



**L.A. Care**  
Covered™

SUMMER 2021

# stay well

A Newsletter for L.A. Care Covered™ Members

## Water Safety for Kids

We all want to keep our children safe and secure and help them live to their full potential. Knowing how to prevent leading causes of child injury, like drowning, is a step toward this goal.

Enjoying time at swimming pools, rivers, lakes, and the ocean can be healthy and fun. However, when we are enjoying water activities, injuries are not the first thing on our minds. Yet, drownings are a leading cause of injury death for young children ages 1-14, and three children die every day because of drowning. In fact, drowning kills more children (ages 1-4) than anything else except birth defects.

Thankfully, there are things you can do to prevent an enjoyable activity from turning into a tragedy.

### Learn lifesaving skills

Everyone should know the basics of swimming (floating, moving through the water) and cardiopulmonary resuscitation (CPR).

### Fence it off

Install a four-sided isolation fence, with self-closing and self-latching gates, around backyard swimming pools. This can help keep children away from the area when they are not supposed to be swimming. Pool fences should separate the house and the play area from the pool.

### Make life jackets a must

Make sure kids wear life jackets in and around natural bodies of water, such as lakes or the ocean, even if they know how to swim. Life jackets can be used in and around pools for weaker swimmers, too.

### Be on the lookout

When kids are in or near water (including bathtubs), supervise them at all times. Because drowning happens quickly and quietly, adults watching kids in or near water should avoid distracting activities like playing cards, reading books, talking on the phone, and using alcohol or drugs.

Source: [cdc.gov](http://cdc.gov)





# Stay Cool With Fruity Frozen Treats

During these hot summer months, try cooling yourself off with one of these fruity frozen treats. They are easy to make and fun to eat!

## Frozen Chocolate Dipped Bananas

- Cut four ripe bananas in half. Slide a lollipop stick into each one. Place bananas on a tray lined with parchment paper. Freeze two hours.
- In a microwave safe bowl, add one cup of dark chocolate chips. Microwave for 30 seconds and stir. Repeat process until chocolate is melted.
- Dip frozen bananas in melted chocolate. You can also sprinkle nuts or crushed cereal on top.
- Enjoy right away or freeze for later.



## Yogurt Dipped Frozen Grapes Skewers

- Stick two or three grapes on a toothpick. Prepare as many grape skewers as you want. Place them on a tray lined with parchment or wax paper. Freeze two hours.
- Dip in your favorite yogurt. Put the dipped grape skewers back into the freezer for 15-30 minutes so they will keep their shape.

Enjoy! Frozen treats keep well in freezer for up to one week.

To learn more about healthy eating for your family log on to the L.A. Care's *My Health In Motion*™ health and wellness site on L.A. Care's member portal at [lacare.org](http://lacare.org) or call the **Health Education Department** at **1.855.856.6943**.

# Community Resource Centers Are Open Again



## Community Resource Center

L.A. Care Health Plan and Blue Shield of California Promise Health Plan reopened their jointly operated Community Resource Centers on May 3, after they were temporarily closed in early January due to a COVID-19 surge. For the safety of resource center visitors and staff, limited services will be offered by appointment only.

Starting on May 10, they will be open Monday through Friday from 9 a.m. to 5 p.m.

### Services will include:

- Member support
- Health care coverage enrollment assistance
- Connection to social service programs
- Free Wi-Fi for telehealth services
- Food pantry distributions

The resource centers will follow health and safety guidelines recommended by public health officials, including wearing masks, social distancing, temperature scans, frequent cleanings, and more. For more information about the Community Resource Centers, visit [activehealthyinformed.org](http://activehealthyinformed.org).



# It's Vaccination Month!

August is National Immunization Awareness Month (NIAM). This annual observance highlights the importance of getting recommended vaccines throughout your life. You have the power to protect yourself and your family against serious diseases like whooping cough, cancers caused by HPV, and pneumonia through on-time vaccination.

During NIAM, L.A. Care encourages you talk to your doctor, nurse, or other health care professional to ensure you and your family are up to date on recommended vaccines.

We also encourage you to visit CDC's Interactive Vaccine Guide at [cdc.gov/vaccines/growing](https://www.cdc.gov/vaccines/growing) to see information on recommended vaccines.

