



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. Controllor 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](https://www.vaccinatelacounty.com) for more locations. 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.
- Strain and enjoy immediately.

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.





What is March Madness?

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/getting-care/pharmacy-services**.





Medi-Cal Benefits and Services Covered by L.A. Care

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

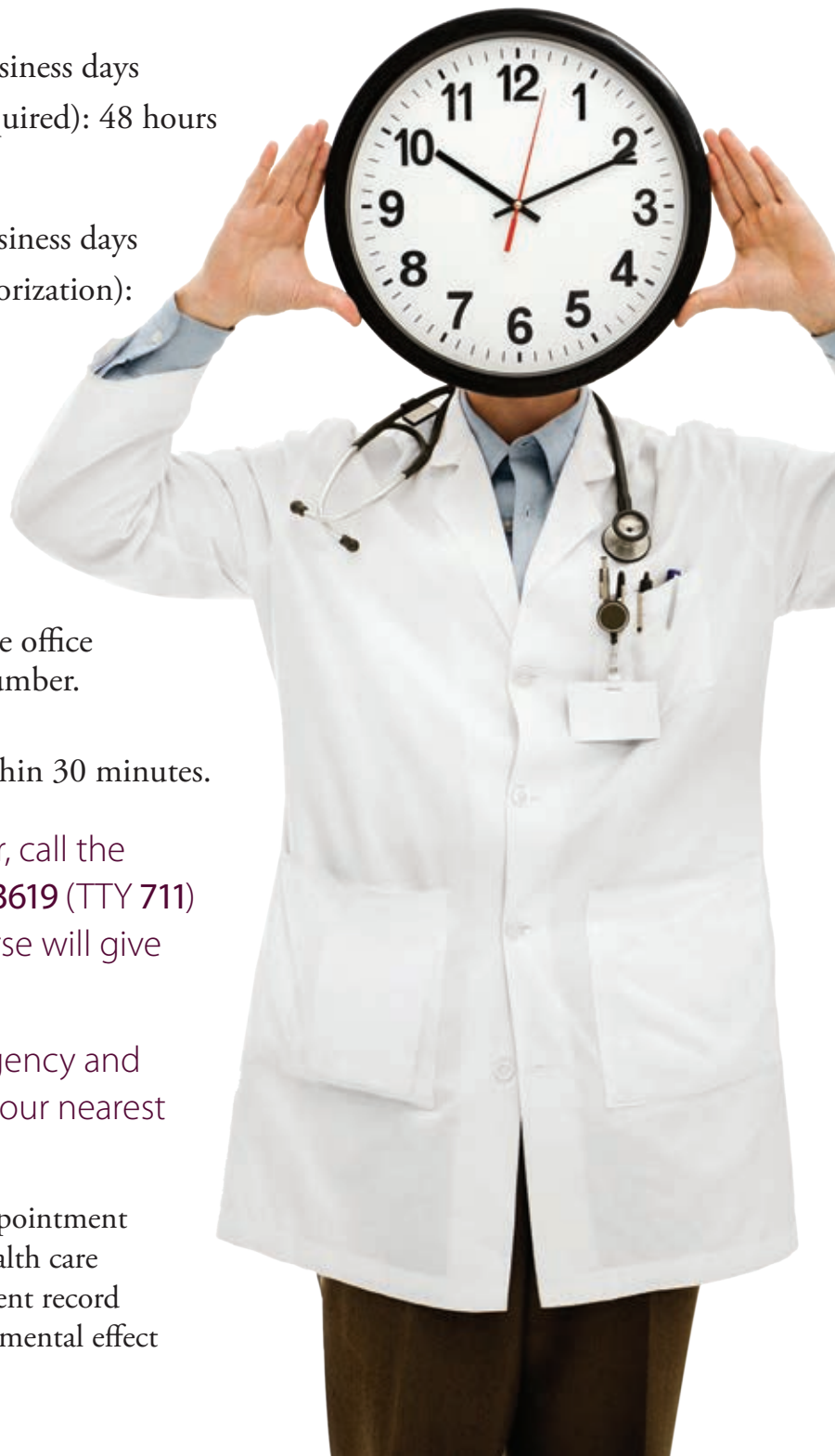
Did you know you can get health advice when your doctor's office is closed and on weekends or holidays?

- 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

