



L.A. Care
HEALTH PLAN®

For A Healthy Life

FALL 2023

be
well

A Publication for L.A. Care Members

Get Your Healthy Groove On!

Do you find yourself tapping your toes or moving to the beat when you hear music? As an L.A. Care member, you can take free dance classes including Zumba, Line Dancing, and Salsa at our Community Resource Centers, located in El Monte, Inglewood, Palmdale, Pacoima, and many more locations. There are classes for adults, seniors, children, and families.

Dancing isn't just fun, it's also good for your health. There are many mental and physical benefits. It can strengthen your heart, lungs, bones, and improve your strength and endurance. Dancing can boost your balance, coordination and flexibility. It's also a great way to burn calories and help with managing weight. Depending on the type of dance, you can burn between 200 and 500 calories an hour.

Our body releases good-feeling chemicals when we dance which helps decrease depression, anxiety, and stress. It can give you a mental boost that improves self-esteem, body image, and sense of well-being. Dancing may also improve the brain's flexibility.



Although dancing can be a solo or partner activity, you'll get extra benefits when you dance with others. The social element creates feelings of happiness and well-being. Dancing is convenient and doesn't have to cost any money. You can do it anywhere without a gym or special gear. People of all ages and skill levels can dance.



For more information and a schedule of Community Resource Centers classes, go to [lacare.org](https://www.lacare.org). Click on the "Healthy Living" tab and choose the location closest to you. Dancing is fun and good exercise – go get your healthy groove on!



Ask the Doc: Immunizations Are for Everyone

Q: What are shots?

A: No matter what you call them, immunizations, vaccines or shots, they are medicines given to children and adults to help them stay healthy and keep them from getting sick.

Q: Who needs to get shots?

A: Infants and small children need a series of shots starting at birth up until about two years old. School-age children must be up-to-date with their shots before entering kindergarten. California schools are required to check immunization records (yellow card) for new students from kindergarten through 12th grade and all students entering 7th grade.

Q: Should adults get shots also?

A: Yes, adults need shots, too. As you get older you could be at risk for certain diseases.

Q: Can shots cause you to get a disease such as measles or the flu?

A: Shots do not make you get a disease.



Q: When should adults get a shot?

A: Adults should get a flu shot every year before flu season starts in the fall. They should also get a Tdap shot, which protects from three diseases – diphtheria, tetanus and whooping cough. If you are 19 years, or older, and have never had the shot, you should get it. If you are 60 years old, or older, you might need other shots. Some shots your doctor may recommend are Pneumococcal, Shingles (Zoster), or the measles, mumps and Rubella (MMR).

Your doctor is the best source of health information for you and your family. Ask your doctor what shots he or she recommends. Make sure you have all the shots you need so you can stay healthy. Don't wait until you're sick to go to the doctor. Seeing the doctor when you're well allows the doctor to focus on you rather than your illness. Well visits are a time for preventive care including age-appropriate vaccinations.

Protect Yourself Against the Flu!

Protect yourself this flu season by getting your FREE flu shot! Getting a flu shot is easy and free for L.A. Care members. Just visit your doctor or a local pharmacy and show your L.A. Care member ID card.

With the ongoing COVID-19 risk, keep up with healthy habits this flu season by:

- Getting a flu shot
- Follow local masking guidelines
- Stay home when sick

If you are older than 65, ask your doctor about getting the pneumonia shot.



Oral Health and School Readiness: Medi-Cal covers preventive dental services

The health of your child's mouth can affect all parts of their life, including the ability to succeed in school. Establishing good dental care habits at home at a young age is important; however, it does not replace the need for dental check-ups.

If your child has poor oral health, they may:

- Miss more school and receive lower grades than children who don't
- Develop an infection or other serious health conditions
- Have trouble eating, speaking, or sleeping due to pain
- Have low self-esteem

Having a dental home and seeing a dentist every six months is the best way to keep your child pain-free and able to focus on school. The good news is **Medi-Cal provides free or low-cost dental check-ups every six months (sometimes more) for members under the age of 21.**



Visit SmileCalifornia.org/School-Readiness for more information on Medi-Cal dental benefits and oral health and school readiness tips.

