



L.A. Care
Covered™
Direct

WINTER 2018

stay
well

A Newsletter for L.A. Care Covered *Direct*™ Members

Open Enrollment Ends January 31

Tell your family and friends about Open Enrollment and L.A. Care Covered *Direct*™! Open Enrollment is a period of time each year when anyone can sign up for health insurance. Health coverage is extremely important, both to promote wellness and well-being, and in case of emergencies or a serious illness. If your family or friends need health insurance or have any questions about enrollment, we can help.

Why should your family or friends enroll in L.A. Care Covered *Direct*™?

They can:

Count on a health plan that was created to serve them - Established in 1997, L.A. Care Health Plan is an independent public agency created by the state of California to provide quality health coverage to Los Angeles County residents. We are dedicated to meeting the health care needs of all Angelenos. This includes keeping monthly premium rates affordable.

Have access to our large network of providers -

L.A. Care continues to expand the number of doctors, hospitals and medical groups in our provider network within the communities where members live, work and play. Our network includes 42 hospitals, 2,000 physicians and 1,000 pharmacies, including CVS and Rite Aid stores.

Get no-cost preventive and wellness care - This means that they may have no co-pays or co-insurance, and they do not have to meet their deductible (if there is one for their plan), before full coverage for preventive care services begin.

Take advantage of all the programs and services we offer - Other features include a free Nurse Advice Line that is available to all members, 24 hours a day, 7 days a week. Our Family Resource Centers offer health education, exercise classes and disease management programs all available at no cost.

For personalized assistance, tell your family and friends to call our Enrollment Support Services team at **1.855.222.4239 (TTY 711)**. We will explain the enrollment process, provide them with a personalized premium quote, and help them choose a plan that best works for their needs and those of their family.



| lacare.org | 1.855.270.2327 | TTY 711



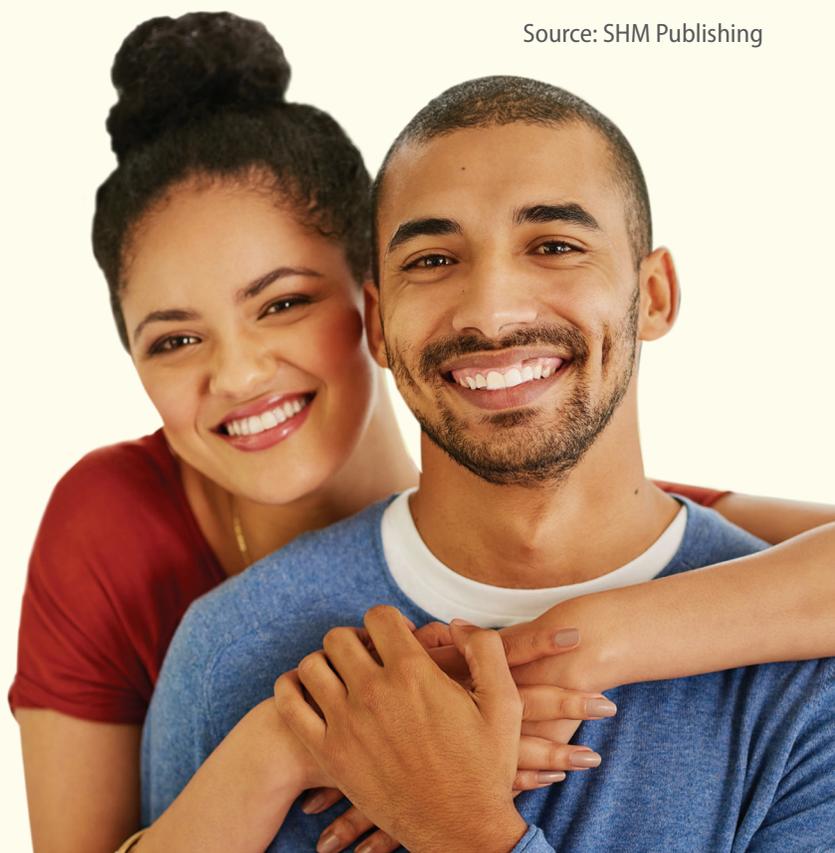
**ELEVATING
 HEALTHCARE**
 IN LOS ANGELES COUNTY
 SINCE 1997

Have a Healthy and Happy 2018!

