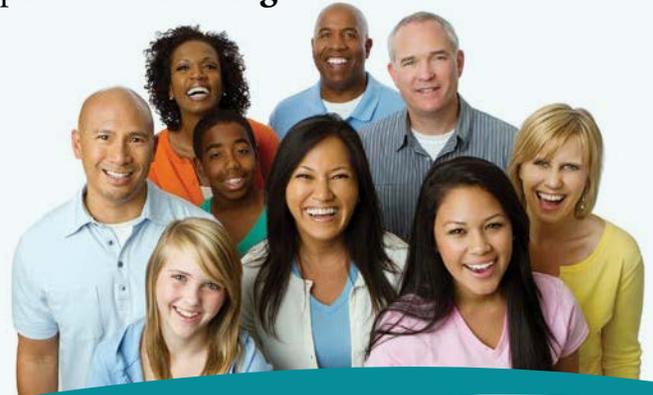
to be part of RCAC. For more information, please call 1.888.522.2732, Monday – Friday, 8 a.m. - 5 p.m.



L.A. Care Works for You

At L.A. Care, we inform, educate, and engage our members. We want to empower YOU to be well and happy with your health care. We reach more than 2 million members through mail, email, phone, websites, newsletters, and even through your doctor!

Let us help you with your health care when and how you need it. Call us at 1.888.839.9909 (TTY 711) 24 hours a day, 7 days a week and holidays. Also, visit our website and member portal at lacare.org.



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 & 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)

1.800.749.3619 (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)

Kaiser: 1.888.576.6225

Care1st: 1.800.609.4166

(TTY **1.800.735.2929**)

Anthem Blue Cross: 1.800.224.0336

(TTY **1.800.368.4424**)

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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Health and wellness or prevention information

MARKETING DEPARTMENT



L.A. Care
HEALTH PLAN®

- 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 بتتسيق آخر، اتصل بـ L.A. Care على الرقم 1.888.839.9909 أو رقم الصم TTY 711.
- 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 فرمت ها، با L.A. Care به شماره تلفن 1.888.839.9909 یا TTY 711 تماس بگیرید.
- Hebrew** לקבלת שירותי תרגום חנים או מידע בשפה אחרת או בפורמט אחר, אנא התקשר/י ל-L.A. Care במספר 1.888.839.9909 או TTY 711.
- Japanese** 無料通訳サービス、日本語又はその他の形式で情報をご希望の際は、L.A. Careにお電話、フリーダイヤル1.888.839.9909もしくはTTY 711までご連絡ください。
- Khmer** ជើងម្ចីរស្តីសុំសេវាការបកប្រែធានាថាព័ត៌មាន ឬសំណុំព័ត៌មានជាភាសាខ្មែរ ឬជាទម្រង់មួយទៀត សូមទូរស័ព្ទទៅ 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 1.888.839.9909번 또는 TTY 711번으로 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 pagsasalang-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, copays, 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 copayments 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 Adult 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 1.888.212.4460)**. 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 **1.866.522.2731**. 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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