September is National Pain Awareness Month – Don't Wait Until It Hurts to See the Dentist!

Many people wait until they have pain before seeing a dentist. Regular check-ups with a dentist are just as important as they are with a doctor. Seeing a dentist before you have pain can help save you from more treatment and the pain itself.

Smile, California has a new video called "Don't Wait Until It Hurts to See the Dentist". The video talks about stopping the habit of only seeing the dentist when there is pain or an emergency. In the video, the *Smile, California* character, Carlos, is telling his friend, Michael, about his recent dental experience. Carlos talks about how he avoided going to the dentist.



Watch the full video by visiting SmileCalifornia.org/Videos to learn what happens during Carlos' visit to his Medi-Cal dentist.

Don't have a dentist? Visit SmileCalifornia.org/Find-A-Dentist to find a Medi-Cal dentist accepting new patients near you.

Concerned About Your Child's Development?

Tips to get help

Talking to your child's doctor is the first step toward getting help if you are concerned about the way your child plays, learns, speaks, acts or moves. As a parent, you know your child best – and acting early can make a real difference.

Here are some tips to guide you along the way.

1. Make an appointment with your child's doctor

- When you schedule the appointment, tell the medical staff you have concerns about your child's development that you would like to discuss with the doctor. If you have already seen the doctor and they told you to wait and see, call Help Me Grow LA to get additional support or address any concerns you may have.

2. Complete a milestone checklist

- Before the appointment, complete a milestone checklist by downloading CDC's free Milestone Tracker mobile app at www.cdc.gov/MilestoneTracker.
- Write down your questions and concerns – and take these with you to the doctor's appointment.

3. During the doctor's appointment

- Show the completed milestone checklist to the doctor.
 - If your child is missing milestones, point them out, and share any other concerns that you have.
 - If your child is not missing milestones but you still have concerns, tell the doctor about them.
- Ask the doctor for a developmental screening for your child.
 - A developmental screening is recommended whenever there is a concern. It gives the doctor more information to figure out how best to help your child.

- Ask the doctor if your child needs further developmental evaluation.
 - If your child does, ask for a referral and call right away. If you have difficulty getting an appointment, let the doctor know.
- Make sure you understand what the doctor tells you and what to do next.
 - Check to make sure all your questions have been answered.
 - If you do not understand something, ask the doctor to explain it again or in a different way.

Help Me Grow LA can connect parents with resources to help keep their little one's development on track and get help if they need it. For more information, visit HelpMeGrowLA.org.



It is health that is real wealth and not pieces of gold and silver.

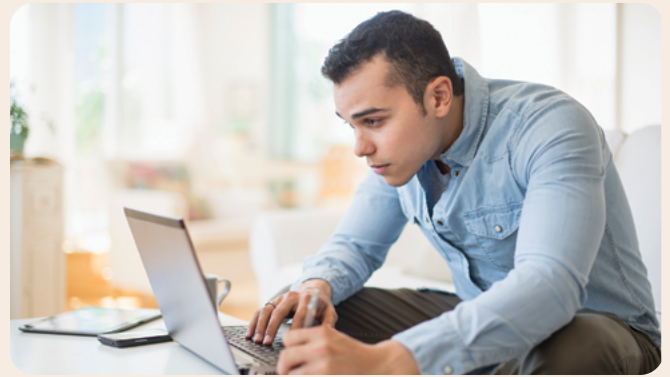
— Mahatma Gandhi

Medi-Cal Renewal

Dear Medi-Cal Members,

Medi-Cal renewals are back. Take action to keep your coverage.

Updating your contact information will help the county use the most current information for your case. You can update your information online at benefitscal.com or by calling the Los Angeles County Department of Public Social Services (DPSS) at **1.866.613.3777**.



