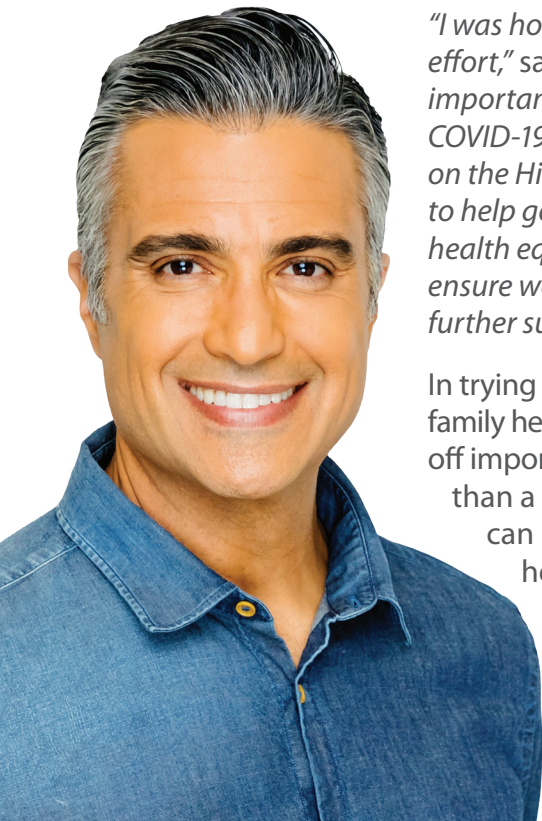




Actor Jaime Camil Joins L.A. Care to Promote COVID-19 Vaccinations and Wellness Care

While much of California is returning to some sense of normalcy after more than a year of battling COVID-19, it's important to know that the pandemic is not over. In an effort to ensure members are getting vaccinated and returning to the routine wellness care that they may have put on hold during the pandemic, L.A. Care has teamed up with the award-winning actor Jaime Camil to spread the message.



"I was honored to join in this critical effort," said Camil. "This is very important to me personally because COVID-19 has had an unequal impact on the Hispanic community. I want to help get the facts out and advance health equity for all communities to ensure we all get through this without further suffering."

In trying to keep ourselves and our family healthy, many of us have put off important doctor visits for more than a year now. Well-care visits can help us get back to good health. Please call your doctor today to schedule a well-care visit or annual check-up for important health screenings or vaccines, if needed.

In fact, make appointments for everyone in the family – you, the kids, and even your parents or grandparents.

Camil shared, *"As a father, I understand that caring for yourself is one of the best ways you can care for your family and be there for them. That is why I chose to get the COVID-19 vaccine. It not only protects you, but it also protects your loved ones and your community."*

Many sites throughout L.A. County are now offering vaccines without an appointment, and have expanded hours to include evenings and weekends. There is no cost to L.A. Care members to receive the vaccine. Visit myturn.ca.gov to find a vaccination location near you, and visit lacare.org/vaccine for the latest information on COVID-19 vaccines.



Stay Healthy—Get Screened

Did you hear the news? Colorectal, or colon, cancer tests are now recommended for adults starting at **age 45!** Cancer screenings save lives. Most people with colon cancer feel fine. This means getting screened even if you feel fine.



- Get screened even if you don't have a family history.
- Screening can help find problems before they become cancer.
- Cancer is easier to treat when found early.

Don't delay your care! There are many FREE options for colorectal cancer tests. Call your health care provider today to find out which one is right for you. Options include:

- Colonoscopy
- Stool test done in the privacy of your own home
- And others!

Get screened not just for you, but for your family. It could save your life!

L.A. Care Health Plan Awarded Multicultural Health Care Distinction



L.A. Care has earned the 2021 Multicultural Health Care Distinction (MHC) from the National Committee for Quality Assurance (NCQA). L.A. Care was first awarded this distinction in 2013 and has since successfully earned it every two years.

What does this mean?

- It means that we have been recognized as an organization that does an exceptional job providing culturally and linguistically sensitive health care services.
- It also means we are actively striving to reduce health care disparities.



This recognition is an honor and privilege for L.A. Care. We look forward to continuing to serve L.A. County's culturally and linguistically diverse membership.

