



Flu Myths Busted!

# National IMMUNIZATION AWARENESS MONTH 2024

National Immunization Awareness Month (NIAM) highlights the importance of staying up-to-date on routine vaccinations for people of all ages.

Do not wait until you are sick to go to the doctor. Seeing the doctor when you are well allows them to focus on you rather than your illness.

No matter what you call them — immunizations, vaccines, or shots — we all need them at some point in our lives.



August is National Immunization Awareness Month (NIAM), and it serves as a perfect reminder to get yourself and your children's immunizations up-to-date before the school year kicks off.

Flu shots are a vital immunization to staying healthy and protecting those around you.

- It is a good idea for almost everyone six months of age and older to get a flu shot each year.
- Flu shots are especially important for older adults and people with long-term health issues.
- The best time to get a flu shot is before flu season hits — as early as August or September.
- Older adults should get a pneumonia and COVID shot as well.

For more information on immunizations and easy-to-read schedules for all ages go to [www.cdc.gov/vaccines/schedules/index.html](https://www.cdc.gov/vaccines/schedules/index.html).

Contact your doctor today to discuss routine vaccinations during National Immunization Awareness Month (NIAM) and throughout the year.



## Get protected against **MEASLES**

### Measles cases are on the rise!

International travel is a contributing factor to the rise in measles cases, particularly in the United States.

Unvaccinated travelers who can contract measles can bring the virus back and placing unvaccinated people, mostly children at risk for getting sick.

#### Measles symptoms include:

- Fever
- Cough
- Runny nose
- Pink eye
- Rash

#### Those who are more likely to have serious complications due to measles are:

- Children younger than **5 years** of age
- **Pregnant** people
- People with **weakened immune systems**

#### The vaccine is two doses and gives lifelong protection:

- The first dose at **12 to 15** months
- The second dose at **4 to 6** years old



Talk to your doctor today to learn more about the MMR (measles-mumps-rubella) vaccination and ensure the best protection for yourself and child.



If you are an adult who have not received two MMR (measles-mumps-rubella) doses, talk to your doctor to discuss vaccination before your international trip.

**Vaccination of MMR (measles-mumps-rubella) is the best way to prevent measles.**



# What is early intervention?

CHILDREN REACH DEVELOPMENTAL MILESTONES BY A CERTAIN AGE THROUGH HOW THEY PLAY, LEARN, SPEAK, ACT, AND MOVE.



These services and referrals can evaluate and assess your child to provide appropriate early intervention services.

Developmental milestones are skills such as:



First step



Smiling for the first time



Waving "bye-bye"

If your child is not meeting developmental milestones, talk with your child's doctor today, share your concerns, and ask about developmental screenings.

Your child may be eligible for California's Early Start services and referrals.

California's Early Start services and referrals offer:

- Teams of service coordinators
- Early intervention specialists
- Health care providers
- Therapists

For more information regarding California's Early Start services and referrals, please contact **800.515.BABY (800.515.2229).**



Early intervention helps infants, toddlers and young children work toward meeting developmental milestones.

If you need assistance scheduling your child's next Well Child Visit, please contact L.A. Care Health Plan's Member Services at **888.839.9909**, our representatives are ready to help.



# Community Resource Center



## 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 August below and make sure not to miss this great opportunity!



## August in-person member orientation

Date	Time	Language	CRC	Address
Wednesday, <b>August 21, 2024</b>	1:30pm - 2:30pm	English	Lynwood	3200 East Imperial Hwy. Lynwood, CA 90262
Wednesday, <b>August 28, 2024</b>	1:30pm - 2:30pm	Spanish	Lynwood	3200 East Imperial Hwy. Lynwood, CA 90262
Monday, <b>August 26, 2024</b>	3pm - 4pm	English	Long Beach	5599 Atlantic Ave. Long Beach, CA 90805
Wednesday, <b>August 28, 2024</b>	1pm - 2pm	Spanish	Long Beach	5599 Atlantic Ave. Long Beach, CA 90805

**We look forward to seeing you there!**

# A healthy smile never gets old: MEDI-CAL HAS YOUR NEXT DENTAL APPOINTMENT COVERED



Regular dental visits are essential for preventing oral health issues. Dentists can check for problems you might not even notice.

