





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

Asthma and Its Triggers

Asthma is a disease of the lungs that narrows airways and makes it hard to breathe. It causes coughing, wheezing and tightness in the chest.

Things that cause your asthma symptoms to flare up are called *triggers* and can make your symptoms worse. Not everyone has the same triggers. To avoid asthma attacks, know what triggers your symptoms and avoid them when you can.

Here are some of the common triggers that can cause asthma symptoms to flare up:

- Grass, trees, plants and weeds
- Dust and molds.
- Some insects
- Household pets
- Smoke, colds or flu
- Changes in the weather
- Some foods
- Strong smells

See your doctor often to review your triggers, medicines, and to make a written **Asthma Action Plan**. You will likely take medicines using an inhaler. Controller medicines are taken every day even when you feel well, to reduce airway inflammation and help prevent asthma symptoms. Quick-relief medicines (sometimes called rescue medicines) are taken as soon as you have any warning signs of an asthma attack.



L.A. Care offers a free program called *L.A. Cares* About Asthma® to help members keep their asthma under control. Parents of kids with asthma can visit lacare.org/asthma.

For more information, please call Member **Services** at **1.888.522.1298** (TTY **711**), 24 hours, 7 days a week and holidays.



Ask the Doc: Key Things to Know About COVID-19 Vaccines



To stay healthy and keep our family and community COVID-19 free, it is important that we all do our part. That includes wearing a mask indoors, frequent hand-washing, social distancing, being vaccinated and getting a booster. Many doctors' offices, pharmacies and clinics offer vaccinations. Visit VaccinateLACounty.com for more locations. Following is information to help you as we move through the pandemic. Following is information to help you as we move through the pandemic.

Q: Who can get the COVID-19 vaccine?

A: Everyone age 5 and older can be vaccinated.

Q: Will getting the vaccine help me fight the virus and the variants?

A: Vaccines help protect against catching it and severe illness from the COVID-19 virus, including the variants such as the Delta and Omicron.

Q: Will I have side effects from taking the vaccine?

A: As with other routine vaccines, side effects may occur after vaccination. These are usually mild and should go away within a few days. If not, please contact your doctor.

Q: After being vaccinated, can I continue with my normal activities?

A: People who are fully vaccinated can resume the activities they did before being vaccinated. Continue to wear a mask indoors in public where there might be a chance for high transmission.

Q: Can you get the COVID-19 vaccine and the flu vaccine at the same time?

A: Yes, you can get both the vaccine shots close together or at the same time.

Q: Do I need to get a booster?

A: A booster shot is recommended by the Centers for Disease Control and Prevention (CDC). It helps the vaccine's protection to work longer. According to the CDC, kids and teens ages 12 years and older should get a booster 5 months after they have had their COVID-19 vaccine series. People 18 years and older can get the same product as their first two vaccines – Pfizer, Moderna or Johnson & Johnson, or get a different booster. Talk with your doctor about which one is best for you.



If you are in need of support or resources during this time, please visit communitylink.lacare.org.

Getting Back On Track after Holiday Indulgences

Now that the holidays are long over, it is a good time to make some small changes to improve your health. One of the best ways is to replace high fat, high-sugar foods.

Boost your health by adding fruits, vegetables and fiber to each meal. Small changes now will make a big difference in how you feel today and in the years ahead! Here are two delicious recipes to help you get back on track with healthy eating and drinking.

Breakfast Power Juice

• In a blender or juicer, juice 1 green apple, 3 stalks of celery, 1 cucumber and a handful of spinach.

Lunch/Dinner Vegetable Soup

- In a large pot, add your favorite chopped vegetables such as carrots, onion, tomato, cabbage, celery, beets, potatoes; add 8 cups of water, a bay leaf, lemon peel, 1 small can of tomato paste.
- Bring to boil, simmer on low heat for 1 hour.
- Season with salt and pepper, enjoy.



If you guessed the NCAA basketball tournament that happens mid-March through April, you are right. However, if you thought about all the madness that happened in March 2020 with the pandemic, then you are right, too! Since that time the United States, and the world, has dealt with the evolving coronavirus – COVID-19, which has affected the way we live. The U.S. has formed a team of medical professionals and health care experts who have been providing

help through vaccines. Along with mask wearing, handwashing and social distancing, vaccines are the most important weapon against COVID-19, and variants such as the Delta and Omicron.

