



L.A. Care
HEALTH PLAN®

SPRING 2014

be
well

A Publication for L.A. Care Members



Sweeten Your Life the Healthy Way

Spring time brings the sweetness of fruits, flowers and honey, as the birds and bees get busy. Sweeten your life the healthy way with the right amount and right choice of sweets.

Sugar makes food taste good, but calories and blood sugar levels can add up fast. With sweeteners such as sugar, honey, sucralose, agave nectar and Stevia, less is better. Sugar substitutes can help you lower the sugar in your blood, but be careful of the health risks they may have. Even if you have diabetes, you can still have sweet-tasting food and drinks without risking your health. It is just a matter of knowing which sweeteners are safe and do not spike your blood sugar levels.

Make the healthy choice. Try to eat more healthy foods such as fruits, veggies and whole grains. And make water your go-to drink. That way, you won't have to worry about having sweet treats once in a while.



Sweet Tips for a Healthy Smile

Your teeth are important to your health! Here are some tips to keep your smile looking great:

- Brush and floss your teeth regularly. Teeth should be cleaned after each meal, or at least twice per day.
- Avoid too many sugary foods and drinks. Sugar can destroy the enamel that protects your teeth, sometimes causing teeth to rot. Try to stay away from sugary foods like cookies, cake, candy, and sodas. They are bad for your health and can also cause you to gain weight!
- See a dentist regularly. Your dentist will check your teeth for signs of cavities, tooth damage, cancer, and gum disease.

Learn About
Dental Services

L.A. Care wants to help you keep a healthy smile. To learn more about dental services for your child or to find a dentist near you, call L.A. Care Member Services at 1-888-839-9909 (TTY/TDD 1-866-522-2731). We are here to help you 24 hours a day, 7 days a week.



Ask the Doc: Asthma

Q: What is asthma?

A: Asthma is a chronic disease. Your airways can narrow and swell. They produce extra mucus, which makes it hard to breathe. The most common symptoms are constant coughing, wheezing, tightness in the chest, and shortness of breath.

Q: What causes it to flare-up?

A: Asthma can come and go. Things that can make it worse include: dust, pollen, animal dander, cold dry air, mold, exercise, hay fever, infections, air pollution, strong emotions, stress, some preservatives, allergies, menstrual cycle, smoking, acid reflux, some drugs, chemical fumes, and being overweight.



Q: What can I do about my asthma?

A: Asthma can be hard to live with and can be life-threatening. Although there is no cure for asthma, it can be controlled. Treating it early, especially in children, may prevent long-term lung damage and help keep it from getting worse.

To keep asthma under control, it is best to:

- Avoid what causes asthma to flare-up (such as smoking)
- Use medicine your doctor suggests to prevent flare-ups
- Use inhalers to quickly control symptoms when they start
- Work with your doctor. Tell your doctor if you get worse.

Asthma can be hard to live with, but if your doctor suggests it, taking your medicine every day (even when you don't have symptoms) can help you feel well and stay active.

March is National Nutrition Month! Make "MyPlate" Your Plate

When was the last time you looked — really looked — at your plate before eating? You might be surprised at what you see. L.A. Care registered dietitian, Janine Souffront, encourages members to follow an easy eating guide called MyPlate. MyPlate is made up of 5 food groups. Each group has its own key message:

- Make half your plate fruits and vegetables.
- Make at least half your grains whole grains.
- Switch to fat-free or low-fat (1%) milk.
- Go lean with protein.

Oils are not a food group, but we need a little each day. The key message here is "just enough, not too much." Oils are found in nuts, fish, salad dressing and cooking oil.



Not many of us can afford to consume "empty" calories from foods like sweets and soda. MyPlate recommends cutting back on candy and other sweets and drinking water to quench thirst.

The foods you eat play a large role in your health. To make "MyPlate" *your* plate, go to **choosemyplate.gov**.



Health Knowledge Check & Word Search

Test your knowledge and find the hidden words.

