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WELL

A NEWSLETTER FOR L.A. CARE
COVERED™ MEMBERS



L.A. Care
Covered.



SEPTEMBER 2024

L.A. Care supports cancer prevention for the AAPI (American Asian Pacific Islander) community!

Some AAPI subgroups have higher rates of cancer. Ensuring access to care and providing culturally appropriate information are needed to address these disparities.

We believe in the power of preventive care and want to remind you of the importance of getting routine cancer screenings. Taking these actions help build a healthier future:

- Routine screenings
- Early detection of diseases
- Personal empowerment through health education

There are many screenings or testing options. How often you are screened depends on the test you choose.

Take charge of your health today by scheduling an appointment with your doctor to find out which option is best for you.

Find out about screenings you may need.

Breast Cancer Screening:

People with breast tissue should have a mammogram every two years. A mammogram is an x-ray that looks for breast cancer. People have mammograms between ages 50-74. Some people may need them earlier. Talk with your doctor about scheduling an appointment today.

Cervical Cancer Screening: You may be due for a Pap test and/or HPV (Human papillomavirus infection) test if you are between the ages of 21-65 and have a cervix. The recommended cervical cancer screening varies by age.

Colorectal Cancer Screening: You may be due for a colorectal cancer screening earlier than you think. Colorectal cancer screening are now recommended starting at age 45. There are many options to get screened- you can even do it at home with an at-home test kit.

Schedule your appointment today. Talk with your doctor about which option is right for you.

We value diversity and inclusion and are committed to building a more equitable community for all in L.A.



Meals for the Mind

Have you ever felt butterflies in your stomach when you were nervous or felt livelier after eating a healthy meal?

This occurs when our brain and stomach work together, called the gut-brain axis.

The gut brain axis means our mood influences how our stomach feels. In addition, what we eat can affect our mood.

In honor of Mental Health Awareness month, let us discuss how to improve your mood with food!

The simplest way to design meals for a clearer mind is to build a healthy plate.

Start by filling half of your plate with non-starchy vegetables. Green, leafy vegetables such as spinach, kale, and collards, are especially good for your brain.

One quarter of your plate should be lean proteins. Proteins with lots of healthy fat, such as fish and nuts, are best for improving mood.

Fill the last quarter of your plate with complex carbohydrates such as starchy vegetables, fruit, or whole grains. Beans and berries show the most benefit.

Try to avoid fast fried foods, red meat, and sweets as these are linked to worse mood.

Studies using this method show improvement in mood in as little as 3 weeks, but go at your own pace!



Understanding and Accessing Mental Health

Do you feel sad, easily agitated, or anxious?

Did you know that in the U.S., mental health issues are far more common than many people realize?

According to the U.S. Department of Health and Human Services, 1 in 5 American adults have experienced a mental health issue, and 1 in 20 Americans live with a mental illness such as anxiety or depression. Symptoms of depression may look like:

- Lack of interest in doing pleasurable activities
- Feelings of sadness, lack of motivation
- Loss of energy
- Crying spells
- Symptoms of anxiety may look like feelings:
 - Nervousness
 - Restlessness
 - Constant worry
 - Heart racing
 - Difficulty concentrating

Both depression and anxiety can also impact your sleep patterns.

If you are struggling with any of these symptoms, help is always available.

Please contact Caelon Behavioral Health at **877.344.2858** (TTY 1.800.735.2929) where you will be provided with a referral to a therapist or a psychiatrist who is trained to help you with your mental health needs.

Call today to take the first step towards feeling better and improve your well-being!



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

Behavioral Care

- Routine appointment (non-urgent): 15 business days (physicians)
- Routine appointment (non-urgent): 10 business days (non-physicians)
- Non-Urgent Follow-Up Appointment: Within 10 business days of prior appointment (Non-Physicians)
- Urgent appointment: 48 hours
- Life threatening emergency: Immediately
- Non-life threatening emergency: 6 hours
- Emergency Care: Immediate, 24 hours a day, 7 days per week

After-hours:

- Access - After Hours recording or answering service must state emergency instructions to address medical emergencies
- Access - After Hours recording or answering service must state a way of contacting the provider
- Timeliness - Recording or live person must state that provider will call back within 30 minutes

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 with 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.



Prescription drugs listed on L.A. Care Website

To find out more about L.A. Care list of covered drugs called the Formulary, and monthly updates, visit the L.A. Care website at lacare.org.

You will also find information about limits or quotas, generic and brand medications, restrictions, on medication coverage, the medication request process, drug preferences and procedures on how to use the Formulary.



Exercise – How Much Do You Know?