L.A. Care is here for you if you need, or want, to speak with someone about feelings you may be having during the pandemic. Please call our behavioral health partner, **Beacon Health Options** at **1.877.344.2858**, TTY **1.800.735.2929**, 24 hours a day, 7 days a week.



Healthy Body. Healthy Life!



Health Education Resources: Helping You Live Your Healthiest Life



L.A. Care offers health education services just for you! No matter what your health needs are, or how you like to learn, our Health Education Department has something for you. Busy schedule? We can talk with you over the phone. Prefer to learn online? Go to the L.A. Care website at **lacare.org** and log into the member portal for online tools and resources. Like to read? We have health education materials on many health topics and languages.

To learn more about L.A. Care's **Health Education Department** services visit lacare.org/healthy-living/health-resources/health-education.

Medi-Cal Pharmacy Benefits

As of January 1, 2022, Medi-Cal Pharmacy Benefits are administered through the fee-for-service delivery system Medi-Cal Rx.

Please visit the DHCS Medi-Cal Rx website for more information or visit L.A. Care Pharmacy Services link: lacare.org/members/gettingcare/pharmacy-services.





Outpatient (Ambulatory) Services

The Provisional Postpartum Care Extension Program has been replaced with the new **Postpartum Care Extension Program***. It provides extended coverage for Medi-Cal members during and after pregnancy. The program also extends L.A. Care coverage for up to 12 months after the end of the pregnancy regardless of income, citizenship, or immigration status and no additional action is needed. Coverage for this benefit is effective on April 1, 2022.

Rapid Whole Genome Sequencing (rWGS)*, including individual sequencing, trio sequencing for a parent or parents and their baby, and ultra-rapid sequencing, is a covered benefit for any Medi-Cal member who is 1 year of age or younger and is receiving inpatient hospital services in an intensive care unit. rWGS is an emerging method of diagnosing conditions in time to affect ICU care of children 1 year of age or younger. Coverage for this benefit was effective on January 1, 2022.

Medi-Cal Renewal: Complete Your Renewal Packets

Are you enrolled in Medi-Cal? Has your contact information changed in the past two years? Give your local county office your updated contact information so you can stay enrolled.

Find it at dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx.



COVID-19 Over-the-Counter Tests Available this Spring!

Medicare will begin covering COVID-19 rapid tests this spring, more information will be released soon. Please check the CMC website at **calmediconnectla.org** for updates.

What **Our Members** Are Saying About Us...

Whenever I have a question or a problem, the plan is always there to help-from helping with doctors' appointments to arranging transportation services.

- Helen Smokinski

It (L.A. Care) does a good job with providing health care services. I have used services such as seeing my primary care doctor and specialists, and everything has been good.

- Pedro Martinez

Would recommend it (L.A. Care) because of my personal experience. They always follow-up and treatment is always on time, and they provide good resources.

- Cecilio Hernandez

Everything I need is there, like glasses and dental. Everything is smooth. It (Cal MediConnect) is like a one-stop for all services.

- Elizabeth Mitchell









Community Resource Center

Building Active, Healthy, & Informed Communities

The Community Resource Centers offer many free classes, programs and services that aim to make our communities healthier. Our resource centers are available during the COVID-19 pandemic, and staff is available by phone at **1.877.287.6290** (TTY **711**), Monday-Friday, 9 a.m. – 5 p.m. You can also visit **activehealthyinformed.org**.



Please remember you can enjoy free on-demand classes such as exercise, healthy cooking and more at **youtube.com/activehealthyinformed**.

Telehealth: Care When You Need It in the Comfort of Your Home



Telehealth is a L.A. Care benefit offering urgent care visits with a licensed doctor via phone or by video chat. You can get

virtual care for common illnesses, mental health services and consultations. Contact our telehealth partner, Teladoc® by calling **1.800.835.2362** (TTY **711**), 24 hours a day, 7 days a week. Members do not need pre-approval.

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, Twitter, Instagram and LinkedIn.

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 the L.A. Care **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.