Fall Harvest

Squashes such as butternut, acorn, spaghetti and pumpkins are now in season. Spaghetti squash is low in calories, and also low in carbs, with only 10g carb per cup when cooked, making it a diabetes-friendly food. Try adding this healthy and delicious recipe to your table.

Baked Spaghetti Squash with Tomato Sauce

Ingredients:

- 1 (2-3 lb) spaghetti squash
- 1 tbsp olive oil
- 2 cups of your favorite tomato sauce
- 2 tbsp of chopped parsley
- 2 tbsp grated parmesan
- ¼ cup fresh mozzarella cheese
- Salt and black pepper to taste



Instructions:

- Cut the squash in half, scrape out the seeds and strings.
- Steam for 20 minutes in large pot. Or place squash in a dish with ¼ cup water, cover it with a dampened paper towel and microwave for 10 minutes. Check with a fork. It is ready when the squash feels soft throughout. Add more cooking time if needed.
- Let it cool until you are able to touch it. Scoop out flesh with a large fork, it will come out in long strings and look like spaghetti. Place on a baking dish and toss with olive oil.
- Mix tomato sauce with fresh chopped parsley, pour over the spaghetti squash.
- Sprinkle parmesan cheese and black pepper, top with mozzarella cheese.
- Bake 25 minutes at 350°F, until bubbly and cheese is melted. Serve immediately.

If you have diabetes and want to learn more about self-care, please visit lacare.org/diabetes or you can join a Diabetes Self-Management Education Class by calling L.A. Care's Health Education Department at **1.855.856.6943**.

Ready...Set...Quit!



Have you been thinking about quitting smoking? It is not easy, takes time and a plan. A good start to your plan is the Great American Smokeout. The American Cancer Society sets one day each year for people who smoke to commit to healthy, smoke-free lives. This year, the Great American Smokeout is on **Thursday, November 18**. You can quit whether you smoke cigarettes, vape or chew tobacco.

If you need support, call L.A. Care at **1.855.856.6943** to learn more about telephone counseling and online self-paced programs and resources. Talk to your doctor about medication to help you quit. You can also call the California Smoker's Helpline, a free phone-based counseling service, at **1.800.NO.BUTTS (1.800.662.8887)**.

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.*



Healthy Habits to Help Prevent Flu

The best way to prevent the flu is to get vaccinated each year, but you should also take these steps to help prevent getting and spreading the flu.

- 1. Avoid close contact** with others who are sick.
- 2. Stay at home** when you are sick.
- 3. Cover your mouth and nose** when coughing or sneezing.
- 4. Keep your hands clean** by washing with soap or by using alcohol-based hand sanitizers.
- 5. Avoid touching your eyes, nose, or mouth.**

Protect yourself and your family from the flu this year. Getting a flu shot is easy and free for L.A. Care members. Just go to your doctor or pharmacy and show your L.A. Care member ID card.



American Rescue Plan (ARP)

On March 11, 2021, the American Rescue Plan Act, also called the COVID-19 Stimulus Package, was signed. It is a \$1.9 trillion economic relief bill in response to the ongoing COVID-19 pandemic. The new law can help an estimated 2.5 million Californians by providing additional financial help to lower the cost of their coverage. Covered California recently launched a new Special Enrollment Period to allow Californians to benefit from lower health insurance premiums available through the American Rescue Plan.

Here are some key highlights:

- **The uninsured** will be able to get a high-quality, name-brand plan for as little as \$1 per month, or one with richer benefits for less than \$100 per month, but only if they sign up through Covered California.
- **Consumers insured directly through a health insurance company** who switch to Covered California could save up to \$700 per month on their coverage.
- **Current Covered California enrollees** will see their net premiums decrease by an average of \$180 per household per month.
- **Individuals who qualify for COBRA** will be offered a temporary subsidy to offset the cost of COBRA.
- **Those who received unemployment benefits in 2021** could be eligible for healthcare coverage for as little as \$1 per month.



To learn more about the American Rescue Plan, call Covered California at **1.800.300.1506**.

