

live WELL

A PUBLICATION FOR L.A. CARE'S SENIORS AND MEMBERS WITH SPECIAL NEEDS



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?



October is HEALTHY LUNG MONTH

Living in Los Angeles means you need to take good care of your lungs, especially as you get older.

THE AIR ISN'T ALWAYS CLEAN, BUT YOU CAN DO A FEW THINGS TO KEEP YOUR LUNGS HEALTHY.

Keeping Your Lungs Healthy in Los Angeles

- ❖ **Avoid Smoking:** Don't smoke, and stay away from other people's smoke. Smoking is bad for your lungs, and even being around smoke can hurt them. If you want to stop smoking, check out resources like **Kick It California** for support.
- ❖ **Stay Inside on Smoggy Days:** Sometimes, the air in Los Angeles gets really dirty. On those days, check the **Air Quality Index (AQI)** on **AirNow** and try to stay indoors as much as you can.
- ❖ **Exercise Safely:** Regular exercise like walking, swimming, or biking is great for your lungs. Just make sure to do it in clean air, like indoors or in areas where the air is fresh.
- ❖ **Keep Your Home Clean:** Keep your house free from dust, mold, and other things that can make the air dirty. Using an air purifier and keeping windows open when the air is clean can help too.
- ❖ **Stay Up-to-Date with Doctor Visits and Shots:** See your doctor regularly and get your flu shot every year. Getting a pneumonia vaccine is also important to protect your lungs from infections.

By doing these things, you can help keep your lungs strong and enjoy life in Los Angeles more.





Prevention is **POWER**

GET SCREENED FOR CANCER!

Taking care of your health starts now!

See your doctor for a yearly exam today even if you do not feel sick!



L.A. Care and your doctor want to remind you of the importance of getting routine cancer screening.



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.** Some people may need them earlier.



Colorectal Cancer Screening

You may be due for colorectal cancer screening earlier than you think. **Colorectal cancer screening is now recommended starting at age 45.**

There are many options to be screened — you can even do it at home with at-home test kit.

Call your doctor today to find out which screening option is right for you.



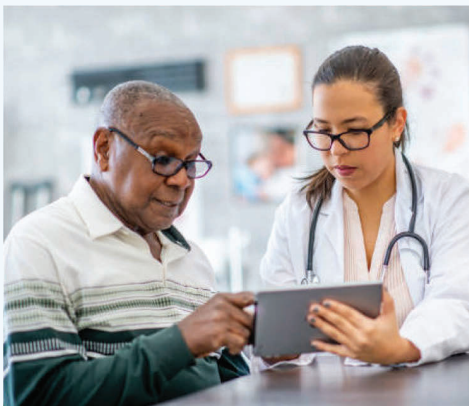
Cervical Cancer Screening

You may be due for Pap test and/or HPV test if you are **between the ages of 21-65** and have a cervix. The recommended screening varies by age.



Take time out of your busy schedule for your health. **Your loved ones will thank you.**

SCHEDULE YOUR APPOINTMENT TODAY!



October IS HEALTH LITERACY MONTH

It is important to understand health information so you can make smart choices about your health.



Benefits of HEALTHY AGING!

Health literacy helps us prevent illness, understand what doctor's say, and figure out the best ways to take care of our families and ourselves.

Sometimes, health words and ideas can be confusing. These are some easy ways to learn more and feel confident about your health:



Ask Questions

Whenever you visit your doctor or pharmacist, ask questions until you understand everything they say.



Read Up

Look for information in places like health brochures or trustworthy websites.



Talk About It

Share what you learn with friends or family. Talking helps you remember better.

It is okay to ask for help understanding health information. You are taking a big step towards a healthier life just by wanting to learn more!

Healthy aging promotes a higher quality of life, allowing you to participate in activities you enjoy, spend time with loved ones, and continue to contribute to your community.

4 STEPS to take control of your healthy aging:



Eat fruits and vegetables daily



Go outside and get vitamin D



Exercise daily



Schedule regular check-ups with a doctor



Remember, even small changes can make a big difference in your long-term health.



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 www.lacare.org/members/getting-care/pharmacy-services under “Formulary Updates”.

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.