Do you have questions? Call the **Nurse Advice Line** at **1.800.249.3619** (TTY 711) 24 hours a day, 7 days a week. You can also chat with a nurse online for free. Please visit [lacare.org](https://www.lacare.org) and log onto the member sign-in to access the nurse chat function. Registered nurses will answer your health questions and help you take care of your family.

Source: CDC



## Lose Weight With an Easy Digital App

Summer is a great time to refocus on your health and L.A. Care is here to help. Members now have access to L.A. Care's Diabetes Prevention Program from the convenience of their phone.

The program includes a full year of support to make small changes to your food choices and activity levels. Health coaches help you find what works for you. And a free Fitbit is yours after completing four weeks in the program.

### This is a free program to you and to qualify you must:

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



See if you qualify at [solera4me.com/lacare](https://solera4me.com/lacare) or call **1.866.690.6202** (TTY 711) Monday through Friday from 6 a.m. – 6 p.m.

# Safety Tips for Physical Activity

Staying active is key for good health. No matter your age or fitness level, getting more physical activity will help support your body and mind. That is why experts recommend getting at least 150 minutes of moderate physical activity a week.

Staying safe while being active is equally important. You want to avoid getting hurt, which can throw you and your fitness goals off-track.

## Has it been a long time since you exercised? Or are you starting a new activity?

- Begin slowly with low-intensity exercises. Do not overdo it. Remember to warm up before exercising and cool down afterwards.
- If you are starting a new strength training exercise, look for expert tips on proper form. Use smooth, steady movements to lift weights into position. Start out with light weights and avoid locking your arms or legs. And do not exercise the same muscle group two days in a row.

- Proper shoes and clothing are important for safety, too. Look for shoes with non-skid soles and cushioned arch support. Replace your shoes when they are worn out. The clothes you wear should be comfortable and right for the setting.

**Remember: L.A. Care and Blue Shield Community Resource Centers are offering free, on-demand virtual fitness classes and more at [youtube.com/activehealthyinformed](https://www.youtube.com/activehealthyinformed).**

*Source: National Institutes of Health*



# No-Cost Home Visit Programs



If you are pregnant, or a new mom, you may need some help. The good news is there are no-cost home visit programs. Women who enroll in home visit programs and services are more likely to have a good birth experience and better birth outcomes.

## A home visitation worker can:

- Be a constant source of comfort and encouragement during and after pregnancy
- Help with learning to breastfeed
- Connect families to other resources

Parenting is hard and every parent deserves help. Having in-home support can make a difference. To find the right programs for you go to **[edirectory.homevisitingla.org](https://www.edirectory.homevisitingla.org)**. Fill out the questionnaire and learn about the different types available.

**For more information or resources on pregnancy visit, [lacare.org/pregnancy](https://www.lacare.org/pregnancy).**



# Summer Travel: Remember Your Medicine!

Travel creates excitement as we look forward to taking a trip to see family or visit a new place. It takes preparation before you head out on the road. If you take medications make sure you have enough to last throughout your trip. Remember to follow COVID-19 safety guidelines and wash your hands often or use hand sanitizer.

## Tips for Preparing Your Medication for Travel

- At least a week before traveling, check your prescriptions. If you need a refill, make a trip to the pharmacy if you have refills left. If not, contact your doctor for a new prescription.
- 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 medications in the original container until you arrive at your destination. You can put them in your pill box then.
- Keep your medications in your carry-on bags. If checked luggage is lost or delayed, you will still have what you need. Do not miss a dose just because you are in transit.
- If you are traveling outside the U.S., be sure your medicine is allowed in the place you are visiting.
- Always travel with your medical insurance card.
- If you run out of your medicine or lose it, call L.A. Care at **1.855.270.2327 (TTY 711)** for assistance.

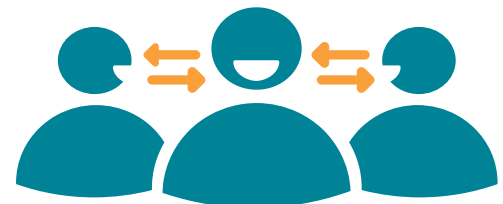
To find out more about the L.A. Care list of covered drugs called the Formulary, and monthly Formulary updates, visit the L.A. Care website at [lacare.org](http://lacare.org). You will also find information about: Formulary limits or quotas, generic and brand medications, restrictions on medication coverage, the medication request process, drug preferences, and how to use the Formulary.