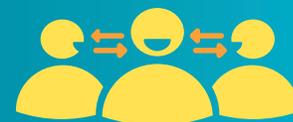
Try these 10 ways to make positive changes in your life this year:

- 1. Do what you love.** You will be happier if you spend time doing things that have meaning for you. Maybe you enjoy art or gardening or tutoring children. Make time to nurture your passions.
- 2. Get enough sleep.** It will help your body and mind work well. Most adults need seven to eight hours of sleep a night. Kids' needs vary by age.
- 3. Exercise regularly.** Exercise helps you control heart disease risk, control weight and manage blood sugar levels. It also improves your mood and helps you sleep better.
- 4. Drink about eight glasses of water a day.** Your body's cells, tissues and organs need water to function. In fact, water makes up around 60 percent of your body's weight.
- 5. Eat lots of fruits and vegetables.** They give your body the fuel it needs and helps prevent disease. Fruit and vegetables should make up about half of your plate at each meal.
- 6. Eat less fat and more fiber.** Too much fat can raise your cholesterol and blood sugar levels. Fiber helps lower these levels and keeps your body's plumbing working well.
- 7. Always use your seat belt.** It's the most effective way to save your life and reduce injuries if you get into a car accident.
- 8. Use sunscreen even when you're not at the beach.** The sun emits harmful UV rays on days when it's not sunny. Use sunscreen daily to help prevent skin cancer.
- 9. Have your blood pressure and cholesterol checked.** It can show if you are at risk of heart disease and other health problems. You can take action before problems grow bigger.
- 10. Don't smoke (or quit if you do).** You'll reduce your risk of developing many types of cancers, heart disease and stroke.

Source: SHM Publishing



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 *Direct*™ 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.**



Your Child Can Have a Great Smile!

February is Children's Dental Health Month. A great smile starts with healthy baby teeth. Start taking care of your baby's teeth as soon as they appear. Then teach your child good habits to keep his/her mouth healthy.

L.A. Care partners with LIBERTY Dental Plan to provide coverage to L.A. Care Covered *Direct*™ members under the age of 19. Your child's teeth deserve the best care to keep them healthy year after year.

Covered benefits include:

- Preventive and diagnostic care including oral exams, preventive cleanings, sealants and topical fluoride application
- Basic and major dental services including amalgam fillings, root canals, extraction services, and crowns
- Orthodontia services



LIBERTY Dental Plan provides pediatric dental services through its extensive network of dental providers. Members may visit the LIBERTY Dental Plan website at libertydentalplan.com to find an available dentist or call **1.888.700.5243** (TTY 711).

Medical Identity Theft: Protect Yourself!

You could become a victim of medical identity theft if someone gets your medical ID or Social Security number. Once they have it, they can use it to see the doctor, buy prescription drugs, or submit fake bills in your name. Medical identity theft can also damage your credit rating and harm your health. If false information gets into your medical records, you may get the wrong treatment. 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. 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 or think there is a mistake, please call Member Services at **1.855.270.2327** (TTY 711).

Play It Safe When Using Opioid Medications

L.A. Care Covered *Direct*™ can help ease your chronic pain and keep you safe by providing different treatments for pain relief. Opioids are prescription drugs for strong pain. They can be dangerous if not taken as prescribed by your doctor. Too much of an opioid, or if it is taken incorrectly, can cause a person to stop breathing and even die. This is called an overdose. Opioid medications include: hydrocodone, oxycodone, hydromorphone, morphine, codeine, meperidine, methadone, and fentanyl. Opioids are dangerous if taken with alcohol or other prescription drugs called benzos (diazepam, clonazepam, lorazepam, alprazolam, temazepam, triazolam, flurazepam, chloridazepoxine, oxazepam) or if taken with muscle relaxants (carisoprodol, cyclobenzaprine).

Naloxone is the antidote for opioid drugs. It can cause one to breathe again and reverse the effects of an overdose. It must be used at the first signs of an overdose in order to work. And 911 should be called when naloxone is going to be used.

