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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 our improved website at www.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 new treatments
- What care you can and cannot get when you are out of Los Angeles County
- 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
- 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 and other pharmacy information
- Co-payments and other charges
- What to do if you get a bill

Special Programs
- How L.A. Care makes sure you get good health care
- Programs for people with disease, like diabetes or asthma

How decisions are made about your care
- How our doctors and staff make decisions about your 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

If you would like paper copies, please call us at 1-888-839-9909.

Not sure which health plan you are in? Not sure which program you belong to?
Check your ID card!

Or, call L.A. Care at 1-888-839-9909 and we’ll tell you.

No matter which program or health plan you belong to, you are still part of the L.A. Care family! You can always call us for help.
Get involved in your community!

Who knows your community’s healthcare needs better than you? If you want to voice your concerns, the Regional Community Advisory Committee (RCAC) is just for you. There are 11 RCACs in Los Angeles County and they are made up of L.A. Care members, healthcare providers and representatives from community-based organizations.

At RCAC meetings, you can:

• Share ideas about getting better health care
• Learn about important health topics such as asthma
• Help plan health events
• Learn about health programs
• Tell L.A. Care what you need to help your family stay healthy

How to join a RCAC:

To become a member we require only two things:

1. You must be an L.A. Care Health Plan member or a parent, legal guardian or conservator (at least 18 years old) of an L.A. Care Health Plan member.
2. You want to volunteer and help improve health care in your community.

Being a RCAC member is a great way to get involved. To find a RCAC in your area and find out when it meets, call L.A. Care’s Community Outreach and Education department at 1-888-522-2732.

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.

Medi-Cal Members

Anthem Blue Cross
1-888-285-7801

Care1st Health Plan
1-800-605-2556

Community Health Plan
1-800-475-5550

Kaiser Permanente
1-800-464-4000

L.A. Care Health Plan
1-888-839-9909

Medicare Advantage

Special Needs Plan, Healthy Families Program, and
Healthy Kids Members

L.A. Care Health Plan
1-888-839-9909

L.A. Care Fraud and Abuse Hotline
1-800-400-4889

L.A. Care Family Resource Center – Lynwood
1-888-525-9693

L.A. Care Family Resource Center – Inglewood
1-888-213-9374

Opening in June 2009

Meet RCAC Members

Carlos Aguirre has been a member of RCAC 2 since 2001. His goal is to help members learn about their health plan.

Vicky Medina is a proud member of RCAC 7. She has a passion for bringing health resources to her community.

Have you moved?

If you have moved, call L.A. Care’s Member Services at 1-888-839-9909 to update your new address or phone number. This helps us make sure you get your health care coverage information and updates.
Why are adolescent health check-ups needed?
Check-ups help make sure that teens are healthy. The teen years are a time of major physical change for adolescents. With these changes come new feelings about themselves and their bodies. Teen health check-ups include a physical exam, and time for teens to talk with their doctor about social issues and risky behaviors they may be confronting.

What happens during the health check-up?
The exam will include taking their blood pressure and temperature; checking their height and weight to make sure that he or she is growing and developing properly; checking their heart and lungs to make sure that they sound healthy; and screening their hearing and vision for any problems.

The exam may also be used to update your teen’s shots or discuss vaccines that are available to him or her, such as the Meningococcal Conjugate vaccine that protects against meningitis, a serious infection of the nervous system; Gardasil, which is the vaccine that protects against a virus that causes cervical cancer; or the Hepatitis B vaccine, to name a few.

Will the doctor talk with my teen about risky behavior?
Yes. Many teens are concerned about the way they look or what their friends may think about them. This is also a period in their lives when they may be pressured to try drugs and sex, and engage in other risky behaviors. Teens often have a hard time talking about these things with their parents and are more at ease sharing their feelings with their doctor.

During the exam, the doctor will counsel your teen on health risks and offer tips on how to avoid and protect themselves from drug and alcohol use, unsafe sexual practices, smoking, abusive relationships and other harmful actions that come from peer pressure.

During this part of the exam, your teen may ask that you leave the room. Your teen has a right to privacy during his or her exam; however, the doctor should always respect your role as the parent and will not do or tell your teen anything that would harm his or her health.