## Do You Need Help Getting Care in Your Language?

You have the right to no-cost interpreting services, including American Sign Language. L.A. Care Covered™ provides these services 24 hours a day, 7 days a week. It is important to use a professional interpreter at your medical appointment. You should not use friends, family, or children to interpret for you, except in an emergency.

To ask for an interpreter for health visits, please call **Member Services** at **1.855.270.2327 (TTY 711)** at least 10 business days prior to your appointment.



# Take Care of Your Emotional Well-Being

If you are feeling stress, you are not alone. It is hard to avoid stress. Work, money, current events, and the hassles of everyday life are just a few of the things that can cause stress. While stress can be beneficial, too much of it can be harmful. Long-term, or chronic, stress is linked to several health conditions like heart disease, high blood pressure, diabetes, depression, and anxiety.

Here are healthy ways to cope with stress:

- **Take breaks from watching, reading, or listening to news stories**, including those on social media. It's good to be informed but hearing about the pandemic and other news, constantly can be upsetting. Consider limiting news to just of couple times a day and disconnecting from phone, tv, and computer screens for a while.
- **Take care of your body.**
  - Take deep breaths, stretch, or meditate.
  - Try to eat healthy, well-balanced meals.
  - Exercise regularly and get plenty of sleep.
  - Avoid excessive alcohol, tobacco, and substance use.
  - Continue with routine preventive measures (such as vaccinations, cancer screenings, etc.) as recommended by your health care provider.
  - Get vaccinated with a COVID-19 vaccine.



- **Make time to unwind.** Try to do some other activities you enjoy.
- **Connect with others.** Talk with people you trust about your concerns and how you are feeling.
- **Connect with your community- or faith-based organizations.** While social distancing measures are in place, try connecting online, through social media, or by phone or mail.

Finally, if stress is affecting your well-being, please visit your primary care provider (PCP) or contact **Beacon Health Options** at **1.877.344.2858** (TTY **1.800.735.2929**), 24 hours a day, 7 days a week, including holidays. In case of an emergency, please call **911**.

Source: CDC

## Medical Identity Theft: Protect Yourself!

You could become a victim of medical identity theft if someone gets your medical ID or Social Security number.

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

- Do not trust strangers who offer free or discounted medical services.
- Keep your insurance and Social Security numbers safe.
- Never share your information with persons who say they are bill collectors. If they really are bill collectors, they will already have your information.
- File paperwork and shred what you do not need.
- Review your medical bills and statements, and your Explanations of Benefits. 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 and/or Explanation of Benefits, or think there is a mistake, please call **Member Services** at **1.855.270.2327** (TTY **711**).

# Important Phone Numbers

**L.A. Care Covered™**  
1.855.270.2327 (TTY 711)

**L.A. Care Community Resource Centers**  
1.877.287.6290

**L.A. Care Compliance Helpline**  
(to report fraud or abuse) 1.800.400.4889

**L.A. Care Health Education**  
1.855.856.6943

**L.A. Care Language/Interpreter Services**  
1.855.270.2327 (TTY 711)

**L.A. Care Nurse Advice Line**  
(for non-emergency medical advice)  
1.800.249.3619 (TTY 711)

**Beacon Health Options**  
(behavioral health care)  
1.877.344.2858 (TTY 1.800.735.2929)



**Would you like to receive Stay Well via email?**

Sign up now at  
[lacare.org/stay-well](http://lacare.org/stay-well).  
It's that simple!

## Nondiscrimination and Accessibility Statement

L.A. Care complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

L.A. Care Health Plan cumple con las leyes federales de derechos civiles y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.