If you receive a renewal packet or a notice asking for more information, please respond as soon as possible. You may submit the information by mail, phone, in person or online. If you need assistance completing your renewal packet, please reference the following link which includes a list of agencies across Los Angeles County with bilingual staff who are able to provide Medi-Cal enrollment assistance: <http://publichealth.lacounty.gov/mch/choi/CHOIContractorListEngSp.pdf>

You can also call a Community Resource Center (CRC) listed here to schedule an appointment with an application assister:

Palmdale

2072 E. Palmdale Blvd.
Palmdale, CA 93550
1.213.438.5580

Metro Los Angeles

1233 S. Western Avenue
Los Angeles, CA 90006
1.213.428.1457

Norwalk

11721 Rosecrans Avenue
Norwalk, CA 90650
1.562.651.6060

Inglewood

2864 W. Imperial Hwy
Inglewood, CA 90303
1.310.330.3130

El Monte

3570 Santa Anita Ave
El Monte, CA 91731
1.213.428.1495

Lynwood

3200 East Imperial Hwy
Lynwood, CA 90262
1.310.661.3000

Wilmington

911 North Avalon Blvd.
Wilmington, CA 90744
1.213.428.1490

Pacoima

10807 San Fernando Road
Pacoima, CA 91331
1.213.438.5497

Pomona

696 W. Holt Avenue
Pomona, CA 91768
1.909.620.1661

East Los Angeles

4801 Whittier Blvd.
Los Angeles, CA 90022
1.213.438.5570

Long Beach

5599 Atlantic Avenue
Long Beach, CA 90805
1.562.256.9810

If you have any questions, or need help with accessing your Medi-Cal coverage, or if your Medi-Cal coverage was discontinued, please contact DPSS at **1.866.613.3777** or visit benefitscal.com.

If you get SSI, please report your address change by calling **1.800.772.1213** or contact your local Social Security office.

“Looking for L.A. Care Members to Join the Community Engagement Group!”



Do you want to help improve the healthcare of your family? Would you like to share your thoughts on how L.A. Care can improve health services for its members? If you answered yes, then L.A. Care would like to invite you to join our Community Engagement Group (CEG)!

As a CEG member, you will receive information on L.A. Care's programs, trainings on health topics and skills to help you be an advocate for your community. Best of all, you will meet other members who want to make a difference in improving the health care for over 2 million L.A. Care members in L.A. County! If you are interested in joining the CEG or have questions, please email coeadvisory@lacare.org.

How Long Should I Wait for My Appointment?

Did you know L.A. Care 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

Specialists

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

Did you know 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. Follow their instructions.
- A doctor or nurse should call you back within 30 minutes.



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 will give you the health information you need. Remember, if you have a medical emergency and need help right away, dial **911** or go to your nearest emergency room.

* The applicable waiting time for a particular appointment may be extended if the referring or treating health care provider has determined and noted in the patient record that a longer waiting time will not have a detrimental effect on the health of the member.



October is Health Literacy Month

L.A. Care wants you to feel confident in caring for your health. Health literacy empowers you to understand and use health information for better decisions.

Here's how you can take charge of your health with health literacy:

- 1. Ask Questions:** Don't hesitate to ask your doctor or nurse about your health. They're here to help you understand your conditions and treatments.
- 2. Get Informed:** Learn about your health from reliable sources and healthcare professionals. Knowledge empowers better decisions.

- 3. Take Notes:** Remember to write down important information from your doctor to live a healthy lifestyle.
- 4. Talk About Medicines:** Understand how to take your medication correctly by talking to your doctor or pharmacist.
- 5. Share Concerns:** No need to worry alone. Talk to your healthcare provider for support and help.

You have the power to care for your health.

Doula Benefit Available

Are you or were you pregnant within the past year? If so, you may benefit from doula services!

Doula and Doula Services

A doula is a birth worker who provides health education, advocacy, physical, emotional, and nonmedical support during your pregnancy, childbirth, and postpartum period.

Doula services may help prevent perinatal complications and improve health outcomes for birthing parents and infants. Studies have found individuals who have doula support tend to have a decreased risk of cesarean section, shortened labor time, less use of epidurals, and improved emotional well-being.