These visits are crucial for identifying gingivitis, cavities, gum disease, and other conditions early on.

This helps prevent more serious complications like pain, infections, and tooth loss later on.

For Medi-Cal members, these dental visits are covered.

You can find a dentist accepting new patients by visiting [SmileCalifornia.org](https://www.smilecalifornia.org) or by calling the Medi-Cal Dental Telephone Service Center (TSC) at **1.800.322.6384**.

Learn more about Medi-Cal dental covered services at [SmileCalifornia.org/Seniors](https://www.smilecalifornia.org/Seniors).

## To keep your teeth healthy, consider these tips:

- Brush your teeth at least twice a day using fluoride toothpaste.
- Floss daily.
- Reduce sugary snacks and drinks to prevent cavities.
- Limit alcohol intake and avoid all tobacco products to prevent stained teeth, bad breath, and cancer.

Take advantage of your Medi-Cal dental benefits and see your dentist at least once a year.



**Remember, keeping up with regular dental visits is essential for maintaining healthy teeth and ensuring your smile stays healthy all summer and throughout the year!**



## Does your smile need a ride to the dentist?

To get transportation to your next dental appointment, visit [SmileCalifornia.org/Transportation](https://www.smilecalifornia.org/Transportation) or call the TSC at **1.800.322.6384**.





## Important reminder



# TO REVIEW YOUR MEDI-CAL YEARLY

As an L.A. Care Medicare Plus (HMO D-SNP) member, it is important to renew your Medi-Cal each year to avoid coverage gaps and stay a member of L.A. Care Medicare Plus (HMO D-SNP).

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

If you need help, we are just a call away and ready to assist.

Call us at **1.833.LAC-DSNP** (**1.833.522.3767**).

If you would like to sit down with an application assister at one of our L.A. Care and Blue Shield Promise Community Resource Centers to complete your application or have your questions answered, please call to schedule an appointment at one of our Community Resource Centers listed next.



## MEDI-CAL RENEWALS ARE HAPPENING



Let them know you need help with completing your yearly Medi-Cal renewal.



**COMMUNITY RESOURCE CENTER LOCATIONS**  
[communityresourcecenterla.org](http://communityresourcecenterla.org)

Location	Address	Phone
1 East L.A.	4801 Whittier Blvd. Los Angeles, CA 90022	213.438.5570
2 El Monte	3570 Santa Anita Ave. El Monte, CA 91731	213.428.1495
3 Inglewood	2864 W. Imperial Hwy. Inglewood, CA 90303	310.330.3130
4 Long Beach	5599 Atlantic Ave. Long Beach, CA 90805	562.256.9810
5 Lynwood	3200 East Imperial Hwy. Lynwood, CA 90262	310.661.3000
6 Metro L.A.	1233 S. Western Ave. Los Angeles, CA 90006	213.428.1457
7 Norwalk	11721 Rosecrans Ave. Norwalk, CA 90650	562.651.6060
8 Palmdale	2072 E. Palmdale Blvd. Palmdale, CA 93550	213.438.5580
9 Panorama City	7868 Van Nuys Blvd., Panorama City, CA 91402	213.438.5497
10 Pomona	696 W. Holt Ave. Pomona, CA 91768	909.620.1661
11 West L.A.	11173 W. Pico Blvd. Los Angeles, CA 90064	310.231.3854
12 Wilmington	911 North Avalon Blvd. Wilmington, CA 90744	213.428.1490



**Opening 2024**

13 Lincoln Heights 14 South L.A.



## 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 **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 [medicare.lacare.org/members/part-d-prescription-drugs](https://www.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.





# SUMMER FUN: EXPLORE OUR Community Resource Centers

From Palmdale to Long Beach, and from West L.A. to Pomona, our centers offer free classes and programs for everyone, including children of all ages.