Community Supports FOR TRANSITIONS OF CARE

Are you or a family member moving back home from a place of care, like a hospital or nursing facility?

Community Supports can help!

Community Support services help with everyday things that affect your health. Click on the links to see if you qualify and more.

Recuperative Care (Medical Respite)

- Short-term residential care for members who no longer need to be in the hospital but still need to heal from an injury or from being sick.
- Short-Term Post-Hospitalization Housing
- For members who do not have a residence and have high health needs who need a place to recover after leaving a facility, like a recuperative care, or recovery facility.

Environmental Accessibility Adaptations (Home Modifications)

- Helps make changes to the home so the member can live safely and be more independent.

Nursing Facility Transition/Diversion to Assisted Living Facilities

- Helps members move back into a home-like, community site from a nursing facility.

Community Transition Services/ Nursing Facility Transition to a Home

- Helps members find the resources to move from a nursing facility back into your home.

To learn more about **L.A. Care’s Community Supports** please call **1.888.839.9909**.

Anyone can refer to these programs, even you!

You can also learn more here: www.lacare.org/members/community-supports.

WE HOPE TO HEAR FROM YOU SOON!





Do you take many medications or sometimes forget to refill them? You can now fill your chronic medications up to 100 days at a time. Ask your doctor to prescribe 100-day supplies.



ENROLLMENT IN L.A. CARE MEDICARE PLUS DEPENDS ON CONTRACT RENEWAL

Doctor's orders

TAKE YOUR MEDS!



Helpful Tips:

- Use mail order to deliver your medications to your doorstep FREE!
- Call Member Services at **1.833.522.3767 (TTY: 711)** to get started.
- Take your medications with another daily activity (e.g., after brushing your teeth in the morning).
- Use a calendar and note each time you take a dose.
- Use a pill box and refill it on a weekly basis.
- Always have enough medications with you so you never run out.

Call our medication experts to get all your questions answered. L.A. Care partners with **Navitus Clinical Engagement Center** to offer **Medication Therapy Management (MTM)**.

Call **213.584.2028** to see if you qualify or visit www.medicare.lacare.org/members/part-d-prescription-drugs

For further question call **L.A. Care Medicare Plus Member Services** at **1.833.522.3767 (TTY: 711)**, 24 hours a day, 7 days a week, including holidays.

L.A. Care Medicare Plus (HMO D-SNP) is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees.



Fight the flu and Covid-19.



GET VACCINATED THIS SEASON!

Protect yourself and your loved ones this season by getting your flu and Covid-19 shots. The shots are updated each year to give the best protection. Just show your L.A. Care member ID card at your local pharmacy or doctor's office.

Here are other tips to prevent from getting sick this season.

- ❖ Stay away from those who are sick and stay home when you are sick.
- ❖ Wash your hands or use hand sanitizer often.
- ❖ Avoid touching your eyes, nose or mouth.
- ❖ Cough into your sleeve to stop the spread of germs.

If you are older than 65, ask your doctor about getting the pneumonia shot.

WHAT IS MEDICATION RECONCILIATION?



Medication Reconciliation is a review of all your medications and supplements.

This is done by your health care team and should happen at each visit. Your doctor needs to know about new medications and changes to your current ones.

See your doctor within 30 days after you leave the hospital.

Here are some tips:



Always carry a list of all your current medications. Have the name, dose, and how often you take them. Include how and why you are taking them.



Write over-the-counter (OTC) medications on your list. Include vitamins and herbs.



Schedule a doctor's visit as soon as you leave the hospital. Review this list with your doctor.

HERE IS A CASE:



Luke went to the hospital. He had a heart attack and was given new medications to help with his heart. After Luke went home, he saw his doctor the day after.

Luke shared his new medication list with his doctor. His doctor reviewed the new list and stopped an old medication. The doctor did this to prevent possible side effects from two medications that work the same way.

Luke's doctor and Luke worked together to keep him healthy. For more tips, call your doctor today.



Flu Myths Busted!

Following-up AFTER A HOSPITAL DISCHARGE

Did you know
it is important to
follow-up with your
doctor after leaving
the hospital?



