



Practice Gratitude

How often do you feel thankful for the good things in your life? Studies suggest that making a habit of noticing what is going well in your life could have health benefits.

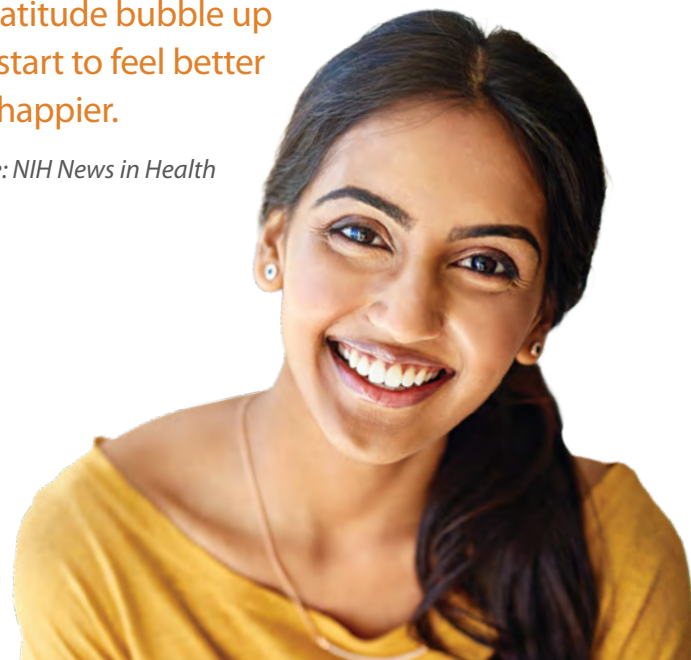
Taking the time to feel gratitude may improve your emotional well-being by helping you cope with stress. Early research suggests that a daily practice of gratitude could affect the body, too. For example, one study found that gratitude was linked to fewer signs of heart disease.

Here are some great ways to practice gratitude:

- **Keep a gratitude journal** – Make a habit of writing down things you are grateful for. Try listing several things.
- **Focus on the good stuff** – Every time a negative thought enters your head, think of something positive going on in your life.
- **Take pleasure in the simple things** – Once you start noticing things to be grateful for, pause to enjoy them.
- **Live in the moment** – Try to notice positive moments as they are happening. Let go of the past and avoid worrying about the future.
- **Do something to show your gratitude** – Tell people in your life what they mean to you. Take the time to do something nice for another person.

When you make gratitude a regular habit, it can help you learn to recognize good things in your life despite the bad things that might be happening. Let the positive emotions of gratitude bubble up and start to feel better and happier.

Source: NIH News in Health



It's Time to Renew Your Health Insurance

Thank you for being a loyal member! L.A. Care is committed to helping Angelenos maintain health coverage through every stage of life.

Why renew your L.A. Care Covered™ Direct Health Plan? You can:

- **Access our large network** of over 60 hospitals and more than 2,900 physicians and 1,700 pharmacies, including CVS and Rite-Aid Stores.
- **Visit MinuteClinics** at select CVS locations to get immediate care without an appointment.
- **Get preventive care services** with no co-pays or co-insurance.
- **Take advantage of all the programs and services we offer** like our free Nurse Advice Line, Family Resource Centers, Community Resource Centers, Telehealth Services, L.A. Care Community Link and much more!

How to renew?

- If you are happy with your current health plan, **then YOU DON'T NEED TO DO ANYTHING.** L.A. Care will renew your insurance automatically.

- To make changes to your current plan, call our Enrollment Support Services team at **1.855.222.4239 (TTY 711)** for personalized assistance. Or visit us at **lacare.org** to shop and compare plans that best suit you and your family needs.

Please note that **December 15, 2020** is the last day to renew or change your plan for coverage beginning on **January 1, 2021.**



Keep Seeing Your Doctor During Pregnancy



If you are pregnant or have just had a baby, you need to keep seeing your doctor. These visits ensure you are up to date with immunizations like flu, Tdap, MMR, and others. This is especially important during the COVID-19 pandemic.

If you are concerned about in-person visits due to COVID-19, call your doctor's office to learn more about:

- Steps the office has taken for patients' health and safety.
- Telephonic or telehealth visits. You may be able to make a Teladoc virtual or over-the-phone visit.

Be Active, Healthy & Informed!