While many kids are on a break from school, our centers offer youth a variety of opportunities to stay physically active and stimulate their minds.

## Kids can participate in:

- Science projects to grow their knowledge in math and chemistry.
- Hands-on healthy cooking demonstrations to learn about nutrition.
- Boot camps to channel their energy and stay fit.
- Reading sessions in our mini libraries to sharpen their reading skills.



We are halfway through summer, but the learning and fun activities at the **L.A. Care and Blue Shield Promise Community Resource Centers** are still heating up!



The Community Resource Centers are open **Monday** through **Friday** from **9:00 am to 5:00 pm** making it easy for you to drop in and explore all that we have to offer.



Visit [CommunityResourceCenterLA.org](http://CommunityResourceCenterLA.org) for more information and continue your summer adventures with us!



Community Resource Center



Start your quit journey!



# HAVE YOU BEEN THINKING ABOUT QUITTING SMOKING?

Quitting smoking is not easy. It takes time and a plan.

With a good plan and support, your chances of success increase. You can quit whether you smoke cigarettes, vape or chew tobacco by:



**Contacting**  
your doctor about medication to help you quit.



**Attending**  
tobacco workshops through L.A. Care's health and wellness site, *My Health in Motion*.



**Calling**  
*Kick it California*, which offers free telephone counseling for those want to quit.

Quitting smoking may be hard, but you do not have to go through it alone. With the right support and determination, you can quit for good.



**KICK / T**  
California

To learn more  
**CONTACT**

**Kick It California:**

Call for English **1.800.300.8086**

Call for Spanish **1.800.600.8191**

Click on Website [kickitca.org](http://kickitca.org)





# Learn about YOUR COVERAGE



When you first join L.A. Care, and then every year after, you will get a package of important information about your health care coverage.

Please read it and if you have questions, call us at **1.855.270.2327 (TTY 711)** 24 hours a day, 7 days a week and holidays.

You can visit L.A. Care's website at [lacare.org](http://lacare.org) for the information listed below and more:

## Basic information

- ❖ What benefits and services are covered
- ❖ What benefits and services are not covered
- ❖ How your health plan makes decisions about when new treatments will become benefits
- ❖ What care you can and cannot get when you are out of Los Angeles County or the L.A. Care network
- ❖ How to access care when you are out of Los Angeles County
- ❖ How to change or get care from your primary care physician (PCP)
- ❖ How to get information about doctors
- ❖ How to get a referral for specialty care, behavioral health care services or to go to the hospital
- ❖ What to do when you need care right away or when the office is closed
- ❖ What to do if you have an emergency
- ❖ How to get prescriptions filled, other pharmacy program information and updates
- ❖ Co-payments and other charges
- ❖ What to do if you get a bill
- ❖ How to keep you and your family healthy guide
- ❖ How your health plan evaluates new technology to decide if it should be a covered benefit
- ❖ Submitting a complaint

## Special programs

- ❖ Quality Improvement Programs to tell us how we can improve quality of care, safety and services for our members. These programs tell us how to measure our progress so that we can meet our goals and provide quality services and decide what we may need to change
- ❖ Care Management Programs for members who have ongoing medical needs
- ❖ Programs to better manage diseases, like diabetes and/or asthma

## Learn about

- How Decisions Are Made About Your Care at [lacare.org](http://lacare.org)
- ❖ How our doctors and staff make decisions about your care based only on need and benefits. We do not encourage doctors to provide less care than you need and doctors are not paid to deny care.
- ❖ How to reach us if you want to know more about how decisions are made about your care
- ❖ How to appeal a decision about your care, including external independent review

## Members issues

- ❖ Your rights and responsibilities as a health plan member
- ❖ How to complain when you are unhappy
- ❖ What to do if you are disenrolled from your plan
- ❖ How L.A. Care protects and uses your personal health information
- ❖ How to get help if you speak a different language





## Need Language SERVICES?



Understanding your health is important. That is why we want to make sure that you can get health care in your language. All these services are free:

- You can receive documents from L.A. Care in your language.
- You can ask for a doctor who speaks your language.
- You can get someone to interpret for you during your doctor visits.