M	I	Q	S	N	A	F
Z	E	G	U	C	M	O
I	K	R	G	B	H	P
Q	S	Y	A	I	T	Y
E	M	B	R	U	S	H
L	N	W	J	D	A	X
H	Y	P	E	R	V	O

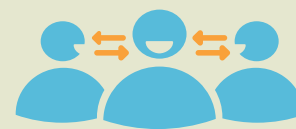
- 1 Medi-Cal Incentives to Quit Smoking (_____)
- 2 Diabetes medicine helps your level of blood _____.
- 3 The _____ Advice Line is open 24/7 to help you.
- 4 Shaking and sweating are signs of _____-glycemia.
- 5 High blood sugar is called _____-glycemia.
- 6 If you have _____, dust and pollen can make it flare up and hard for you to breath.
- 7 To keep a healthy smile, _____ and floss your teeth at least twice per day.

Check the answers (A) on page 7.

Quitting smoking just got simpler for Medi-Cal members!



If you have Medi-Cal, quitting smoking just got simpler! Now through December 2015, the Medi-Cal Incentives to Quit Smoking (MIQS) Project offers more incentives to Medi-Cal members who want to quit smoking or using other tobacco. Call 1-800-662-8887 (1-800-NO-BUTTS) and sign up for a counseling session. You will get a starter kit of free nicotine patches mailed straight to your home. To get a bonus \$20 gift card, you must have Medi-Cal and a Beneficiary Identification Card number. Call and ask for the gift card, and you must also go to your first counseling session. Go to nobutts.org/Medi-Cal to learn more.



Get Medical Help in Your Language

Is your main language something other than English? Are there times when you have trouble talking with your doctor because of your language? L.A. Care offers free interpreters to help you. To get an interpreter for office visits, call L.A. Care's Member Services Department at 1-800-839-9909 (TTY/TDD 1-866-522-2731).

You have the right to have help in your main language. L.A. Care is here to help you get the care you need and make sure you understand your health and your doctor.

Also, if you speak Cantonese, Khmer, Korean, Mandarin, Tagalog, Thai and Vietnamese, L.A. Care is proud to offer **Know Your Rights, What You Need to Know about Interpreting Services**. This DVD shows how easy it is to get help talking to your doctor in your language.



To request a copy of the DVD, call L.A. Care Member Services Department at 1-800-839-9909.

Get Mental Health Care in Your Reach 24/7



When you need mental health or substance abuse care, you may call Beacon Health Strategies for care. Beacon is available any time day or night. Call 1-877-344-2858, 24 hours a day, 7 days a week.

Important Phone Numbers

Do you have questions about your health plan or your benefits? Call your health plan directly or call L.A. Care Health Plan.

L.A. Care Health Plan

1-888-839-9909

(TTY/TDD **1-866-522-2731**)

24 hours a day, 7 days a week and holidays

L.A. Care Health Plan Medicare Advantage (HMO SNP)

1-888-522-1298

(TTY/TDD **1-888-212-4460**)

24 hours a day, 7 days a week and holidays

L.A. Care Healthy Kids (0-5)

1-888-839-9909

(TTY/TDD **1-866-522-2731**)

24 hours a day, 7 days a week and holidays

L.A. Care Compliance Helpline

1-800-400-4889

L.A. Care Family Resource Centers

Inglewood or Lynwood

1-877-287-6290

L.A. Care Covered

1-855-222-4239

Medi-Cal Members

Anthem Blue Cross

1-888-285-7801

Care1st Health Plan

1-800-605-2556

Kaiser Permanente

1-800-464-4000

Do You Have a Mobile Phone?

Would you like to get member news on your mobile phone or get health help by text from L.A. Care? Send us your e-mail or cell phone number and tell us what you want to know to editor@lacare.org.

Be sure to like us on Facebook, Twitter and LinkedIn.