How often should teens get health check-ups?
Your teen should see his or her doctor at least once a year for a health check-up. L.A. Care offers its members an annual health check-up. Staying in the habit of completing regular check-ups will also help your teen establish healthy habits as an adult.

Where should I take my teen for his or her health check-up?
If your teen is in need of a health check-up, please call their assigned primary doctor.
Always wear a helmet when riding your bike or skateboard.
• A helmet protects you from serious head injury.
• Make sure you get a helmet that has a label on it that says “CPSC Safety Standard.”
• Make sure the chin strap is buckled securely.

Buckle up when you’re riding in the car.
• It’s easy. It only takes three seconds.
• Seat belts help protect you if a crash happens.
• Seat belts can prevent your body from being thrown forward when there is an impact.

Be alert when wearing head phones.
• Make sure your music isn’t too loud.
• Try to listen for outside noise, such as sirens.
• Do not wear them while riding your bike, skateboarding or crossing the street.

Protect your skin.
• Wear sunscreen when spending time in the sun.
• Everyone should wear sunscreen, even if you have dark skin.
• Want more protection? Wear a hat.

L.A. Care stands for quality!

L.A. Care believes in keeping our members healthy. We value quality care because it can save lives.

In July 2008, the National Committee for Quality Assurance (NCQA) gave L.A. Care an Excellent Accreditation for our Medi-Cal, Healthy Families Program and Healthy Kids product lines. This means we meet or exceed national standards for quality of care and service to members.

Look for the NCQA seal on our website and on items you get from L.A. Care. It’s a sign that L.A. Care provides the kind of care you deserve!
Want to stop smoking? There is help.

Quitting smoking is one of the best things you can do for your health and the health of those you love. Here’s why:

- You will live longer and feel better.
- Your chances of having a heart attack, stroke or cancer will be less.
- The people you live with, such as your children, will be healthier.
- If you are pregnant, you will have a better chance of having a healthy baby.
- You will save money!

If you are ready to stop smoking, call the California Smokers’ Helpline. This helpline gives free counseling to anyone living in California who wants to quit smoking. When you call, a counselor can help you:

- Set a quit date
- Find a support group
- Get more materials that will help you stop
- Stop yourself from smoking again
- Find better ways to live life without smoking

Ask your L.A. Care Medi-Cal doctor about how to get medicine that can help you quit.

Don’t be a victim!

Stop healthcare fraud. Here’s how:

**Don’t** give out your medical information to anyone but your doctor, clinic or hospital.

**Do** guard your medical ID card and information as you would your wallet.

**Don’t** let others get free medical services or equipment by using your medical ID card.

**Do** be cautious of anyone who asks you to use your medical ID card.

**Don’t** sign your name to a blank form.

**Do** ask for a copy of any forms you sign.

If you think healthcare fraud has occurred, or believe you are a victim, report it! Call the Fraud and Abuse Hotline at 1-800-400-4889.

Don’t lose your health plan benefits!

**Medi-Cal** now requires you to renew your benefits every 6 months for adults and children. This means you will get a notice in the mail twice a year. Watch for the notice and mail the forms back right away!

The **Healthy Families Program** renewal requirement will continue to be once a year.

Make sure you don’t lose your healthcare coverage. Mail in your forms and keep paying your premium, if you have one. Contact your county worker within 10 days when you move or change your phone number. If you have questions, call L.A. Care (1-800-839-9909), your Eligibility Worker or the Department of Public Social Services.
What to do with your doctor’s bills

Did you know your health plan pays the doctor for all covered healthcare services that you receive? However, if your doctor does not agree with the payment received from the health plan, he or she may send you a bill for the difference. This is known as balance billing, and it is against the law.

If you are enrolled in a Medicare Advantage Special Needs Plan, Medi-Cal, Healthy Families Program or Healthy Kids health program, the law protects you from being billed by your doctor for services covered and paid for by the health plan. More importantly, it is now against the law for you to be billed by your doctor for services covered and paid for by the health plan. If you are enrolled in a Medicare Advantage Special Needs Plan, Medi-Cal, Healthy Families Program or Healthy Kids health program, the law protects you from being billed by your doctor for services covered and paid for by the health plan. More importantly, it is now against the law.

Please remember that you must still pay your co-pay (if you have one) and for healthcare services you receive that are not covered by your health plan.