If you want someone to interpret for you during your doctor visit, call us at least **10-15 days before your appointment**. We can provide a trained interpreter in any language including American Sign Language.

L.A. Care might ask about your language, race, and ethnicity. We do this to understand what you need and how we can make our services better.

## 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](mailto:coeadvisory@lacare.org).



But don't worry, this doesn't change any of your healthcare benefits or coverage. We also make sure your private information is safe.

L.A. Care Health Plan Member Services 1.855.270.2327.

# 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](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

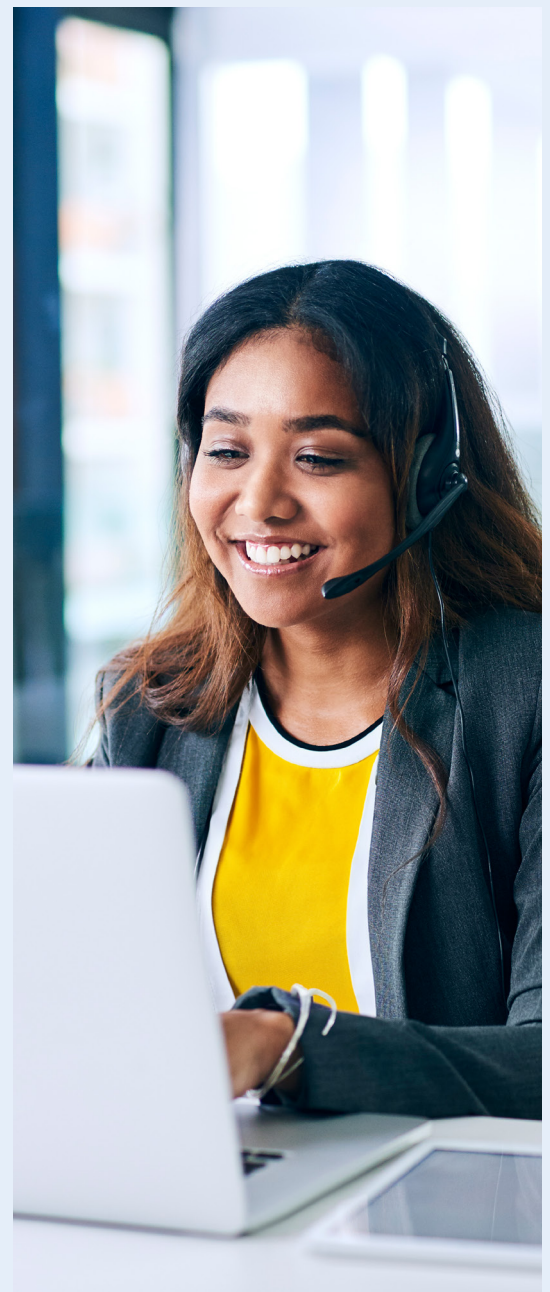
- Get certain adult immunizations at network pharmacies.
- Visit [medicare.lacare.org](https://www.medicare.lacare.org) for important plan information, including the list of covered medications (formulary).
- Call **Member Services** for a hard copy.
- Let us know if you get a bill for covered services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