## Language Assistance Services in Your Language

English	Free language assistance services are available. You can request interpreting or translation services, information in your language or in another format, or auxiliary aids and services. Call L.A. Care at 1.855.270.2327 (TTY 711), 24 hours a day, 7 days a week, including holidays. The call is free.
Spanish	Los servicios de asistencia de idiomas están disponibles de forma gratuita. Puede solicitar servicios de traducción e interpretación, información en su idioma o en otro formato, o servicios o dispositivos auxiliares. Llame a L.A. Care al 1.855.270.2327 (TTY 711), las 24 horas del día, los 7 días de la semana, incluso los días festivos. La llamada es gratuita.
Arabic	(TTY 711) 1.855.270.2723 على الرقم L.A. Care به خدمات إضافية. اتصل بـ L.A. Care على مدار الساعة وطوال أيام الأسبوع، بما في ذلك أيام العطلات. المكالمات مجانية.
Armenian	Տրամադրվելի են լեզվական օգնության անվճար ծառայություններ: Կարող եք խնդրել բանավոր թարգմանչական կամ թարգմանչական ծառայություններ, Ձեր լեզվով կամ տարբեր ձևաչափով տեղեկություն, կամ օժանդակ օգնություններ և ծառայություններ: Զանգահարեք L.A. Care 1.855.270.2327 համարով (TTY 711), օրը 24 ժամ, շաբաթը 7 օր, ներառյալ տոնական օրերը: Այս հեռախոսազանգն անվճար է:
Chinese	提供免費語言協助服務。您可申請口譯或翻譯服務，您使用之語言版本或其他格式之資訊，或輔助援助和服務。請致電 L.A. Care 電話 1.855.270.2327 (TTY 711)，服務時間為每週 7 天，每天 24 小時（包含假日）。上述電話均為免費。
Farsi	خدمات رایگان امداد زبانی موجود می باشد. می توانید برای خدمات ترجمه شفاهی یا کتبی، اطلاعات به زبان خودتان یا فرمت دیگر، یا امدادها و خدمات اضافی درخواست کنید. با L.A. Care به شماره 1.855.270.2723 (TTY 711) در 24 ساعت شبانه روز و 7 روز هفته شامل روزهای تعطیل تماس بگیرید. این تماس رایگان است.
Hindi	मुफ्त भाषा सहायता सेवाएं उपलब्ध हैं। आप दुभाषिया या अनुवाद सेवाओं, आपकी भाषा या किसी अन्य प्रारूप में जानकारी, या सहायक उपकरणों और सेवाओं के लिए अनुरोध कर सकते हैं। आप L.A. Care को 1.855.270.2327 (TTY 711) नंबर पर फोन कर, दिन में 24 घंटे, सप्ताह में 7 दिन, छुट्टियों सहित। कॉल मुफ्त है।
Hmong	Muaj kev pab txhais lus pub dawb rau koj. Koj tuaj yeem thov kom muab cov ntaub ntaub txhais ua lus lossis txhais ua ntawv rau koj lossis muab txhais ua lwm yam lossis muab khoom pab thiab lwm yam kev pab cuam. Hu rau L.A. Care ntawm tus xov tooj 1.855.270.2327 (TTY 711), tuaj yeem hu tau txhua txhua 24 teev hauv ib hnub, 7 hnub hauv ib vij thiab suab nrog cov hnub so tib si, tus xov tooj no hu dawb xwb.
Japanese	言語支援サービスを無料でご利用いただけます。通訳・翻訳サービス、日本語や他の形式での情報、補助具・サービスをリクエストすることができます。L.A. Care までフリーダイヤル 1.855.270.2327 (TTY 711) にてご連絡ください。祝日を含め毎日 24時間、年中無休で受け付けています。