Know About Common Sugar-Free Sweeteners

Look for hidden sources of sugar-free sweeteners. Read the labels on your food products. See what sweeteners are used, if any. Under the Carbohydrate (carbs) section, you can see how many carbs the food has. You can also see how much of the carbs are in the form of sugar. Take care to know about the health risks from sweeteners such as these.

Type of Sweetener	Example	Health Risks
Aspartame (Equal®, Canderel®, NutraSweet®)		The guide set by the EPA is 7.8mg per day. (One can of soda has ~56mg.) Too much may cause headache, dizziness, stomach problems, and more. Do not use if you have phenylketonuria (PKU). (This is a rare illness). These sweeteners can cause mental problems, seizures and worse in people with PKU.
Saccharin (Sweet 'n Low®)		It can raise insulin in blood and cause allergic reactions in people intolerant of sulfa drugs. It can cause cancer in children and unborn babies. Pregnant women, babies and children should not eat saccharin due to these health risks.
Sucralose (Splenda®)		No proven health risks or harmful results. Sucralose is a fairly new product. Long term health effects of using sucralose are unknown.
Stevia (Pure Via®, Truvia®)		No proven health risks or harmful results. If you are allergic to daisies, ragweed, or certain other flowers, you may experience an allergic reaction with wheezing, shortness of breath, sneezing, headache and/or itching.

The Highs & Lows of Diabetes and Blood Sugar

Everyone's blood sugar goes up and down during the day. People with diabetes need to be extra careful that their blood sugar doesn't go too high or too low. Blood sugar that goes too high is called hyperglycemia. It is caused by eating more than usual or missing a dose of diabetes medicine. Blood sugar that falls too low is called hypoglycemia. It is caused by skipping a meal or taking too much diabetes medicine. More things that can cause blood sugar levels to change for diabetics include:

Causes of High Blood Sugar (Hyperglycemia)

- Eating too many carbohydrate (sugar) foods
- Not taking your diabetes medicine
- Not getting enough exercise
- Being sick or in pain
- Some medications
- Stress

Causes of Low Blood Sugar (Hypoglycemia)

- Waiting too long between meals
- Exercising hard without eating a snack
- Drinking alcohol (for some people with diabetes, even a small amount of alcohol can cause low blood sugar)
- Taking too much diabetes medicine



Know the Signs of High & Low Blood Sugar

It's a good idea to know the signs of high and low blood sugar. If you have had any signs of high or low blood sugar, talk to your doctor about it.

Signs of Hyperglycemia (High Blood Sugar)

- Headache
- Tired
- Weight loss
- Increased hunger and thirst
- Frequent need to go to the bathroom
- Dry mouth, dry itchy skin
- Blurred vision
- Slow healing of wounds and cuts

Signs of Hypoglycemia (Low Blood Sugar)

- Shaking
- Sweating
- Fast heart beat
- Irritability
- Faintness (pass out)
- Hunger
- Drowsy/sleepy
- Headache

Talk to your doctor about how best to manage diabetes. Make a plan for what to do if your blood sugar goes too high or too low. Your doctor will also make sure you have your A1c tested as well as your eyes, feet, and kidneys.

The *L.A. Cares About Diabetes*® program can help you learn about diabetes and how to control it. You can also talk with a nurse. Call 1-877-796-5878 (TTY/TDD 1-888-448-6894) to learn more.

Well Care Guidelines for Infants and Children

L.A. Care wants to help you and your family be well. Make sure your children stay healthy by taking care that they have regular health screenings. This chart can help you keep track your children's health screenings. Your doctor may want your children to start some tests earlier or have them more often. See your doctor as often as needed and ask about other tests or screenings your children might need. Your doctor should also talk to you about car seats when you have a baby or toddler. And, if your child is age 11 or older, your doctor should talk to your child about not smoking.



