



L.A. Care
HEALTH PLAN®

For A Healthy Life

MAY 2024

live
well

A Publication for L.A. Care's Seniors
and Members with Special Needs

Meals as Medicine



L.A. Care is happy to present the Meals as Medicine program! This program helps members learn about healthy foods and good eating habits. Many who joined said they tried foods they never had before and learned about portion size.

When you join, you get:

- Healthy meals sent straight to your home.
- At least two meals per day for up to 12 weeks, or a produce box.

To join this program, you must be an active L.A. Care Medi-Cal or L.A. Care Medicare Plus (HMO D-SNP) member. Members must be able to receive a meal delivery every week and able to store meals properly.

You must also have one of the following:

- A disease or illness that is long-term. This may include diabetes, cancer, heart failure, or any other high-risk illness that can be helped by a healthy diet.
- A recent discharge from the hospital after treatment.
- Extensive health needs that need to be managed.

If you have a serious food allergy, this program may not be right for you. Other rules may apply.

To learn more, please contact the Health Education Department at **1.855.856.6943** (TTY: 711). You may call Monday – Friday, 8a.m. – 5p.m.

Get Money for Groceries: You May Qualify for CalFresh



L.A. Care Medi-Cal members may qualify for CalFresh and get money for groceries!

Individuals or Families may be eligible for CalFresh benefits if they:

- Have no income or low income
- Receive Supplemental Security Income/State Supplementary Payment (SSI/SSP)
- Are an immigrant that meets certain criteria
- Receive CalWORKS or General Relief
- Are a U.S. Citizen or a legal resident
- Have limited property

How to Apply:

- By calling the DPSS Customer Service Center **1.866.613.3777**
- Online at **dpss.lacounty.gov**, **benefitscal.com**, or **getcalfresh.org**
- In person at any DPSS Office

The CalFresh Program helps to improve the health and well-being of qualified households and individuals by providing them a means to meet their nutritional needs.



Prescription Drugs Listed on the L.A. Care Website

To find out more about L.A. Care list of covered drugs called the Formulary, and monthly updates, visit the <https://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.

Come to our Member Orientation and Get a \$10 Healthy Rewards Card!



Join us at a nearby Community Resource Center (CRC) to learn how to get more benefits, services, and care at no cost to you!

Use your **Papa** benefit for transportation to and from the event.

Check out the schedule for June, July, and August below and make sure not to miss this great opportunity!

June In-Person Member Orientation

Thursday, 6/20/24 1pm-2pm (English)

Norwalk | 11721 Rosecrans Ave. Norwalk, CA 90650

Wednesday, 6/26/24 1pm-2pm (Spanish)

Norwalk | 11721 Rosecrans Ave. Norwalk, CA 90650

Wednesday, 6/12/24 1:30pm-2:30pm (English)

Lynwood | 3200 East Imperial Hwy. Lynwood, CA 90262

Wednesday, 6/26/24 1:30pm-2:30pm (Spanish)

Lynwood | 3200 East Imperial Hwy. Lynwood, CA 90262

July In-Person Member Orientation

Friday, 7/5/24 10am-11am (English)

Metro L.A. | 1233 S Western Ave. Los Angeles, CA 90006

Friday, 7/12/24 10am-11am (Spanish)

Metro L.A. | 1233 S Western Ave. Los Angeles, CA 90006

Friday, 7/12/24 9:30am-10:30am (English)

Pomona | 696 W. Holt Ave. Pomona, CA 91768

Friday, 7/19/24 9:30am-10:30am (Spanish)

Pomona | 696 W. Holt Ave. Pomona, CA 91768

August In-Person Member Orientation

Wednesday, 8/21/24 1:30pm-2:30pm (English)

Lynwood | 3200 East Imperial Hwy. Lynwood, CA 90262

Wednesday, 8/28/24 1:30pm-2:30pm (Spanish)

Lynwood | 3200 East Imperial Hwy. Lynwood, CA 90262

Monday, 8/26/24 3pm-4pm (English)

Long Beach | 5599 Atlantic Ave. Long Beach, CA 90805

Wednesday, 8/28/24 1pm-2pm (Spanish)

Long Beach | 5599 Atlantic Ave. Long Beach, CA 90805

We look forward to
seeing you there!