Khmer	សេវាជំនួយខាងភាសា គឺមានដោយឥតគិតថ្លៃ។ អ្នកអាចស្នើសុំសេវាបកប្រែផ្ទាល់មាត់ ឬការបកប្រែ ស្នើសុំព័ត៌មាន ជាភាសាខ្មែរ ឬជាទម្រង់មួយទៀត ឬជំនួយជ្រាមជ្រួង និងសេវា។ ទូរស័ព្ទទៅ L.A. Care តាមលេខ 1.855.270.2327 (TTY 711) បាន 24 ម៉ោងមួយថ្ងៃ 7 ថ្ងៃមួយអាទិត្យ រួមទាំងថ្ងៃបុណ្យផង។ ការបកប្រែឥតគិតថ្លៃឡើយ។
Korean	무료 언어 지원 서비스를 이용하실 수 있습니다. 귀하는 통역 또는 번역 서비스, 귀하가 사용하는 언어 또는 기타 다른 형식으로 된 정보 또는 보조 지원 및 서비스 등을 요청하실 수 있습니다. 공휴일을 포함해 주 7일, 하루 24시간 동안 L.A. Care, 1.855.270.2327 (TTY 711) 번으로 문의하십시오. 이 전화는 무료로 이용하실 수 있습니다.
Lao	ພາສາອັງກິດ ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໄດຍບໍ່ເສຍຄ່າ. ທ່ານສາມາດຂໍຮັບບໍລິການພາສາ ຫຼື ເປັນພາສາໄຕ້, ສຳລັບຂໍ້ມູນໃນພາສາຂອງທ່ານ ຫຼື ໃນຮູບແບບອື່ນ, ຫຼື ເລືອກມີຊ່ວຍເຫຼືອ ແລະ ບໍລິການອື່ນ. ໃຫ້ໂທຫາ L.A. Care ໂດຍ 1.855.270.2327 (TTY 711), 24 ຊົ່ວໂມງຕໍ່ມື້, 7 ມື້ຕໍ່ອາທິດ, ວ່ອມເຖິງວັນພັກຕ່າງໆ. ການໂທແມ່ນບໍ່ເສຍຄ່າ.
Panjabi	ਪੰਜਾਬੀ: ਮੁਫਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਤੁਸੀਂ ਦੁਆਰਾ ਚਾਹੀਦੀਆਂ ਜਾਂ ਅਨੁਵਾਦ ਸੇਵਾਵਾਂ, ਅਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਣਕਾਰੀ ਜਾਂ ਕਿਸੇ ਹੋਰ ਫਾਰਮੈਟ ਵਿੱਚ, ਜਾਂ ਸਹਾਇਕ ਉਪਕਰਣਾਂ ਅਤੇ ਸੇਵਾਵਾਂ ਲਈ ਬੇਨਤੀ ਕਰ ਸਕਦੇ ਹੋ। L.A. Care ਨੂੰ 1.855.270.2327 (TTY 711) ਨੰਬਰ ਉੱਤੇ ਕਾਲ ਕਰੋ, ਇੱਕ ਦਿਨ ਵਿੱਚ 24 ਘੰਟੇ, ਹਫ਼ਤੇ ਵਿੱਚ 7 ਦਿਨ, ਛੁੱਟੀਆਂ ਸਮੇਤ। ਕਾਲ ਮੁਫਤ ਹੈ।
Russian	Мы предоставляем бесплатные услуги перевода. У Вас есть возможность подать запрос о предоставлении устных и письменных услуг перевода, информации на Вашем языке или в другом формате, а также вспомогательных средств и услуг. Звоните в L.A. Care по телефону 1.855.270.2327 (TTY 711) 24 часа в сутки, 7 дней в неделю, включая праздничные дни. Этот звонок является бесплатным.
Tagalog	Available ang mga libreng serbisyo ng tulong sa wika. Maaari kang humiling ng mga serbisyo ng pag-interpret o pagsasalang-wika, impormasyon na nasa iyong wika o nasa ibang format, o mga karagdagang tulong at serbisyo. Tawagan ang L.A. Care sa 1.855.270.2327 (TTY 711), 24 na oras sa isang araw, 7 araw sa isang linggo, kabilang ang mga holiday. Libre ang tawag.
Thai	มีบริการช่วยเหลือภาษาฟรี คุณสามารถขอรับบริการการแปลหรือล่าม ข้อมูลในภาษาของคุณหรือในรูปแบบอื่น หรือความช่วยเหลือและบริการเสริมต่าง ๆ ได้ โทร L.A. Care ที่ 1.855.270.2327 (TTY 711) ตลอด 24 ชั่วโมง 7 วันต่อสัปดาห์รวมทั้งวันหยุด โทรฟรี
Vietnamese	Có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Quý vị có thể yêu cầu dịch vụ biên dịch hoặc phiên dịch, thông tin bằng ngôn ngữ của quý vị hoặc bằng các định dạng khác, hay các dịch vụ và thiết bị hỗ trợ ngôn ngữ. Xin vui lòng gọi L.A. Care tại 1.855.270.2327 (TTY 711), 24 giờ một ngày, 7 ngày một tuần, kể cả ngày lễ. Cuộc gọi này miễn phí.



**L.A. Care**  
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SUMMER 2021

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