REMEMBER, YOUR
MENTAL HEALTH
CARE DOES NOT END
ONCE YOU LEAVE
THE HOSPITAL.



Even after you leave the hospital for help with a mental health condition like anxiety, depression, or after a mental health crisis, you should follow up with your doctor within 30 days.

It is important for your doctor to know what is going on with your mental health as well as your physical health in order to get you on the right care plan.

Research shows that people who do not attend follow-up care often have poorer health outcomes.

And people who do not seek care after within 30 days after discharge are more likely to end up in the hospital again in the same year.

Keeping these regular appointments can continue the healing process and help you learn new ways to cope.

If you would like to connect to a mental health provider, call **Carelon Behavioral Health** at **877.344.2858**. You will get help with a referral to a licensed therapist or psychiatrist.

If you would like help with alcohol or substance use related treatment, call **Los Angeles County's Substance Abuse Service Helpline (SASH)** at **844.804.7500**.

You will be helped by a live person and be presented with options for your recovery.

Remember to follow up
with your doctor after all
hospital discharges. It is
the key to maintaining your
overall health and wellbeing!





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.

**READY
TO MAKE A
DIFFERENCE?**



Stay in the Know



24/7 Support for non-emergency health concerns

- **General assistance:** Call **Member Services** at **1.833.522.3767** (TTY: 711).
- **Nurse advice line:** Call **1.800.249.3619** (TTY: 711).
- **Telehealth (Teladoc®):** Talk to a doctor by phone or video at **1.800.835.2362** (TTY: 711).



Urgent/emergency care

- No referral needed for urgent or emergency care.
- Find an **Urgent Care Center** at [medicare.lacare.org](https://www.medicare.lacare.org) or call Member Services.



Network providers

- Change your **Primary Care Provider** (PCP) anytime by calling **Member Services** or using the **Member Portal** at [members.lacare.org](https://www.members.lacare.org).
- Your PCP will give you a referral if you need a specialist.



L.A. Care connect – your member portal

- View your eligibility and benefits.
- Request, view, and/or print your **ID card**.
- Change your **Doctor** or **Medical Group**.
- Manage medications, view history, find a pharmacy, and access pharmacy benefits.
- Create your **Member Portal** account at [members.lacare.org](https://www.members.lacare.org).



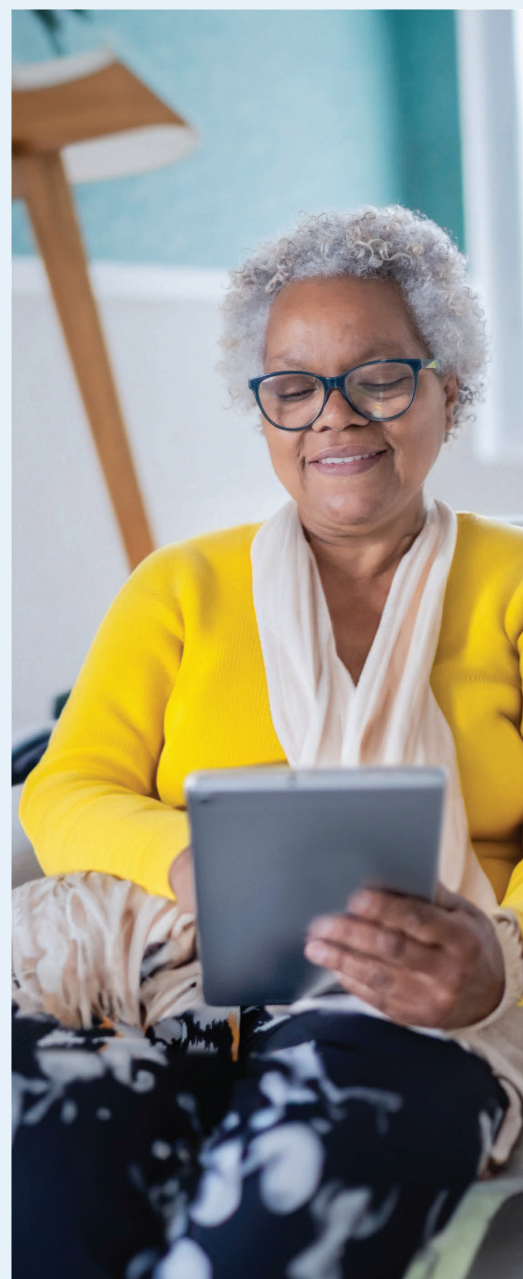
Discover more

- Get certain adult immunizations at network pharmacies.
- Visit [medicare.lacare.org](https://www.medicare.lacare.org) for important plan information, including the list of covered medications (formulary). Call **Member Services** for a hard copy.
- Let us know if you get a bill for covered services — **It is against the law.**