Tests/Exams /Counseling	When to go to the doctor		
	Birth to 2 years	3 to 10 years	11-19 years
Well Care Visit: Health history, physical exam, height, weight, Body Mass Index (BMI, a measure for healthy weight), healthy eating habits, vision (eye) and hearing screenings, screenings for growth, development, autism screening, sickle cell screening, risky behaviors, health education, advice on what to expect at your child's age	Newborns 1-2 days after hospital discharge, at 1 month, then at 2, 4, 6, 9, 12, 15, 18, 24 and 30 months	Every Year	Every Year
Oral Health Look at teeth and gums	Screening at each visit Get a referral to dentist by age 12 months	Screening at each visit	As advised by the Dentist

L.A. Care mailed Preventive Health Guidelines (PHGs) to all members in September 2013. New members receive the PHGs when they join us. If you want to learn more or get a new copy mailed to you, please call L.A. Care at 1-888-839-9909 (TTY/TDD 1-866-522-2731) 24 hours a day, 7 days a week.

Looking for New L.A. Care Volunteers!

You can be part of two unique groups with L.A. Care that help L.A. Care meet the needs of the neighborhoods we serve. We are seeking new people to help with our Regional Community Advisory Committees (RCACs) and Health Promoters Program. RCAC members bring the voice of their communities to L.A. Care's Board of Governors, which guides programs for over 1 million members. Health Promoters are trained in health topics and share their knowledge through workshops and health fairs. We invite people over 18 years of age of diverse backgrounds and offer a special welcome to seniors and people with disabilities. Please call 1-888-522-2732 to find out more.



PREVENT ILLNESS!

Be sure to ask your doctor what vaccines you and your child will need.



Who Will You Call?

A - Your PCP

C - Beacon Health Strategies

E - 911 ER

B - Nurse Advice Line

D - Urgent Care

F - L.A. Care

- 1 For a life-threatening condition, like chest pain _____
- 2 For specialized care, such as from a Cardiologist _____
- 3 For help in your language _____
- 4 A sprained ankle or minor broken bone _____
- 5 For a routine physical exam _____
- 6 For health advice after midnight _____
- 7 For substance abuse care or mental health care _____

[Answers: 1-E, 2-A, 3-F, 4-D, 5-A, 6-B, 7-C]

A Answers to Knowledge Check & Word Search

(from page 3):

1-MIQS

2-SUGAR

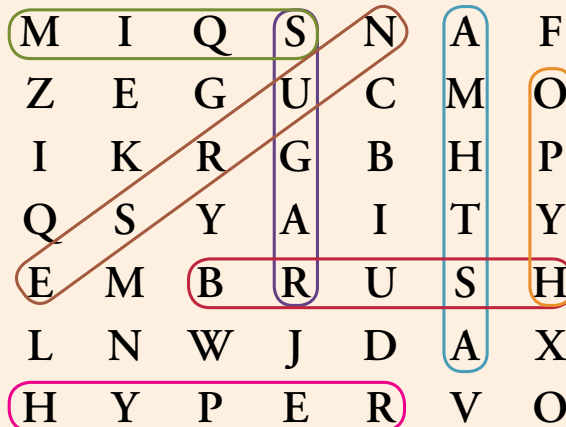
3-NURSE

4-HYPO

5-HYPER

6-ASTHMA

7-BRUSH



Things to Remember

1. Always keep your I.D. card with you. Show your I.D. card when you:

- Go to a doctor's office
- Go to the hospital
- Need emergency services
- Pick up a prescription

Don't give your I.D. card to anyone else to use. If you lose or damage your I.D. card, call L.A. Care.

2. You have the right to receive service and information in a language or format you understand. If you need a FREE interpreter for a doctor's visit, or member information in another language or format (like Braille, large print, or audio), call L.A. Care.

3. You can talk to a nurse for free, any time day or night, 7 days a week. Check your I.D. card for the phone number. Nurse advice lines also provide pre-recorded information on many health topics. There is a list of these topics at the end of the *Member Handbook* we mailed to you.

