Stay ahead of the flu

Protecting yourself from the flu is easy.

As an Anthem Blue Cross member, you can get a flu shot:

- From your primary care provider (PCP).
- At one of our network pharmacies if you're age 18 or older.
- At your local health department.

The Centers for Disease Control and Prevention (CDC) wants everyone 6 months of age and older to get the flu vaccine each year.

How can getting the flu affect you? What can you do to help stay healthy during flu season?

<table>
<thead>
<tr>
<th>If you get the flu, you may:</th>
<th>You can protect yourself from the flu by:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Feel bad for several days.</td>
<td>• Getting a flu shot each year. This is the single best way to prevent infection.</td>
</tr>
<tr>
<td>• Run a high fever.</td>
<td>• Washing your hands often.</td>
</tr>
<tr>
<td>• Have aches and pains.</td>
<td>• Avoiding those that have the flu.</td>
</tr>
<tr>
<td>• Develop complications that can lead to more serious illness, hospitalization or even death.</td>
<td>• Eating well.</td>
</tr>
<tr>
<td>• Pass the flu on to other family members who may be more likely to get very sick.</td>
<td>• Drinking plenty of water.</td>
</tr>
<tr>
<td></td>
<td>• Getting enough sleep.</td>
</tr>
</tbody>
</table>

You can stay ahead of the virus by protecting yourself with the flu vaccine. Children and those people age 65 or older are usually most at risk.

How can you find out how active the flu is in your state or your city? Go online to www.cdc.gov/flu or scan this image with your smartphone.

Sources:
www.cdc.gov/mmwr/preview/mmwrhtml/mm6202a4.htm.
What to expect when you’re expecting

If you’re pregnant or thinking about becoming pregnant, planning now can help you have a healthy baby. Each step of the way, we’re here to make sure you can get the care and support you need.

Prenatal care
When you see a doctor during pregnancy, it is called prenatal care. The sooner you start prenatal care, the better it is for you and your baby. These visits allow the doctor to see how your baby is growing inside the womb and catch any problems early. As soon as you think or know you are pregnant, call to schedule a visit. If you need help finding an OB provider, call Member Services at 1-888-285-7801 (TTY 1-888-757-6034).

Postpartum care
Checkups don’t stop after you’ve had a baby. Going to the doctor three to eight weeks after you’ve delivered your baby is called postpartum care. Your body goes through many changes during pregnancy and delivery. These checkups help make sure your body has healed from the delivery. This is a good time to talk to your doctor about birth control and how you’re feeling.

New Baby, New Life℠ program
Anthem Blue Cross offers support for mothers who are going to have or just had a baby. With the free New Baby, New Life℠ program, you’ll get:

- **Fast answers** to your health questions when you call the Nurse Advice Line.
- **Special gifts** when you go to prenatal checkups.
- **A pregnancy book** that shows you easy ways to take care of yourself.

Sources:
One-on-one help for your health

What’s making it hard to manage your ongoing health condition? How would it help you to have a nurse who can work with you by phone?

Our disease management care team is here for you.

We’re here to help you manage your health care and get the care you need from your health care providers. We can talk with you and mail you information about how to manage your health conditions.

Our programs include care management for:

- Lung conditions like asthma and chronic obstructive pulmonary disease (COPD)
- Diabetes
- HIV/AIDS
- Heart conditions like coronary artery disease (CAD), congestive heart failure (CHF) and hypertension (high blood pressure)
- Behavioral health conditions such as major depressive disorder, bipolar disorder, schizophrenia and substance use disorder

We also offer help with weight management and tobacco cessation. We can help you find local resources, improve your overall health and get past barriers to achieve your goals.

To speak with a case manager, please call 1-888-830-4300 (TTY 711). You can call us from 8:30 a.m. to 5:30 p.m. local time, Monday through Friday. You also can visit us on the web at www.anthem.com/ca/medi-cal.
Take time for your peace of mind

Women often put off their own needs to attend to the needs of others. It’s in their nature. One of the best ways to make sure you can take care of others is to take care of yourself first.

**What are some reasons you’d like to be healthy and live longer?**

- I want to stay active and be able to do the things I enjoy.
- I want to see my children grow up and reach milestones like getting married and having kids of their own.
- I’m the main caregiver for a family member with special needs.
- I don’t want to be a burden to anyone else.
- Other: ___________________________________________________

**Give yourself peace of mind. Take time to protect yourself from breast and cervical cancer.**

**What can you do?**

Regular screenings can help you prevent breast and cervical cancer. Talk to your doctor about how often you need screenings. Your doctor might suggest a mammogram or a Pap test.