# live WELL

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

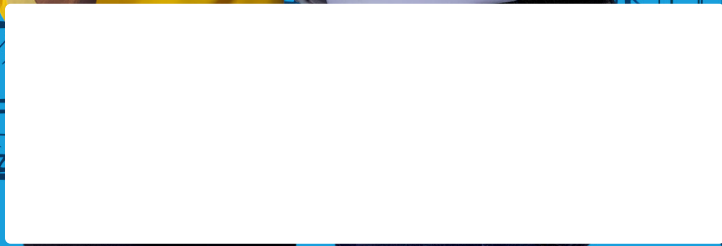
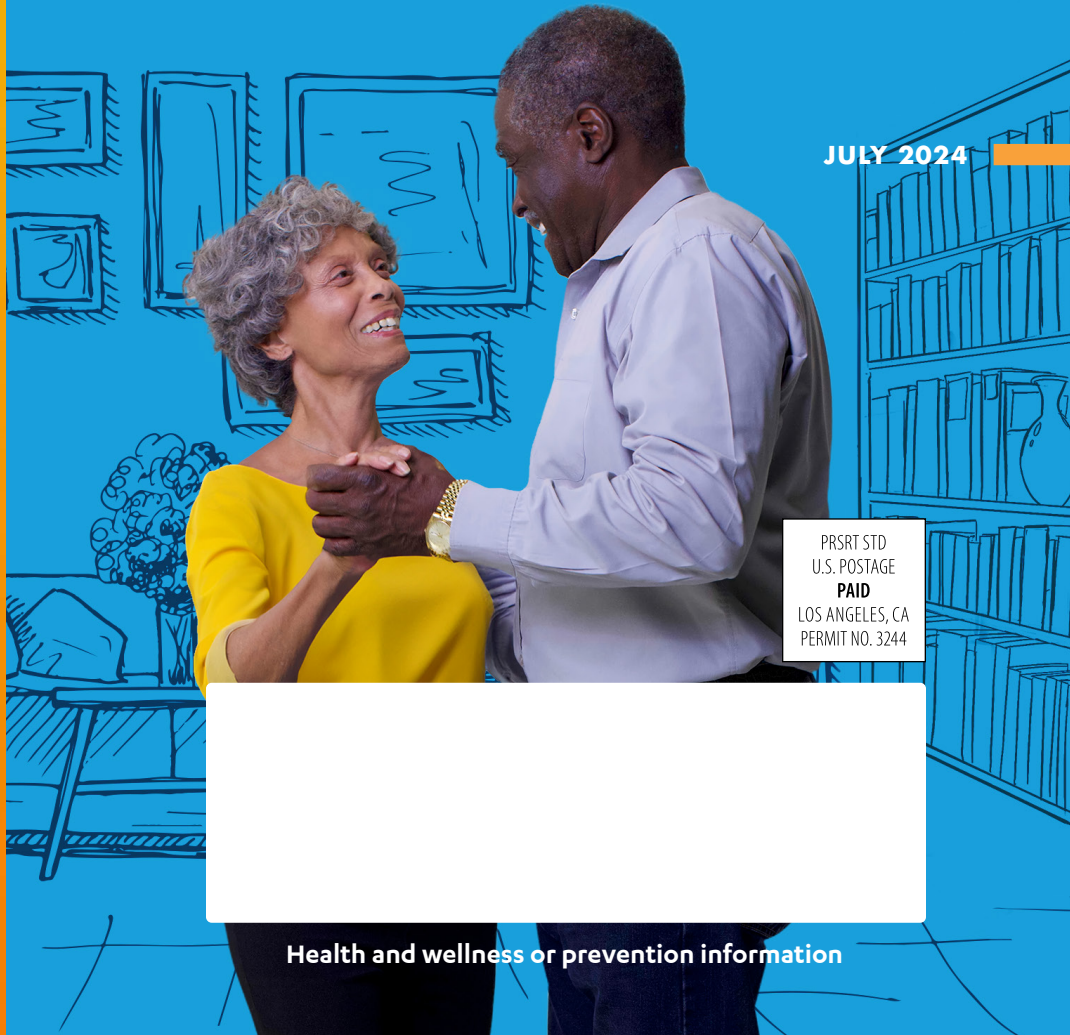
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[medicare.lacare.org](http://medicare.lacare.org)

JULY 2024

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Health and wellness or prevention information

## 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

[lacare.org/members/getting-care/pharmacy-services](http://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.

## 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)



**Chat** with a nurse online free. To access the nurse chat function,



go to [lacare.org](http://lacare.org) and click on **Member Sign In** to log on.

Follow us