Community Resource Centers Distribute Nearly 25,000 Free Backpacks



Community Resource Center

With many students returning to in-person classes, the L.A. Care and Blue Shield Promise Community Resource Centers were busy over the summer helping families in Los Angeles County prepare for the new school year. The Resource Centers held nine back-to-school events where they provided nearly 25,000 free backpacks filled with school supplies to children ages four and older. The drive-thru and walk-up events took place from July 16 to August 14.

The health plans understand that while the economy has started to improve, many families are still recovering from financial troubles due to the COVID-19 pandemic—and that preparing for the school year may be difficult.

“Every year, many families come to our backpack and school supply events, which shows there is a real need for this type of assistance,” said John Baackes, L.A. Care CEO. “And the Community Resource Centers are here for this reason – to support the social needs of our communities. Health care should be more than just an ID card in your wallet.”

As part of their ongoing efforts to address food insecurity, the Resource Centers also distributed free bags of groceries at a number of the back-to-school events.

The L.A. Care and Blue Shield Promise Community Resource Centers offer a variety of free classes, programs and services that aim to make our communities healthier. For more information, please stop by one of our nine locations or visit us at [ActiveHealthyInformed.org](https://www.ActiveHealthyInformed.org) to learn more.



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 3,000 physicians, more than 4,000 specialty care 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, Community Resource Centers, Telehealth Services, L.A. Care Community Link and much more!
- **L.A. Care is proud to offer access to UCLA Health**, RANKED #1 hospital in Los Angeles. As an L.A. Care Covered™ Direct member, you have access to an extended network of UCLA Health Hospitals, over 56 Primary and Immediate Care Clinics, and over 2,500 Specialist conveniently located throughout Los Angeles.

How to renew?

- If you are happy with your current health plan, **YOU DON'T NEED TO DO ANYTHING**. Covered California™ 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 31, 2021** is the last day to renew or change your plan for coverage beginning on **January 1, 2022**.

Prescription Drugs Listed on the L.A. Care Website



To find out more about L.A. Care's 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.



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 for free. To access the nurse chat function, go to **lacare.org** and click on "Member Sign In" to log on.

Important Phone Numbers

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

L.A. Care Community Resource Centers
1.877.287.6290

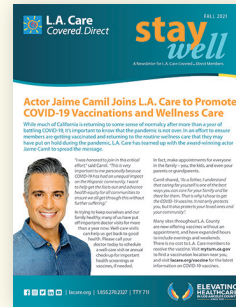
L.A. Care Compliance Helpline
(to report fraud or abuse) 1.800.400.4889

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. 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 الرقم 1.855.270.2723 (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 թարգմանական կամ թարգմանական 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 ntauw txhais ua lus lossis txhais ua ntauw 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 toj 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 toj 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 ឬជំនួយផ្សេងៗ និងសេវា។ ទូរស័ព្ទទៅ L.A. Care តាមលេខ 1.855.270.2327 (TTY 711) បាន 24 ម៉ោងមួយថ្ងៃ 7 ថ្ងៃមួយអាទិត្យ រួមទាំងថ្ងៃបុណ្យផង។ ការបោះត្រាឥតគិតថ្លៃឡើយ។
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 ຕຸລະກຳ, ສຳລັບຂໍ້ມູນໃນພາສາຂອງທ່ານ ຫຼື ໃນຮູບແບບອື່ນ, ຫຼື ເຄື່ອງມືຊ່ວຍເຫຼືອ ແລະ ບໍລິການອື່ນ. ໃຫ້ໂທຫາ L.A. Care ໂທທີ 1.855.270.2327 (TTY 711), 24 ຊົ່ວໂມງຕໍ່ມື້, 7 ມື້ຕໍ່ອາທິດ, ວ່ອມເຖິງວັນພັກຕ່າງໆ. ການໂທແມ່ນບໍ່ເສຍຄ່າ.
Punjabi	ਪੰਜਾਬੀ: ਮੁਫਤ ਸਾਜਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਤੁਸੀਂ ਦੁਆਰਾ ਸੁਣੀਆਂ 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
Covered™ Direct

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FALL 2021

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A Newsletter for L.A. Covered™ Direct Members

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