Member services

- **Have questions or need help?**
- Call **Member Services** at **1.833.522.3767** (TTY: 711), available **24/7**, even on holidays.



**GO GREEN AND
GET LIVE WELL
ELECTRONICALLY!**



**Would you like to get
Live Well by email?**

Please sign up on our website at [lacare.org/live-well](https://www.lacare.org/live-well) to receive it by email. Be sure to like us on Facebook, Instagram, X, LinkedIn and YouTube.



L.A. CARE WORKS FOR YOU

At L.A. Care, we inform, educate, and engage our members. We want to empower YOU to take charge of your health and wellness.

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 **1.888.839.9909 (TTY 711)** 24 hours a day, 7 days a week and holidays.

Also, visit our website at lacare.org.



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 MEDICARE PLUS

1.833.522.3767 (TTY 711)

24 hours a day, 7 days a week and holidays

L.A. CARE MEDI-CAL PLAN

1.888.839.9909 (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 COVERED

1.855.270.2327 (TTY 711)

Monday – Friday, 9 AM – 5 PM

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

1.888.839.9909 (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

TRANSPORTATION SERVICES

No Cost Medi-Ride to the Doctor

1.888.839.9909 (TTY 711)

24 hours a day, 7 days a week

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

TELADOC®

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**



L.A. Care
Medicare Plus™
 (HMO D-SNP)

OCTOBER 2024

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A PUBLICATION FOR
 L.A. CARE'S SENIORS
 AND MEMBERS WITH
 SPECIAL NEEDS

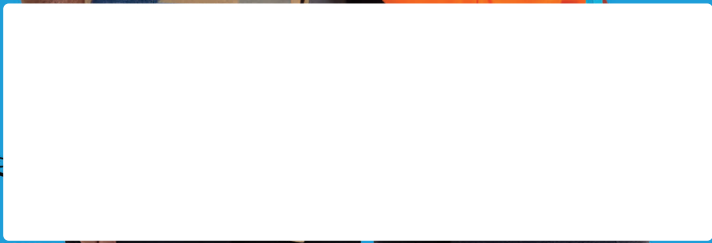
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medicare.lacare.org



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Health and wellness or prevention information

Nurse advice line INFORMATION

For L.A. Care Medicare Plus (HMO D-SNP) Members

Benefits of the Nurse Advice Line:

- ⚡ **24/7 Access to Nurses:** Call anytime for health-related questions.
- ⚡ **Languages:** Get help in your language at no cost.

The call and services are free.



Call Anytime



More Info



Need Help?

Important reminder: ANNUAL MEDI-CAL RENEWAL

L.A. Care Medicare Plus (HMO-D-SNP) provides Medicare and Medi-Cal services to individuals who are eligible for both programs. As an L.A. Care Medicare Plus member, it is important to renew your Medi-Cal each year to avoid coverage gaps and maintain your membership with our plan.

Renewal Process

- ⚡ **Receive Your Form:** If you receive a Medi-Cal renewal form, please complete it and submit the required information by the due date listed on the form to continue your coverage.
- ⚡ **Instructions:** Carefully follow the provided instructions and make sure all documentation is submitted on time.

Renew Your Benefits:

Online, Mail, In-Person or Phone

- ⚡ **Online:** The simplest way to renew is online at BenefitsCal.com. If you do not have an account, you can easily create one.
- ⚡ **By Mail or In-Person:** You can also send your renewal information by mail or submit it in person at your local Los Angeles County Department of Public Social Services (DPSS) office.
- ⚡ **Telephone:** If you prefer to provide information to DPSS by phone, call **1.866.613.3777 (TTY: 711)**. **This call is free.**

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