Rewards Card Disclaimer: L.A. Care Medicare Plus (HMO D-SNP) members who attend the L.A. Care 2024 Member Orientation are eligible to receive (1) Health Rewards card limit one per year.



Community Resource Center

Wellness at Your Doorstep

Discover a world of opportunities to improve your health and well-being at the L.A. Care and Blue Shield Promise Community Resource Centers.

The centers – which are open to everyone – are your partner to a healthier lifestyle. With many locations throughout Los Angeles County, chances are there is one near you.

Here you will find a variety of free classes and programs for everyone.

- For example, you can stay active and energized with dance and fitness classes that make exercise enjoyable.
- Manage chronic health conditions through health education classes, equipping you with valuable information to make healthier choices.
- Explore the world of nutrition and healthy cooking with classes that guide you toward

proper nutrition and hands-on preparation of delicious, health-conscious meals.

- Join support groups to connect with others facing similar challenges, fostering mutual support and understanding.

Get in-person healthcare coverage enrollment support, ensuring you have assistance in navigating all of your healthcare options.

The Community Resource Centers are open Monday through Friday from 9a.m. to 5p.m.

Visit **CommunityResourceCenterLA.org** for more information – and embark on a journey to stay active, healthy and informed. Your well-being awaits!



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 to receive it by email. Be sure to like us on Facebook, X, Instagram and LinkedIn.





Doctor's Orders: Take Your Meds!

You can now fill your chronic medications up to a 100-day supply at a time and not need to go to the pharmacy as often. Your copay, if you have any will stay the same as 30-day supply. Ask your doctor to prescribe 100 day supplies.

Here are some helpful tips for you:

- Would you like to receive your medications to your doorstep? Call our free mail order service, **Quality Drug Clinical Care Pharmacy** at **1.949.471.0223** and say you are an L.A. Care member.
- Take your medications the same time every day, preferably with a daily routine and use a pillbox.
- Use a calendar or a reminder and note each time you take a dose.
- Always have enough medications with you so you never run out.

L.A. Care Partners with Navitus Clinical Engagement Center to offer the Medication Therapy Management (MTM) program and have medication experts to answer your questions. To see if you qualify call **1.213.584.2028**.

For more information, you can call **1.833.522.3767** (TTY: 711) or visit **<https://medicare.lacare.org/members/part-d-prescription-drugs>**

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.



Medi-Cal Renewal

Dear Medi-Cal Members,

The Continuous Coverage Unwinding period is ending, but Medi-Cal renewals will continue. All Medi-Cal members will have their eligibility reviewed once per year. Make sure you and your family stay covered. Some people will be renewed automatically based on the information the Los Angeles County Department of Public Social Services (DPSS) has access to. Others will need to provide additional information. Everyone's renewal date is different.



DPSS will contact you two months before your renewal is due and you can check your renewal month in your online account. Make sure DPSS has your correct mailing address, phone number, and email address, especially if they have changed over the last three years. If you get a renewal form in a bright yellow envelope, you must complete it and submit the additional information it requests. Complete your renewal by the due date printed on the form, if you do not, you will lose your Medi-Cal coverage!

The easiest way to complete your form is online through **BenefitsCal.com**. If you do not have an account, you can also provide your renewal information by mail, at your local DPSS office, or by calling **1.866.613.3777** (TTY) **1.800.660.4026**.

Once you submit your renewal form, DPSS will determine your eligibility and contact you by mail.

L.A. Care Works for You



At L.A. Care, we inform, educate, and engage our members. We want to empower YOU to be well and happy with your health care. 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**.

Medi-Cal Ages 26 through 49 Adult Expansion

Moving closer to health equity with Medi-Cal's Adult Expansion.

Beginning January 1, 2024, a new law in California allowed adults ages 26 through 49 to qualify for full-scope Medi-Cal, regardless of immigration status. All other Medi-Cal eligibility rules, including income limits, will still apply.