What You Should Know About Opioids:

- Treatment for strong pain
- Not for minor pain
- For short-term use; except for pain caused by cancer
- Never take more than prescribed by your doctor
- Never share your prescriptions with others
- If you do not finish your prescription, it must be disposed of properly. Ask your pharmacist about the best way to do so. Talk to your doctor about other ways to treat chronic pain (such as diet changes, exercise, non-steroidal anti-inflammatory drugs (NSAIDs), acupuncture, meditation and other tools and resources for chronic pain management).
- **If your doctor writes a prescription for an opioid drug, play it safe and ask for a prescription for naloxone also. You can even ask your pharmacist for naloxone if you don't have a prescription from your doctor.**

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



Flu Season Is Here!

Get a FREE flu shot to prevent getting sick. It's simple. Go to your doctor or local pharmacy and show your L.A. Care member ID card. Questions? Call **1.800.249.3619** (TTY **711**) to speak to a registered nurse. The Nurse Advice Line is available 24 hours a day, 7 days a week. You can also chat with a nurse online. Please visit lacare.org and click on "Member Sign In" to access the nurse chat function. If you have a medical emergency and need help right away, dial 911 or go to your nearest Emergency Room.

Have Fun With Your Family and Friends!

Come check out the L.A. Care Family Resource Centers (FRCs). Our FRCs are a fun and engaging space to learn, prevent illness, and improve your health. The Centers offer health education and exercise classes that are **free** and **open** to everyone. You and your family can sign up for CPR, Dance, Cooking, Yoga, Zumba®, Parenting, Children's classes, and much more. Classes are offered in English and Spanish and free child care is provided while you take a class. L.A. Care members can attend an orientation, request a member ID card, and get help choosing a doctor or making an appointment.

There are five FRCs conveniently located throughout Los Angeles County:

Pacoima

In the Zocalito Plaza
10807 San Fernando Road
Pacoima, CA 91331

Phone: **1.213.438.5497**
Mon-Fri 10 a.m. – 7 p.m.
Sat 9 a.m. – 2 p.m.

Lynwood

In Plaza Mexico
3180 E. Imperial Highway
Lynwood, CA 90262

Phone: **1.310.661.3000**
Mon-Fri 10 a.m. – 6:30 p.m.
Sat 9 a.m. – 2 p.m.

Palmdale

In the Towne Square
2072 E. Palmdale Blvd.
Palmdale, CA 93350

Phone: **1.213.438.5580**
Mon-Fri 9 a.m. – 6 p.m.
Sat 9 a.m. – 1 p.m.

Inglewood

Corner of Century and Crenshaw
3111 W. Century Blvd. Ste., 100
Inglewood, CA 90303

Phone: **1.310.330.3130**
Mon-Thur 10 a.m. – 7 p.m.
Friday 9 a.m. – 6 p.m.
Sat 9 a.m. – 12 p.m.
(Open 8:30 a.m. to 2:30 p.m. every
4th Saturday)

Boyle Heights

The Wellness Center at
the Old General Hospital
1200 N. State St. Ste., 1069
Los Angeles, CA 90033

Phone: **1.213.294.2840**
Mon-Fri 8:30 a.m. – 5 p.m.
Sat 9 a.m. – 12 p.m.



Family Resource Centers

Visit an L.A. Care Family Resource Center today or view the calendar of activities on our website at lacare.org/frc. For more information, call **1.877.287.6290**.

Words to Live By

Learn from yesterday, live for today, hope for tomorrow.

- Albert Einstein



Get a checkup. It's free!

Preventive care is free for L.A. Care Covered *Direct*™ members. Start the new year off right by scheduling an appointment for your annual checkup with your primary care physician (PCP). It is one of the simplest and most important steps you can take to stay healthy. Ask your PCP what preventive screenings and care you need.

L.A. Care Covered *Direct*™ members can receive these services at no charge.*



Service	Who needs the service
Annual physical or check-up	Everyone
Immunizations	Ask your PCP
Pap and HPV tests	Women ages 21-65
Mammograms	Women ages 50-75
Colorectal cancer screening	Men & women ages 50-75
Chlamydia screening	Women ages 16-24

*Preventive care is not subject to co-pays or deductibles; however, co-pays and deductibles may apply if you receive non-preventive care during your visit. Non-preventive care includes treatment for medical conditions.

Happy Valentine's Day!