What you should do if you get a bill from your doctor:

1. **Call Right Away.** Let L.A. Care know immediately about the bill by calling 1-888-839-9909. Have the bill in front of you to answer questions the health plan may have.

2. **Don’t Pay.** The health plan will call the doctor about the bill and will let you know what to do next.

3. **File a Complaint.** If you keep getting bills from your doctor for covered services, or for services that you did not have, file a complaint. You can complain to:

### YOUR HEALTH PLAN

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<thead>
<tr>
<th></th>
<th>Medicare</th>
<th>Medi-Cal</th>
<th>Healthy Families</th>
<th>Healthy Kids</th>
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<td>Center for Medicare and Medicaid Services (CMS)</td>
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<td>1-800-633-4227</td>
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<td>California Department of Managed Health Care (DMHC)</td>
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<td>1-888-466-2219</td>
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<td>California Department of Healthcare Services</td>
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<td>1-916-445-4171</td>
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<td>Managed Risk Medical Insurance Board (MRMIB)</td>
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<td>1-916-324-4695</td>
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Please remember that you must still pay your co-pay (if you have one) and for healthcare services you receive that are not covered by your health plan.

Easy access to your doctor’s office

Do you need help finding a doctor’s office that has easy access for people who have trouble walking, standing or balancing?

Many doctors’ offices have:
- Parking spaces that are close to the building
- Buildings with ramps and elevators
- Wide doorways
- Waiting rooms with wide aisles
- Exam tables that adjust by height
- Scales patients can roll onto that do not have any steps
- Accessible restrooms

For example, if you get around in a wheelchair, you need a doctor’s office with ramps and an exam table that lowers so it’s easy to get on and off. If you have trouble walking, you might need a doctor’s office that has parking close to the building.

Contact us to help you find a doctor’s office that fits your needs.

Remember to always keep your ID card with you.

Show your ID card whenever you:
- Have a doctor’s visit
- Go to the hospital
- Need emergency services
- Pick up a prescription

If you lose or damage your ID card, call L.A. Care at 1-888-839-9909. Do not let anyone use your ID card. That is considered fraud.
Take a class at the Family Resource Center

L.A. Care’s Family Resource Center in Lynwood offers two popular classes in English and Spanish. They are Children’s Physical Fitness for 5–13 year olds and a Weight Watchers® class. There is a small fee for the Weight Watchers® class.

New classes are always being added at the Center. For example, we now offer classes for new moms, parents and walking groups. To find out more about what the Center offers, call 1-888-525-9693 or go to www.lacare.org.

Finding Your Balance

A good way to live healthily is to balance what you eat with daily movement. Making better food choices and being active will keep you looking and feeling your best. Food doesn’t need to be bland to be healthy. Start today by trying this healthy Red Eye Chili* dish!

Red Eye Chili Serves 8

INGREDIENTS

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<tr>
<td>1</td>
<td>medium onion, chopped, (about 1 cup)</td>
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<tr>
<td>2</td>
<td>15-ounce cans chopped tomatoes, undrained</td>
</tr>
<tr>
<td>2</td>
<td>tablespoons chili powder</td>
</tr>
<tr>
<td>Red pepper flakes (optional)</td>
<td></td>
</tr>
<tr>
<td>½</td>
<td>pound ground turkey</td>
</tr>
<tr>
<td>1</td>
<td>15-ounce can black-eyed peas, drained</td>
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<tr>
<td>1</td>
<td>15-ounce can pinto beans, drained</td>
</tr>
<tr>
<td>½</td>
<td>bell pepper, chopped</td>
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</table>

1 Brown turkey in large saucepan with onion.

2 Add remaining ingredients and mix.

3 Bring to a boil and reduce heat. Cook, uncovered, for 35–40 minutes, stirring occasionally.

Per Serving (1 cup): 167 Cal, 4.7 g Fat, 1.2 g Saturated Fat, 28.9 mg Cholesterol, 454.8 mg Sodium, 19.5 g Carbohydrate, 5.4 g Fiber, 12.8 g Protein

To find more healthy dishes from Agriculture and Natural Resources Publications, please visit www.lacare.org.

*From Agriculture and Natural Resources Publication 3499, Take Care of Your Health - Recipe Cards Copyrighted by the Regents of the University of California