The easiest way to complete your form is online through **BenefitsCal.com**. If you do not have an account, you can also provide your renewal information by mail, at your local DPSS office, or by calling **1.866.613.3777** (TTY) **1.800.660.4026**.

For all other questions related to the Ages 26 through 49 Adult Full Scope Medi-Cal Expansion, please feel free to contact DHCS at **AdultExpansion@dhcs.ca.gov**.



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.

Members can access a live Registered Nurse Health Coach (RN/HC) for symptom and condition management support, general health information, resource navigation guidance and more. They can also guide members to resources like telehealth and/or refer them to internal departments such as Care Management, Behavioral Health and Social Services.

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





Receiving Support with Alcohol, Tobacco & Substance Use

Did you know that drinking alcohol, smoking tobacco, and using other substances is more harmful to your health than you might realize?

Use of these substances can lead to a many different health conditions over time such as liver disease, heart problems, lung cancer, respiratory disorders, and more.

Did you also know that these conditions can be prevented by talking with your Primary Care Provider about your usage?

- Talking with your provider at your next visit can help you identify if there is concern about your use of alcohol, tobacco or other substances.
- Your provider can also help identify ways to prevent long-term physical health side effects from developing.

Substance Use services include Alcohol and Drug Screening, Assessment, Brief Interventions and Referral to Treatment (SABIRT) that your primary care provider can offer.

- This is available for members 11 years old and older, including pregnant women.

If you would like additional support for substance use treatment, please contact the Substance Abuse Services Hotline (SASH) at **1.844.804.7500**.

L.A. Care Health Plan also has a Smoke Free Tobacco Cessation Program that can help you quit smoking. The Smoke Free Tobacco Program provides resources and support for members who are ready to quit smoking.

Call L.A. Care's Health Education Department at **1.855.856.6943** to learn more about the Smoke Free Tobacco Program.





Stay in the Know

24/7 Help for Non-Emergency Health Needs

- For general help: Call Member Services at **1.833.522.3767** (TTY: 711).
- Nurse advice: 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** 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**.
- 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**.

Discover More

- Get certain adult immunizations at network pharmacies.
- Visit 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.



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

Behavioral Care

- Routine appointment (non-urgent): 15 business days (physicians)
- Routine appointment (non-urgent): 10 business days (non-physicians)
- Non-Urgent Follow-Up Appointment: Within 10 business days of prior appointment (Non-Physicians)
- Urgent appointment (no authorization required): 48 hours (non-physicians)
- Urgent appointment (requiring prior authorization): 96 hours (physicians)
- Life threatening emergency: Immediately
- Non-life threatening emergency: 6 hours
- Emergency Care: Immediate, 24 hours a day, 7 days per week

After-hours

- Access – After Hours recording or answering service must state emergency instructions to address medical emergencies
- Access – After Hours recording or answering service must state a way of contacting the provider
- Timeliness – Recording or live person must state that provider will call back within 30 minutes

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 with 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.

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.



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 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 Medicare Plus

1.833.522.3767 (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 a.m. – 5 p.m.

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

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



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A Publication for L.A. Care's Seniors and Members with Special Needs

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Health and wellness or prevention information



Table with 2 columns: Language and Content. Rows include English, Spanish, Arabic, Armenian, Chinese, Farsi, Hindi, Hmong, Japanese, Khmer, Korean, Lao, Mien, Panjabi, Russian, Tagalog, Thai, Ukrainian, and Vietnamese.

This is not a complete list. The benefit information is a brief summary, not a complete description of benefits. For more information, contact the plan or read the Member Handbook.

"The List of Covered Drugs and/or pharmacy and provider networks may change throughout the year. We will send you a notice before we make a change that affects you."

Esta información está disponible de forma gratuita en otros idiomas. Comuníquese con Servicios para los Miembros al número 1.833.522.3767 para más información.

Nondiscrimination and Accessibility Statement L.A. Care complies with all applicable state and federal civil rights laws and does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation.



For A Healthy Life lacare.org

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