4. Visit our website at lacare.org.

You can:

- Find a doctor
- Learn about your benefits
- Look into our health education services and Family Resource Center classes
- Find out about your rights and responsibilities
- File a complaint, called a "grievance"

5. Do you have questions, need an I.D. card, or interpreter? L.A. Care is here to help you get the care and service you need. Call our Member Services department at 1-888-839-9909 (TTY/TDD 1-866-522-2731) 24 hours a day, 7 days a week (open holidays).

English

To request free interpreting services, information in your language or in another format, call L.A. Care at 1-888-839-9909 or TTY/TDD 1-866-522-2731.

Arabic

لطلب خدمات ترجمة فورية مجانية، ومعلومات بلغتك أو بتتسيق آخر، اتصل بـ L.A. Care على الرقم 1-888-839-9909 أو رقم الصم 1-866-522-2731 TTY/TDD.

Armenian

Անվճար բանավոր թարգմանչական ծառայություններ ինչպես նաև ձեր լեզվով կամ այլ ֆորմատով տեղեկություններ խնդրելու համար, զանգահարեք L.A. Care՝ 1-888-839-9909 կամ TTY/TDD 1-866-522-2731 հեռախոսահամարներով

Chinese

如果您需要免費口譯服務，或需要您使用之語言版本或其他格式的資訊，請致電 L.A. Care，電話號碼是 1-888-839-9909 或 TTY/TDD 專線 1-866-522-2731。

Farsi

جهت درخواست خدمات رایگان مترجم شفاهی، دریافت اطلاعات به زبان خودتان یا سایر فرمت ما، با L.A. Care به شماره تلفن 1-888-839-9909 یا TTY/TDD 1-866-522-2731 تماس بگیرید.

Khmer

ដើម្បីស្នើសុំសេវាការបកប្រែដោយឥតគិតថ្លៃ ឬសំរាប់ព័ត៌មានជាភាសាខ្មែរ ឬជាទម្រង់មួយទៀត សូមទូរស័ព្ទទៅ L.A. Care តាមលេខ 1-888-839-9909 ឬ TTY/TDD 1-866-522-2731 ។

Korean

무료 통역 서비스, 다른 언어 또는 다른 형식으로 된 자료가 필요하신 경우, L.A. Care 1-888-839-9909 번 또는 TTY/TDD 1-866-522-2731 번으로 문의하십시오.

Russian

Чтобы сделать запрос о предоставлении бесплатных услуг переводчика, информации на Вашем языке или в другом формате, позвоните в L.A. Care по номеру телефона 1-888-839-9909 или по номеру линии TTY/TDD 1-866-522-2731.

Spanish

Para solicitar servicios de interpretación gratuitos o información en su idioma o en otro formato, llame a L.A. Care al 1-888-839-9909 o al 1-866-522-2731 para TTY/TDD.

Tagalog

Upang humiling ng mga libreng serbisyo sa pagsasaling-wika, impormasyon sa iyong wika o sa isa pang format, tumawag sa L.A. Care sa 1-888-839-9909 o TTY/TDD 1-866-522-2731.

Thai

ต้องการแจ้งขอบริการล่ามฟรี รับข้อมูลในภาษาของท่านหรือในรูปแบบอื่น กรุณาติดต่อ L.A. Care ที่หมายเลข 1-888-839-9909 หรือ TTY/TDD 1-866-522-2731

Vietnamese

Để yêu cầu dịch vụ thông dịch miễn phí, thông tin bằng ngôn ngữ của quý vị hoặc bằng một hình thức khác, vui lòng gọi L.A. Care tại số 1-888-839-9909, hoặc nếu dùng TTY/TDD, xin gọi số 1-866-522-2731.

Be Well is a member news publication by L.A. Care for members of L.A. Care Health Plan. If you would like the information contained in this newsletter in another language or in large print or audio, please call L.A. Care at 1-888-839-9909 or TTY 1-866-LA-CARE1 (1-866-522-2731).



www.lacare.org

For a Healthy Life

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Health and wellness and prevention information



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