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 **1.888.522.1298** (TTY **711**) 24 hours a day, 7 days a week and holidays. Also, visit our website and member portal at **lacare.org**.



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



Looking for L.A. Care Members to Join the **Community Advisory Committees**

Do you want to learn how the health care system works? Would you like to share your thoughts on how L.A. Care can improve their services? L.A. Care is looking for people to join the **Community** Advisory Committees (CACs). As a CAC member, you can help L.A. Care meet the needs of the neighborhoods we serve. Your voice can really make a difference in improving the health care for the over 2 million L.A. Care members in L.A. County!

For more information, please call the Community Outreach & **Engagement Department** at 1.888.522.2732 (TTY 711), Monday – Friday, 8 a.m. – 5 p.m.





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 Cal MediConnect

1.888.522.1298 (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**)

Monday — Friday, 9 a.m. - 5 p.m.

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's 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

Beacon Health Options

(Behavioral Health Care)

1.877.344.2858 (TTY **1.800.735.2929**)

beaconhs.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



SALES & MARKETING DEPARTMENT

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English

Arabic

Hmong

tengx mv zuqc cuotv nyaanh oc.



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Health and wellness or prevention information

ATTENTION: If you need help in your language call 1.888.839.9909 (TTY: 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call 1.888.839.9909 (TTY: 711). These services are free of charge.

Spanish ATENCIÓN: si necesita ayuda en su idioma, llame al 1.888.839.9909 (TTY: 711). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al 1.888.839.9909 (TTY: 711). Estos servicios son gratuitos.

يُرجى الانتباه: إذا اختجت إلى المساعدة بلغتك، فاتصل بـ 1.888.83 (117 :TTY). نتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستدات المكتوبة بطريقة بريل والخط الكبير. اتصل بـ 1.888.839.909 (TTY: 711). هذه الخدمات مجانية.

Armenian ՈՒՇԱԴՐՈՒԹՅՈՒՆ։ Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք 1.888.839.9909 (TTY: 711)։ Կան նան օժանդակ միջոցներ ու ծառայություններ հաշմանդամություն ունեցող անձանց համար, օրինակ՝ Բրայլի գրատիպով ու խոշորատառ տպագրված նյութեր։ Զանգահարեք 1.888.839.9909 (TTY: 711)։ Այդ ծառայություններն անվձար են։

Cambodian ចំណាំ៖ បើអ្នក ថ្រូវ ការជំនួយ ជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ 1.888.839.9909 (TTY: 711)។ ជំនួយ និង សេវាកម្ម សម្រាប់ ជនពិការ ដូចជាឯកសារសរសេរជាអក្សរជុស សម្រាបជនពិការភ្នែក ឬឯកសារសរសេរជាអក្សរពុម្ពធ ក៏អាចរកបានផងដែរ។ ទូរស័ព្ទមកលេខ 1.888.839.9909 (TTY: 711)។ សេវាកម្មទាំងនេះមិនគិតថ្លៃឡើយ។

Chinese 请注意:如果您需要以您的母语提供帮助,请致电 1.888.839.9909 (TTY: 711)。另外还提供针对残疾人士的帮助和服务,例如文盲和需要较大字体阅读,也是方便取用的。请致电 1.888.839.9909 (TTY: 711)。这些服务都是免费的。

ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो 1.888.839.9909 (TTY: 711) पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और बड़े प्रति में भी दस्तावेज उपलब्ध हैं। 1.888.839.9909 (TTY: 711) पर कॉल करें। ये सेवाएं नि: शुल्क हैं। CEEB TOOM: Yog koj xay tau kev pab txhais koj hom lus hu rau 1.888.839.9909 (TTY: 711). Muaj cov kev pab txhawb thiab kev pab cuam rau cov neeg xiam oob qhab,

xws li puav leej muaj ua cov ntaw su thiab luam tawm ua tus ntawv loj. Hu rau 1.888.839.9909 (TTY: 711). Cov kev pab cuam no yog pab dawb xwb.

Japanese 注意日本語での対応が必要な場合は 1.888.839.9909 (TTY: 711) へお電話ください。点字の資料や文字の拡大表示など、障がいをお持ちの方のためのサービスも用意しています。 1.888.839.9909 (TTY: 711) へお電話ください。これらのサービスも無常で提供しています。 6.94 やき: 귀하의 언어로 도움을 받고 싶으시면 1.888.839.9909 (TTY: 711) 먼으로 문의하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. 1.888.839.9909 (TTY: 711) 먼으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.