Celebrate your relationships this Valentine's Day. Eating healthy and being active are good for your health, but did you know that strong social relationships also promote good health?

People with good, supportive relationships tend to have better health and live longer. One 10-year study found that seniors with a large network of

friends outlived those with the fewest friends by more than 20 percent. Good relationships may also lower stress and give a sense of meaning to life.

How can you create strong or better relationships?

Here are some places to start:

- Reach out to your co-workers or neighbors. You don't need to look far for potential new friends.
- Become active in your place of worship. Find meaning and make new friends.
- Volunteer. Help others and meet new people who care about the same cause. Check out volunteermatch.org for opportunities near you.
- Take a class or join a club. Connect with people with the same interests. A great place to meet people and do fun, health-related activities is at one of our five Family Resource Centers (FRCs).

Important Phone Numbers

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

L.A. Care Family Resource Centers
1.877.287.6290

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.

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	خدمات المساعدة اللغوية متاحة مجاناً. يمكنك طلب خدمات الترجمة الفورية أو الترجمة التحريرية أو معلومات بلغتك أو بتسويق آخر أو مساعدات وخدمات إضافية. اتصل بـ L.A. Care على الرقم 1.855.270.2327 (TTY 711) . على مدار الساعة وطوال أيام الأسبوع، بما في ذلك أيام العطلات. المكالمات مجانية.
Armenian	Տրամադրելի են լեզվական օգնության անվճար ծառայություններ: Կարող եք խնդրել բանավոր թարգմանական կամ թարգմանական ծառայություններ, ձեր լեզվով կամ տարբեր ձևաչափով տեղեկություն, կամ օժանդակ օգնություններ և ծառայություններ: Ձանգահարեք 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 خونتان یا فرمت دیگر، یا امدادها و خدمات اضافی درخواست کنید. با L.A. Care به شماره 1.855.270.2327 (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 करें, 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 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។ ការបាត់បង់នៃឥតគិតថ្លៃឡើយ។
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 ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໄດ້ຍັບປະສອດ, ທ່ານສາມາດຂໍບໍລິການພາສາອື່ນ ຫຼື ຮ່າງບໍລິມາດໃນພາສາຂອງທ່ານ ຫຼື ໃຊ້ບັນທຶກສຽງ, ຫຼື ເຄື່ອງມືຊ່ວຍເຫຼືອ ແລະ ບໍລິການອື່ນ. ໃຫ້ໂທຫາ L.A. Care ໂດຍ 1.855.270.2327 (TTY 711) , 24 ຊົ່ວໂມງຕໍ່ມື້, 7 ມື້ຕໍ່ອາທິດ, ວ່ອມຕັ້ງວັນພັກຕ່າງໆ. ການໃຫ້ບໍລິການແບບນີ້ແມ່ນຮູບແບບຮ່ວມ.
Panjabi	ਪੰਜਾਬੀ: ਮੁਫਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਤੁਸੀਂ ਦੁਆਰਾ ਚਾਹੀਦੀਆਂ ਸੇਵਾਵਾਂ, ਅਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਣਕਾਰੀ ਜਾਂ ਕਿਸੇ ਹੋਰ ਢੰਗ 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, ਹਰ 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.

In this issue

Open Enrollment Ends January 31	1	Play It Safe When Using Opioid Medications.	4
Have a Healthy and Happy 2018!	2	Flu Season Is Here!	4
Do You Need Help Getting Care in Your Language?	2	Have Fun With Your Family and Friends! . . .	5
Your Child Can Have a Great Smile!	3	Get a checkup. It's free!	6
Medical Identity Theft: Protect Yourself! . . .	3	Happy Valentine's Day!	6

WINTER 2018

stay well

A Newsletter for L.A. Care Covered *Direct*™ Members

PRSR STD
U.S. POSTAGE
PAID
Anaheim, CA
Permit No. 288

Thank you for being an L.A. Care Covered *Direct*™ Member. One in five Angelenos like you is covered by us. We're the only health plan created specifically with you in mind. L.A. Care Covered *Direct*™ is quality health insurance for Angelenos, by Angelenos.

We're not just a card in your pocket. We're your wings – to help you rise to a healthier place.



**ELEVATING
HEALTHCARE**
IN LOS ANGELES COUNTY
SINCE 1997