In 2019, L.A. Care Health Plan and Blue Shield of California Promise Health Plan formed a unique collaboration to introduce safe, fun and inclusive **Community Resource Centers** across L.A. County. The goal is to improve the health outcomes of our members and communities where they live.

We are excited to share that L.A. Care's existing **Family Resource Centers** will gradually change to co-branded and jointly operated **Community Resource Centers**! This means that there will be more benefits for health plan members and the entire community in the form of new and enhanced services and resources – to help keep everyone active, healthy and informed.

Currently all resource centers remain closed in response to COVID-19 restrictions. However, we are offering free, on-demand virtual classes – including fitness, healthy cooking and mental health support. Please visit [youtube.com/activehealthyinformed](https://www.youtube.com/activehealthyinformed) to check out our exciting new video releases and featured classes.

The **Community Resource Centers** will possibly reopen sometime this fall if guidance from state and local government authorities allows it. Our focus is on reopening while also keeping health and safety as top priority. The centers will put special measures in place, including adjusted hours of operation, routine sanitation, and limited services.



When the centers do reopen, support for the following services will be available by appointment only:

- Member Services
- Enrollment for health coverage and local and state assistance programs
- Access to resources via L.A. Care's Community Link online tool
- Free Wi-Fi for using Telehealth on mobile devices to connect with providers and for members using their telehealth benefit

We look forward to welcoming you back into our **Community Resource Centers**! For the most up-to-date hours of operation, please visit our website at [activehealthyinformed.org](https://www.activehealthyinformed.org).

Take Care of Your Mental Health

Mental health includes our emotional, psychological, and social well-being. It affects how we think, feel and act. Good mental health is important at every stage of life, from childhood and adolescence through adulthood. When you have good mental health, you can realize your full potential. It is essential to connect with others, stay positive, be physically active, get enough sleep and develop coping skills.

It is natural to feel worried, sad, and lonely at times, but if these feelings are interfering with your ability to get through your daily life or start to make you feel bad physically, it may be time to ask for help. Coverage for mental or behavioral health care and

substance use treatment is included in L.A. Care *Covered™ Direct* members' benefits. If you or a loved one needs these services, 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: [mentalhealth.gov](https://www.mentalhealth.gov)





Do You Need to See a Doctor?

Getting in to see your doctor can be easy! L.A. Care has implemented rules about how long you should wait to get a doctor appointment. You must be able to get an appointment within these timeframes:

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.

Stay Connected

Positive relationships with friends and family help us thrive. Without social connections, it is easy to feel lonely or isolated.

Many of us have been spending more time alone in our homes lately. While anyone can feel lonely, certain factors increase your risk. Major life changes or losses can increase feelings of loneliness.

It is important for your health that you stay socially connected. Loneliness can take a toll. It is linked to higher rates of depression, heart disease and weakening of the immune system.

Here are some strategies to help you stay connected if you are feeling lonely:

- **Get your heart going.** Exercise has been shown to reduce stress and boost your mood. Whether it is sweating to a workout video or taking a walk around your neighborhood, exercise can help.

- **Consider getting a pet.** Animals can be a source of comfort and companionship.
- **Use technology to connect with family and friends virtually.** Take time to reach out to others by phone or online. A call or video chat can remind you that you are not alone.

Source: NIH News in Health



L.A. Care Stands in Support of Black Lives Matter

Racism Is a Public Health Issue

L.A. Care and its Board of Governors stand proudly with Black, Indigenous, and all other People of Color (BIPOC) in America. We do not tolerate racism or discrimination in any form - we denounce anti-Blackness and the systemic oppression of all BIPOC in America and abroad.

L.A. Care acknowledges the pain, anger, fear, and frustration caused by the senseless deaths of countless BIPOC and acts of discrimination toward BIPOC communities. These terrible tragedies have repeatedly exposed persistent and divisive systemic racism and inequity impacting BIPOC communities. We also stand in solidarity with our health care and safety net partners who, every day, respond to members affected by racial injustice and inequity. America's growing social justice movement tells us in no uncertain terms that we are at a pivotal moment in our history. L.A. Care has not, and will not, ignore the long unresolved issues of racism and inequity that have burdened all BIPOC communities. Actions, not words, are what is needed now. L.A. Care is committed to supporting our employees, members, providers, and the communities in which they all live - to listen to them, learn from them, and take action.