**The American Cancer Society’s guidelines for screenings are:**

<table>
<thead>
<tr>
<th>Screening</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breast cancer: doctor exam</td>
<td>Every 1 to 3 years, beginning at age 21</td>
</tr>
<tr>
<td>Breast cancer: mammogram</td>
<td>Every 2 years from age 50 to 74</td>
</tr>
<tr>
<td>Cervical cancer: ages 21-29</td>
<td>Every 3 years</td>
</tr>
<tr>
<td>Cervical cancer: ages 30-65</td>
<td>Pap test plus a human papillomavirus (HPV) test (called co-testing) every 5 years. This is the preferred approach, but it is OK to have a Pap test alone every 3 years.</td>
</tr>
</tbody>
</table>

**Sources:**


How much is your tobacco use costing you?

When you choose to use tobacco, there are costs to your health and your wallet. Let’s explore the reasons to keep using tobacco and to stop.

List the benefits you get from smoking:
__________________________________________
__________________________________________
__________________________________________

What are some other things you could spend that money on?
1. ______________________________________
2. ______________________________________
3. ______________________________________

What are the possible health costs?
- Bad breath, which might become permanent
- Problems with taste or smell
- Yellow teeth and fingernails
- Changes in the skin of your face, which can become dry, dull and lose its natural smoothness
- Early wrinkles around the eyes, mouth and lips, especially for women
- Higher risk of developing lung disease, cancer or heart disease
- Other: _________________________________

What are the costs in dollars?
Smoking isn't cheap. This chart estimates the costs:

<table>
<thead>
<tr>
<th>If you smoke this much every day...</th>
<th>It will cost you this much every year...</th>
</tr>
</thead>
<tbody>
<tr>
<td>½ of a pack</td>
<td>$1,066</td>
</tr>
<tr>
<td>1 pack</td>
<td>$2,011</td>
</tr>
<tr>
<td>2 packs</td>
<td>$4,022</td>
</tr>
</tbody>
</table>

Based on a price of $5.51 per pack, what is smoking costing you each year? $________

Anthem covers these items without prior authorization:
- Nicotine patches
- Nicotine gum
- Nicotine lozenges
- Bupropion SR (Zyban)

Anthem covers these items with prior authorization:
- Nicotine nasal spray
- Nicotine inhaler
- Varenicline (Chantix)

Note: You do not have to be enrolled in tobacco counseling to get tobacco cessation aids.

We offer individual, group and phone counseling. Call Member Services at 1-888-285-7801 (TTY 1-888-757-6034) for class referrals. You can also call the California Smoker’s Helpline at 1-800-NO-BUTTS (1-800-662-8887).
Are you a new member?

If so, be sure you select a primary care provider (PCP) and then visit your PCP as soon as possible.

Don’t wait until you’re sick or have an urgent need to see the doctor.

This first visit will let you and your doctor:

- Get to know each other and build trust.
- Discuss your health history and find any special needs or health concerns.
- Schedule follow-up visits or screening tests.

Call your doctor for an exam today!

We can help you make an appointment.
Call us at 1-888-285-7801 (TTY 1-888-757-6034).

Donate organs to save lives

One organ donor can save up to eight lives. More than 100,000 people are waiting for organs. They need your help.
Become an organ donor. To learn more, speak with your doctor about it. Or visit organdonor.gov to sign up online.

Source:
Wellness checkups are for the whole family

From birth through adulthood, wellness checkups can help you stay healthy. These checkups are visits to the doctor when you’re not sick. How often you see the doctor may depend on your age and if you have any health conditions.

Is each family member up-to-date with their vaccines and checkups? Put a check in the box next to the age of each household member. Then, check the box next to every service that person has received.

- **Birth to 3 years of age:**
  - Well-child checkups (11 visits) to track growth and development
  - Vaccines or shots to help protect against diseases like rotavirus, measles, mumps, chickenpox, pneumonia, hepatitis A, hepatitis B, influenza, polio, diphtheria, tetanus, pertussis and rubella
  - Lead screenings to test for exposure at 12 and 24 months

- **Ages 3 to 10 years:**
  - Well-child checkups (once a year)
  - Booster shots (to increase protection or catch-up vaccines that were missed. Booster shots are extra doses of vaccines.