Doula services require a written recommendation by a physician or licensed practitioner. Please contact them and request that a recommendation be submitted on your behalf. A list of L.A. Care's contracted doulas can be found under the "Facility" tab on L.A. Care's Provider Directory.

What's Included?

Prenatal and Postpartum Support

- Discuss your questions, concerns, and preferences related to your pregnancy. You may also develop or review your birth plan.
- You may receive up to eight additional doula visits during the prenatal and postpartum stages.

Labor and Delivery Support

- A doula can meet you where you're planning to deliver and be with you throughout your labor and delivery to provide physical and emotional support.



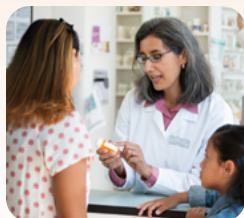
Postpartum Visit(s)

- You may receive up to two extended 3-hour postpartum doula visits after delivery. You can speak to the doula about your birth, sleep patterns, lactation support needs, and any other questions/concerns.

Abortion or Miscarriage Support

- Experiencing loss may have a range of needs that a doula can support such as:
 - Being present with you in the hospital room or at home.
 - Offering emotional support before, during, and after loss.
 - Providing support in creating and practicing rituals for grief or loss.

For questions, please contact DoulaBenefit@lacare.org.



Medi-Cal Pharmacy Benefits

Medi-Cal Pharmacy Benefits are administered through the fee-for-service delivery system Medi-Cal Rx. Please visit the DHCS Medi-Cal Rx website for more information or visit L.A. Care Pharmacy Services link: <https://www.lacare.org/members/getting-care/pharmacy-services>.

Staying Healthy During the Holidays

Enjoy the holidays with loved ones by taking care of your health.

- Checkups or well-care visits are the best way to care for your health.
- Checkups can help catch issues early when they may be easier to treat.
- You will learn what shots or tests are due too.

Make sure you see your doctor once a year for a checkup.

- Well-care visits are at no cost to you.
- If you are a new member, visit your doctor right away. L.A. Care recommends as a new member visit your new doctor within the first 120 days for an initial health appointment (IHA).
- Your doctor can show you how to make healthy changes. These changes will keep you healthy to enjoy the holidays.

Talk with your doctor to learn what health services are right for you. Visit the L.A. Care website to see shots and tests needed by age. Go to: **lacare.org** under, *For Members, Getting Care, and Routine Exams*. In the Resource section on the right side of the page are brochures for Children and Teens, Adults and Older Adults.

Staying healthy helps you enjoy your holidays!



Save up to \$30 a Month on Your Internet Service Bill!



The Affordable Connectivity Program (ACP) is a government program that helps low income households pay for broadband service and internet connected devices.

Learn more here: <https://www.lacare.org/healthy-living/affordable-connectivity-program>.

Go Green and Get Be Well Electronically!

Would you like to get **Be Well** by email? Please sign up on our website at **lacare.org/be-well** to receive it by email. Be sure to like us on Facebook, Twitter, Instagram and LinkedIn.



Community Health Worker Benefit Available



Community Resource Center

Do you need support to better understand your healthcare needs or be connected with additional resources? If so, you may benefit from Community Health Worker (CHW) services!

CHW services are offered to Medi-Cal members at six Community Resource Centers (CRCs) in Pomona, Palmdale, Norwalk, Metro L.A., Wilmington and Long Beach and through our contracted network of CHWs. For a list of contracted Providers, visit L.A. Care's Provider Directory.

CHWs and CHW Services

A CHW is a trained non-clinical professional who can help you with addressing chronic conditions, preventive healthcare needs, and health-related social needs. CHW services may help prevent disease, disability, and other health conditions from worsening to prolong life and promote physical and mental well-being.

Below are CHW services that can be provided:

- **Health Education**

- Promotes health or addresses barriers to physical and mental health through providing information on health topics. This may include control and prevention of chronic or infectious diseases and perinatal health conditions.