In addition to continuing to listen and learn from our BIPOC employees, members, and providers, L.A. Care has implemented and is actively working on the following and more:

- an Equity Council which will focus on equity issues and topics related to our L.A. Care employees and members and our contracted provider network and vendors
- advocacy work for social justice and including these efforts in our policy agenda
- an Equity and Resilience Initiative that will support community-based organizations working to mitigate the impact of health care inequities among racially marginalized individuals and communities
- a partnership with the Los Angeles County Commission on Human Relations

While our organization cannot solve these challenges alone, we are starting with our family of employees, members, providers, and community stakeholders who have shared their perspectives now reflected in this statement. We will look internally to ensure that our own work environment is free of racism or discrimination. Working together we can aspire to achieve an America that is truly fair, equitable, inclusive, and just - for all.



Prescription Drugs Are Listed on the L.A. Care Website

To find out more about the L.A. Care list of covered drugs called the Formulary, and monthly updates, visit the L.A. Care website at [lacare.org](https://www.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.



Flu Myths Busted!

Have you ever heard you can get the flu from the flu shot? This is a myth: a widely held, but false, belief. Let us look at some myths about flu and learn the truth!

Myth 1: The flu shot gave me the flu!

Truth: The flu shot cannot give you the flu because the strains are dead or weak. Getting vaccinated is the best way to protect yourself and those you love.

Myth 2: The flu shot does not work. I still got sick!

Truth: There are many types of viruses, including the common cold and COVID-19. The flu shot protects against the most common strains of flu in any given year but does not protect against all viruses.

Myth 3: The flu is not serious, so I do not need to get vaccinated.

Truth: Most people recover from flu in a week or two, but some people are at high-risk of flu complications including kids under 5 years and pregnant women. The flu shot is safe at any stage of pregnancy and will protect the baby once he or she is born.

It is more important than ever to get the flu shot because of the COVID-19 outbreak. Getting the flu could mean a trip to the hospital where beds and resources may be scarce.

Now that you know the truth, please take the time to get your flu shot. The more we do to protect ourselves, the less people get the flu and avoid hospitalization. Protection is important because currently there is no vaccine for COVID-19. It is up to each one of us to do our part. This includes:

1. Stay away from those who are sick and stay home when you are sick.
2. Practice physical distancing and wear a mask when you go out.
3. Wash your hands often or using an alcohol-based hand sanitizer.
4. Cover your coughs and sneezes.
5. Avoid touching your eyes, nose and mouth.

To learn more about flu and COVID-19, visit L.A. Care's Fight the Flu webpage at lacare.org/flu.

Protect Your Identity

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.
- ✓ File paperwork and shred what you do not need.
- ✓ 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.
- ✓ 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™ Direct
1.855.270.2327 (TTY 711)

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

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.
 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 بـ 1.855.270.2327 (TTY 711) 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 格式的資訊，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 हैं।
Hmong	Muaj kev pab txhais lus pub dawb rau koj. Koj tuaj yeem thov kom muab cov ntaub ntauv 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 hnuv, 7 hnuv hauv ib vij thiab suab nrog cov hnuv 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。祝休日を含め毎日 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។ ការបោះពុម្ពផ្សាយឥតគិតថ្លៃផ្សេងៗ។
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. ທ່ານສາມາດຂໍບໍລິການພາສາ ຫຼື ເປັນພາສາໃດໆ, ສຳລັບຂໍ້ມູນໃນພາສາຂອງທ່ານ ຫຼື ໃນຮູບແບບອື່ນ, ຫຼື ເລື່ອງມື້ຊ່ວຍເຫຼືອ ແລະ ບໍລິການອື່ນ. ໃຫ້ໂທຫາ L.A. Care ໂດຍ 1.855.270.2327 (TTY 711) , 24 ຊົ່ວໂມງຕໍ່ມື້, 7 ມື້ຕໍ່ອາທິດ, ວ່ອມຕັ້ງວັນພັກຕ່າງໆ. ການໂທແມ່ນບໍ່ເສຍຄ່າ.
Panjabi	ਪੰਜਾਬੀ: ਮੁਫਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਤੁਸੀਂ ਦੁਆਬਾਜ਼ੀ 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 ขอมูลในภาษาของคุณหรือในรูปแบบอื่น 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
Covered™ Direct

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FALL 2020

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