- **Ages 11-13 years:**
  - Well-child checkups (once a year)
  - Booster shots and vaccines to protect against human papillomavirus (HPV), meningitis and the flu

- **Ages 14-18 years:**
  - Adolescent wellness checkups (once a year)
  - Booster shots to increase protection or catch up on any missed vaccines. Booster shots are extra doses of vaccines.
  - Talks about teen health topics and their changing minds and bodies

- **18 years of age and older:**
  - Wellness checkups (once a year)
  - Screenings for high blood pressure, diabetes, cholesterol, body mass index (BMI), colon cancer, breast cancer (for women), cervical cancer (for women), osteoporosis (for women age 65 or older) prostate cancer (for men) and abdominal aortic aneurysm (for men age 65 or older)

Were any boxes left unchecked? If so, call the doctor today to schedule a wellness checkup.

To see the most recent list of suggested vaccines and screenings by age and gender, please visit the Centers for Disease Control and Prevention at www.cdc.gov/prevention.
Keeping your coverage: don’t wait until it’s too late

When your L.A. Care Health Plan coverage is about to end, we want to be sure you don’t lose your coverage through Anthem Blue Cross.

Here’s what you should do:

- Carefully read the letter or form you will get from the Department of Public Social Services (DPSS).
- Look for the due date on the letter/form.
- Note what the DPSS wants you to do.
- Be sure to follow directions and return all materials they ask for before the due date.

Health education classes

Anthem offers health education classes at no charge to our members. You can refer yourself or get referred by your doctor.

Classes vary by county. Topics include:
- Asthma management
- Childbirth/Lamaze/prenatal education
- Diabetes management
- Injury prevention
- Nutrition
- Parenting/well-child visits
- Smoking cessation/tobacco prevention
- Substance abuse

How can you learn more about health education classes?
Please call the Member Services number on your member ID card and ask about health education classes.

Don’t wait.
Fill out your information right away. If you have questions or need help with re-enrolling, please call us at 1-800-227-3238.

We also have many types of health education materials in English and Spanish. They are on our member Web portal. Just go online to www.anthem.com/ca/medi-cal.
What do you want to know about us?

You may have questions about:
- How we operate.
- Your benefits.
- How we protect your privacy and make decisions about coverage.

There are three easy ways to get the answers:
- Check your member handbook.
- Call us at the number shown on your member ID card.

Just choose one of the steps above to find out about:
- Our Notice of Privacy Practices and your rights and responsibilities as an Anthem member. You can also ask for printed copies.
- Our Quality Improvement program. That’s what we’re doing to improve the benefits and services we offer.
- Free case management services to help you manage a serious health condition. You or your caregiver can self-refer, or your doctor can refer you.
- Finding a primary care provider (PCP), specialist, behavioral health provider, hospital or pharmacy in the Anthem network.
- The process and forms needed for filing a complaint or appealing a decision.
- How we qualify our network providers.
- Your benefits. This includes a list of covered and noncovered services.
- How to see your PCP and get care.
- What to do when you are out of the plan’s service area.
- How to access emergency care and 911 services.
- How to get care after normal office hours.
- How we stay on top of new medical treatments and procedures. Our process for updating or creating health policies as needed.
- Your pharmacy benefits, our preferred drug list and network pharmacies.

More reasons to go online

By registering on the member website, you can also:
- Change your primary care provider (if it applies to your health plan).
- Order a new member ID card.

What if you don’t have access to the Internet? What if you can’t find the info online? Please call Member Services at 1-888-285-7801 (TTY 1-888-757-6034).
When you're sick or injured, you can:
1. See your primary care provider (PCP).
2. Go to an urgent care center.
3. Go to the emergency room (ER).

If your condition is life-threatening and you need medical help right away, call 911 or go to the ER. But unless you have a true emergency, a visit to the ER should be your last choice.

Not sure if you have an emergency?
You can call our Nurse Advice Line at 1-800-224-0336 (TTY 1-800-368-4424) to speak with a nurse, day or night. Our nurses can help you get the right care, in the right place at the right time.

Urgent care centers treat conditions that should be looked at right away, but aren't as serious as emergencies. Some of the benefits of using urgent care centers include:
- You don't need an appointment.
- You may have less wait time than the ER.
- You may have locations closer to home.
- You may be able to get your prescriptions there.

Speak another language? ¿Habla otro idioma?
Let us translate.

We can help you no matter your preferred language. We have a free translation service. Just call us at 1-888-285-7801 during office hours. Ask for translation services in the language you prefer. You also can call our Nurse Advice Line after hours at 1-800-224-0336.