- **Health Navigation**

- CHWs can provide information, training, referrals, or support to assist with:
 - Accessing healthcare, understanding the healthcare system, or engaging in your own care.
 - Connecting to community resources such as medical translation/interpretation or transportation services.

- **Screening and Assessment**

- CHWs may provide screening and assessment services that do not require a license, and assist with connecting you to appropriate services to improve your health.

- **Individual Support or Advocacy**

- CHWs may assist with preventing the onset or worsening of a health condition, preventing injury or violence prevention related to community and gang violence.

CHW services require a written recommendation by a physician or other licensed practitioner of the healing arts. Please contact them to request for a recommendation be submitted on your behalf. For questions, contact **Member Services** at **1.888.839.9909** or email **CHWBenefit@lacare.org**.

What is Medication Reconciliation?

Medication Reconciliation is a review of all your medications and supplements during each doctor visit. Your doctor needs to know about new medicines and changes to your current ones. See your doctor within 30 days after you leave the hospital.

Here are some tips:

1. Always carry a list of all your current medications. Please have the name, dose, and how often you take them. Include how and why you are taking them.
2. Don't forget to include over-the-counter (OTC) medications, vitamins, and herbs.
3. Schedule a doctor's visit as soon as you leave the hospital to review the list with your doctor.

Here's an example of a case for better understanding:

Luke was admitted to the hospital after a heart attack and was given new medications to help stabilize his heart. After Luke was discharged, he saw his doctor the next day and shared his new medication list with him. His doctor reviewed the list and noticed two medications that provided similar treatment. The doctor recommended Luke to stop taking his old medication to prevent possible side effects. All in all, the doctor and Luke worked together to help Luke to continue living a healthy lifestyle.

Follow-up After Hospital Discharge

Did you know it is important to follow-up with your doctors after leaving the hospital?

That includes when you leave the hospital for a mental health diagnosis like anxiety, depression, or any other conditions. It is important for your doctors to know what is going on with your physical and mental health in order to refer you to the appropriate care team.

Mental health issues are more common than people realize! Based on statistics, 1 in 5 American adults experienced a mental health issue, and 1 in 20 Americans live with a mental illness such as anxiety or depression. Depression may look like a lack of interest in doing pleasurable activities, feelings of sadness, lack of motivation, loss of energy, and/or crying spells. Anxiety may look like feelings of nervousness, constant worry, heart palpitations, or difficulty concentrating.

If you want to connect to a mental health provider, call Carelon Behavioral Health (**1.877.344.2858**) who will further assist you in getting connected to a licensed therapist or psychiatrist.

If you want help with alcohol or substance use-related treatment, call Los Angeles County's Substance Abuse Service Helpline (SASH) at **1.844.804.7500**.

With both agencies, you will be helped by a live person and presented with options for your recovery.



Ask for help when you need it because you are worth it.

The Diabetes Prevention Program

With the holiday season around the corner, now is the time to learn how to make small changes to your food choices. The Diabetes Prevention Program (DPP) can help. You won't even need to leave your house!

The DPP program includes a full year of support from health coaches. They will help you make better food and exercise choices. These changes can have a big impact on preventing diabetes and your overall health.

This is a free and voluntary program for you. To qualify you must:

- Be at least 18 years old
- Be overweight based on your height and weight
- Not have diabetes
- Have other risks of developing diabetes, like a family history or a history of gestational diabetes

To see if you qualify, call Diabetes Care Partners at **1.877.227.3889** | TTY **711**, Monday through Friday from 9 a.m. – 6 p.m. PST.

November is National Diabetes Month

Nearly 1 in 10 of us now have diabetes. If you have diabetes and would like to learn more about self-care, L.A. Care is here for you! L.A. Care offers diabetes and pre-diabetes education over the phone, virtually, and in-person.



Please talk to your doctor if you:

- Are very hungry
- Are very thirsty
- Blurred vision
- Feel tired
- Pee a lot
- Weight loss

To learn more, go to lacare.org/healthy-living/library/understanding-diabetes. You can find education materials or sign up for a Diabetes Self-Management Class. Please call **1.855.856.6943** if you would like to make an appointment with one of our dietitians.