Het 도움과 서비스도 이용 /୮៩ ជា ປະກາດ: 1.888.839.9909 (TTY: 711) ຄຸບຂ 분의하십시오. 이러한 서비스는 구요로 제송됩니다.

ປະກາດ: ຖາ້ທ່ານຕອ້ງການຄວາມຊວ່ຍເຫລືໃນພາສາຂອງທານໃຫ້ໂທຫາເບ ີ້ 1.888.839.9909 (TTY: 711). ຍງ້ມຄືວາມຊວ່ຍເຫລືແລະການບລໍ້ການສາລັບຄົນພິການ ເຊັ້ນ ເອກະສານທະປັນອັກສອນນູນແລະມີໂຕພິມີໃຫຍ ໃຫ້ໂທຫາເບ ີ້ 1.888.839.9909 (TTY: 711). ການບລໍ້ການເຫຼົ້ນບໍ່ຕ້ອງເສຍຄາໃຊ້ຈ້າຍໃດໆ.

Mien

LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiemx longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux 1.888.839.9909

(TTY: 711). Liouh lorx jauvlouc tengx aengx caux nzie gong bun taux ninh mbuo wuaaic fangx mienh, beiv taux longc benx nzangc-poke bun hluo mbiute aengx caux aamz mborqv benx domh sou se mbenc nzoih bun longc. Douc waac daaih lorx 1.888.839.9909 (TTY: 711). Naaiv deix nzie weih gong-bou jauv-louc se benx wang-henh

Panjabi ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ 1.888.839.9909 (TTY: 711). ਅਪਾਹਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਵਿੱ ਕਿ ਬ੍ਰੇਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ| ਕਾਲ ਕਰੋ 1.888.839.9909 (TTY: 711). ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ|

Russian ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру 1.888.839.9909 (ТТҮ: 711). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру 1.888.839.9909 (ТТҮ: 711). Такие услуги предоставляются бесплатно.

Tagalog ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa 1.888.839.9909 (TTY: 711). Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan,tulad ng mga dokumento sa braille at malaking print. Tumawag sa 1.888.839.9909 (TTY: 711). Libre ang mga serbisyong ito.

Thai โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข 1.888.839.9909 (TTY: 711) นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการ ต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข 1.888.839.9909 (TTY: 711) ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้

 Ukrainian
 УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер 1.888.839.9909 (ТТҮ: 711). Люди з обмеженими можливостями також можуть скористатися допоміжними засобами та послугами, наприклад, отримати документи, надруковані шрифтом Брайля та великим шрифтом. Телефонуйте на номер 1.888.839.9909 (ТТҮ: 711). Ці послуги безкоштовні.

Vietnamese CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số 1.888.839.9909 (TTY: 711). Chúng tôi cũng hỗ trợ và cung cấp các dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi Braille và chữ khổ lớn (chữ hoa). Vui lòng gọi số 1.888.839.9909 (TTY: 711). Các dịch vụ này đều miễn phí.

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. Limitations, co-pays, and restrictions may apply. For more information, call L.A. Care Cal MediConnect Member Services or read the L.A. Care Cal MediConnect Member Handbook. Benefits and/or co-payments may change on January 1 of each year.

To learn more, please call L.A. Care **Member Services** Department at **1.888.522.1298** (TTY **711**), 24 hours a day, 7 days a week, and holidays.

"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." Live Well is a member news publication by L.A. Care for L.A. Care's Senior and Special Needs Members. L.A. Care Health Plan is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees. You can get this information for free in other languages. Call 1.888.522.1298 (TTY 711). The call is free. L.A. Care Member Services is open 24 hours a day, 7 days a week and holidays.

Esta información está disponible de forma gratuita en otros idiomas. Comuníquese con Servicios para los Miembros al número 1.888.522.1298 para más información. Los usarios que utilizan TTY deben llamar al 711. El servicio está disponible las 24 horas del día. los 7 días de la semana. incluso los días festivos.

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ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1.888.522.1298** (TTY **711**).

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