Exercise:

- Improves heart health
- Helps control weight and manage chronic conditions such as diabetes
- Improves mood and sleep quality
- Strengthens muscles and helps prevent falls as we age

Flexibility	Strength	Cardiovascular (Cardio)
These activities help your joints stay flexible so you can carry out daily tasks.	Strength exercises make your muscles work harder than usual which increases size and power.	Cardio exercise improves the health of your heart and lungs.
<ul style="list-style-type: none"> • Stretching • Yoga • Tai chi • Pilates 	<ul style="list-style-type: none"> • Lifting weights • Using resistance bands • Push-ups/sit-ups 	<ul style="list-style-type: none"> • Brisk walking • Swimming • Biking • Dancing

Tips to Get Started

- Try to find things you will enjoy. Ask a friend to join you for a walk!
- Start slowly and build as you go.
- A good goal is to reach 150 minutes per week of moderate physical activity (cardio), such as brisk walking, plus some strength building and stretching exercises. You can break this up any way you want – something is better than nothing!
- Be sure to talk to your doctor about what type and how much is right for you.



Doctor's Orders

Did you know that medications are taken incorrectly 50% of the time? At L.A. Care Health Plan, we know taking medications can be hard and confusing. There are many reasons why people stop taking their medications: forgetting to take them, not understanding their doctor's instructions, feeling side-effects, or thinking their medication is not working. Not taking your medications can worsen your health and lead to more trips to the hospital.

Tips to Help You Take Your Medications Everyday:

- Keep your medications somewhere you can easily access or see everyday
- Set an alarm
- Associate taking your medications with another daily activity to make it a habit (e.g., after brushing your teeth in the morning)
- Use a pill box and refill it at the same time each week (e.g., every Sunday after dinner)
- Keep a "medicine calendar" to check off each time you take your medications

Ask your doctor for a different medication if it's too expensive or you feel side effects

Ask your doctor for a 90-days' supply of medication and/or sign up for mail order to visit the pharmacy less often

Questions?

If you disagree or do not understand your medication, don't be shy – ask your doctor or pharmacist why!



Pregnancy Programs Just for You

L.A. Care is here to help during your pregnancy! We offer support through our Healthy Pregnancy and Healthy Mom Programs.

To learn more go to lacare.org/pregnancy.

Be sure to see your doctor for prenatal (during pregnancy) visits as soon as you think you are pregnant. Members may earn a **\$40 gift card** for their postpartum (after pregnancy) visit.

L.A. Care also offers doula services. Doulas provide education and support for pregnant and postpartum persons before, during, and after giving birth. Doulas also offer support for pregnancy loss.

Doulas can help with health navigation, breastfeeding, and making a birth plan. Doula services can be virtual or in-person, in any setting.

More information on the benefits of doula services, Please call **1-855-270-2327** (TTY 711) **24 hours a day, 7 days a week, including holidays** or visit lacare.org/pregnancy for more information.



What is Medication Reconciliation?

Check Out Our New Wellness Site!

The My Health in Motion site has a new look and features to help you stick to your health goals.

Sign in at lacare.org. Go to “Member Sign in” and click on the “My Health In Motion™” tab.

You can earn up to \$215 in rewards (gift cards) every year just for participating in the My Health in Motion™ Rewards Program.

The points can be electronically redeemed for gift cards to over 100 retail stores. The points earned in one calendar year do not roll over.

The program has several ways you can earn points to redeem for gift cards.

- Completing a Health Assessment -\$40
- Completing a 3-month Health Coaching program -\$40
- Completing two of the following workshops:
 - Quitting Tobacco and Nicotine (LivingFree) -\$30
 - Getting Active (LivingFit)-\$30
 - Managing Diabetes (LivingWell)-\$30
 - Nutrition or Eating Health (LivingLean)-\$30
 - Controlling Alcohol (LivingSmart)-\$30

Annual Preventive Exam-\$75 (Physician form required)

If you have questions or need help with My Health in Motion™ call L.A. Care’s Health Education department at **1-855-856-6943**.



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 Covered

1.855.270.2327 (TTY 711)

Monday – Friday, 9 a.m. – 5 p.m.

L.A. Care Medi-Cal Plan

1.888.839.9909 (TTY 711)

24 hours a day, 7 days a week and holidays

1200 W. 7th Street Los Angeles, CA 90017

L.A. Care Medicare Plus

1.833.522.3767 (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 Community Resource Centers

(Your Centers for Health and Wellness)

1.877.287.6290 (TTY 711)

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

1.855.270.2327 (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:

Carelon Behavioral Health

(Behavioral Health Care)

1.877.344.2858

(TTY 1.800.735.2929) carelonbehavioralhealth.com

24 hours a day, 7 days a week

TelaDocR

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**



Community Resource Centers:

Community Resources: <https://www.communityresourcecenterla.org> Offers free nutrition, fitness and wellness classes so members can stay active, healthy and informed.



Nurse Advice Line:

Members can speak with a registered nurse 24 hours a day, seven days a week through our Nurse Advice Line (NAL) <https://www.lacare.org/members/getting-care/nurse-advice-line>



Virtual Care: Teladoc®

<https://www.lacare.org/members/getting-care/urgent-care/telehealth> is our telehealth partner, offering members access to 24/7 urgent care visits with a doctor by phone or video.



L.A. Care
HEALTH PLAN®



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 **1-855-270-2327** (TTY 711) 24 hours a day, 7 days a week and holidays. Also, visit our website at **lacare.org**.



Community Engagement Group

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