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 two 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 at **lacare.org**.



Nurse Advice Line Can Help You



Do you have questions about your health? Need medical advice fast? The **Nurse Advice Line** is available 24 hours a day, 7 days a week. Registered nurses will answer your health questions and help you take care of your

family. Get tips on avoiding the flu, treating the common cold and so much more.

Use the audio library to listen to recorded messages on many different health topics. Call the L.A. Care **Nurse Advice Line** at **1.800.249.3619** (TTY 711) or chat with a nurse online free. To access the nurse chat function, go to **lacare.org** and click on “Member Sign In” to log on.



Important Numbers

Do you have questions about your benefits? Please see the contact information below to get help and answers.



L.A. CARE HEALTH PLAN

L.A. Care Medi-Cal Plan
1.888.839.9909 (TTY 711)
24 hours a day, 7 days a week and holidays

L.A. Care PASC-SEIU Health Plan
1.844.854.7272 (TTY 711)
24 hours a day, 7 days a week and holidays

L.A. Care Medicare Plus
1.833.522.3767 (TTY 711)
24 hours a day, 7 days a week and holidays

**L.A. Care and Blue Shield Promise
Community Resource Centers**
(Building Healthy, Active and
Informed Communities)
1.877.287.6290 (TTY 711)

L.A. Care Covered™
1.855.270.2327 (TTY 711)
Monday – Friday, 9 a.m. – 5 p.m.

L.A. Care Compliance Helpline
(to report fraud or abuse)
1.800.400.4889 (TTY 711)
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 Nurse Advice Line
(for non-emergency medical advice)
1.800.249.3619 (TTY 711)
24 hours a day, 7 days a week and holidays

OTHERS

Transportation Services
(No Cost Medi-Ride to the Doctor)
1.888.839.9909 (TTY 711)
24 hours a day, 7 days a week

Carelon Behavioral Health
1.877.344.2858 (TTY **1.800.735.2929**)
carelonbehavioralhealth.com
24 hours a day, 7 days a week

TelaDoc®
1.800.835.2362 (TTY 711)
(Talk to a doctor for urgent care needs)
24 hours a day, 7 days a week and holidays

IN CASE OF EMERGENCY, CALL 911



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A Publication for L.A. Care Members

MARKETING DEPARTMENT

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Health and wellness or prevention information

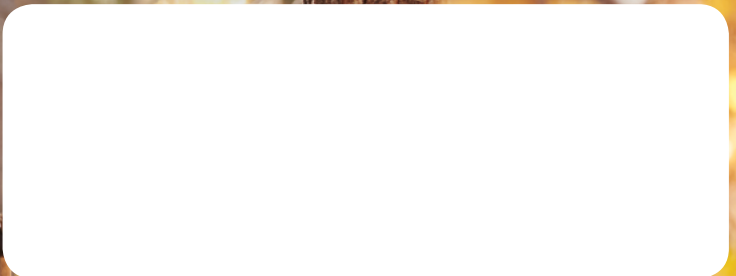


Table with multiple rows and columns containing translations of the main article in various languages including English, Spanish, Arabic, Armenian, Cambodian, Chinese, Farsi, Hindi, Hmong, Japanese, Korean, Laotian, Mien, Panjabi, Russian, Tagalog, Thai, Ukrainian, and Vietnamese.

The benefit information provided is a brief summary, not a complete description of benefits. Limitations, co-payments, and restrictions may apply. Benefits may change on January 1 of each year. To learn more, please call the L.A. Care Member Services at 1.888.839.9909 (TTY 711), 24 hours a day, 7 days a week, and holidays.

Be Well is a member news publication by L.A. Care for members of L.A. Care's Health Plan. If you would like the information contained in this newsletter in another language or another format, please call Member Services at 1.888.839.9909 (TTY 711), 24 hours a day, 7 days a week including holidays.

Non-discrimination and Accessibility Statement

L.A. Care complies with all applicable state and federal civil rights laws and does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation.