You can ask for written materials about your benefits to be read to you over the phone in your language. Or you can get them in writing in that language. Just call the number above. If you have hearing or speech loss, you can call the TTY line at 1-888-757-6034.

Podemos traducir esto gratuitamente. Llame al número de servicio de atención al cliente que aparece en su tarjeta de identificación (ID card).
Making decisions on care and services

Sometimes, we need to make decisions about how we cover care and services. This is called Utilization Management (UM). Our UM process is based on the standards of the National Committee for Quality Assurance (NCQA). All UM decisions are based only on medical needs and current benefits. We do this for the best possible health outcomes for our members. We also don’t tell or encourage providers to underuse services. And we don’t create barriers to getting health care. Providers do not get any reward for limiting or denying care. And when we decide to hire, promote or fire providers or staff, we don’t base our decision on whether or not we think we think they might deny benefits.

To learn more about UM or a case, call us toll free from 8:30 a.m. to 5:30 p.m. local time, weekdays, except holidays, at 1-888-285-7801. If you call at any other time, you can leave a private message. Our staff will return your call on the next business day during the hours above. Or you can ask that someone call you back at a different time. Any staff members who call you about a UM issue will give you their name and title and the name of the company.

If you would like to talk to someone in a language other than English, ask for an interpreter in your language. If you have a hearing or speech loss, call the TTY line at 1-888-757-6034.

The information in this newsletter is meant to educate. It is not meant as medical advice. Please check with your doctor for any advice about your health. Your health plan may not cover some types of care. Check your Member Handbook for details about what benefits your health plan covers and what it does not cover.

With the exception of www.anthem.com/ca/medi-cal, the websites referred to in this newsletter are websites of independent entities and not affiliated with Anthem Blue Cross.

Copies of any type of member information are made available (at no cost) upon request for translation, Braille, large print or audio format. Just call Member Services (see numbers at right). We can answer any of your questions about your plan. If you have a hearing or speech loss, call the TTY line (see numbers at right).

Anthem Blue Cross is the trade name for Blue Cross of California. Anthem Blue Cross and Blue Cross of California Partnership Plan, Inc. are independent licensees of the Blue Cross Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross name and symbol are registered marks of the Blue Cross Association. Blue Cross of California is contracted with L.A. Care Health Plan to provide Medi-Cal Managed Care services in Los Angeles County. ©2015

We can translate this at no cost. Call the customer service number on your member ID card.

If you want to reach us by phone:

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Member Services</td>
<td>1-888-285-7801</td>
</tr>
<tr>
<td>TTY Line</td>
<td>1-888-757-6034</td>
</tr>
<tr>
<td>Nurse Advice Line</td>
<td>1-800-224-0336</td>
</tr>
<tr>
<td>Nurse Advice Line TTY</td>
<td>1-800-368-4424</td>
</tr>
<tr>
<td>Breastfeeding Support Line</td>
<td>1-800-231-2999</td>
</tr>
<tr>
<td>Disease Management</td>
<td>1-888-830-4300</td>
</tr>
</tbody>
</table>
Living with diabetes

How do you know if your diabetes care plan is working?

When your blood sugar isn’t under control over time, it can hurt your eyes, heart, blood vessels, kidneys, nerves and feet. Seeing your doctor for regular checkups and screenings can help you control your diabetes.

People with diabetes can help improve their quality of life by having these routine tests and services:

<table>
<thead>
<tr>
<th>Test</th>
<th>How often</th>
<th>My last test</th>
</tr>
</thead>
<tbody>
<tr>
<td>An A1c blood test</td>
<td>2 to 3 times a year</td>
<td></td>
</tr>
<tr>
<td>A urine test for your kidneys</td>
<td>Yearly</td>
<td></td>
</tr>
<tr>
<td>An LDL (cholesterol) blood test</td>
<td>Yearly</td>
<td></td>
</tr>
<tr>
<td>A dilated eye exam to test for retinopathy</td>
<td>Yearly</td>
<td></td>
</tr>
<tr>
<td>Foot care from a podiatrist or primary care provider</td>
<td>At every doctor’s visit</td>
<td></td>
</tr>
</tbody>
</table>

Anthem Blue Cross has a care management program for diabetes and other chronic health conditions. A care manager can work with you by phone to help you set goals and create a care plan. To find out more about our programs and services or to speak with a care manager, please call us at 1-888-830-4300 (TTY 711). Or visit us at www.anthem.com/ca/medi-cal and follow the link to Health and Wellness.

Sources: