

MyHealth²⁰¹⁸



Class is in session

Anthem Blue Cross offers health education classes and individual health education to you at no charge. You can refer yourself or be 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 Customer Care Center at the number below and ask about health education classes. The Customer Care Center number can also be found on the back of your ID card.

Anthem also has a large amount of health education materials in both English and Spanish on our member website at www.anthem.com/ca/medi-cal. Just click on the home page, and then click on the "Health and Wellness" tab.



Customer Care Center: **1-800-407-4627 (TTY 1-888-757-6034)**
In Los Angeles: **1-888-285-7801 (TTY 711)**
24/7 NurseLine: **1-800-224-0336 (TTY 1-800-368-4424)**

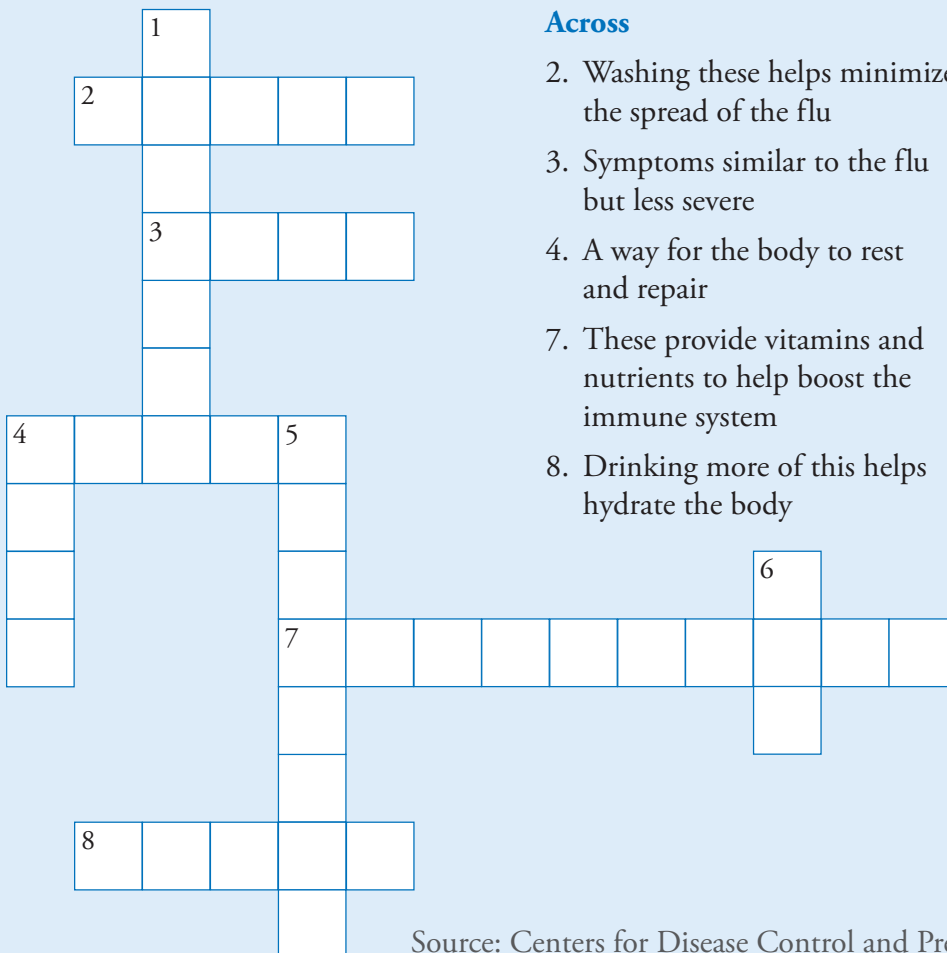


Let's prepare to stay healthy during flu season

Influenza (flu) is a viral infection that typically comes on quickly and without prior illness. Some of the symptoms to look for are fever, body aches, headache, dry cough and unusual fatigue. The worst part of the illness tends to last for three to four days, but it can take up to two weeks to feel completely well.

Since it's a virus, antibiotics won't work. It's often best treated at home with hydration and rest. If symptoms persist or get worse, call your primary care provider (PCP) right away. If you're unable to reach your PCP, go to an urgent care or emergency room.

How can you prepare for flu season and a healthy you? Here's a fun puzzle to get you started:



Across

2. Washing these helps minimize the spread of the flu
3. Symptoms similar to the flu but less severe
4. A way for the body to rest and repair
7. These provide vitamins and nutrients to help boost the immune system
8. Drinking more of this helps hydrate the body

Down

1. Lowers your risk of getting the flu each year
4. Staying away from people while they are this helps prevent the spread of flu
5. This person can help answer your questions about the flu and vaccine
6. A viral infection of fever, body aches, headache, dry cough and sore throat

Crossword puzzle answers:
Across
Down
1. Vaccine
2. Hands
3. Cold
4. Sick
5. Provider
6. Flu
7. Vegetables
8. Water

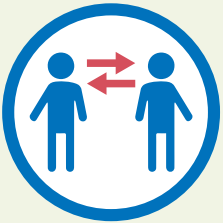
Source: Centers for Disease Control and Prevention, www.cdc.gov/flu/index.htm.

What are some things you can do to help prevent the flu from spreading?

I will:



- ☐ Get a flu vaccine at or before the beginning of flu season.



- ☐ Avoid close contact with those who have the flu whenever possible.



- ☐ Wash my hands often with soap and water.



- ☐ Cover my nose and mouth with a tissue when coughing or sneezing.



- ☐ Avoid touching my eyes, nose and mouth.

Answer: All the above

For more information on the flu and its activity in your area, reach out to your PCP or visit the Centers for Disease Control and Prevention at www.cdc.gov/flu.



Flu shots

WHAT?

The Centers for Disease Control and Prevention (CDC) recommends everyone **six months of age and older** get an injectable flu vaccine. If you're an adult 65 years or older, talk with your provider about getting a pneumonia vaccine as well.

WHEN?

The flu season usually peaks in **January**, so getting a flu shot as soon as the vaccine becomes available in the fall allows your body time to develop the necessary antibodies to protect against the flu before it reaches your community.

WHERE?

- ☐ Your PCP
- ☐ Any of our network pharmacies if you're age 21 or older
- ☐ Your local health department

Programs designed with you in mind

At Anthem, we value the diversity of the people we serve and we are committed to health equity. That means we work to make sure all our members have a fair chance to achieve better health.

We know that everyone has different health goals, and we work hard to ensure all of our programs, such as diabetes self-management and asthma education, will help you to meet your needs. Our programs have been recognized by the National Committee for Quality Assurance (NCQA), and we earned NCQA's Multicultural Health Care Distinction.

As we work to keep improving, we encourage you to join our Community Advisory Committee (CAC) meetings to help us make your health care even better. As part of our Quality Improvement (QI) program, we look at the medical care and programs our members use and how we can improve.

You can learn more about CAC meetings and the QI program on our website or by calling us.



Want to help others?

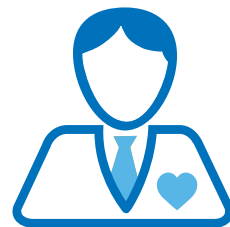
You can help save lives by signing up to become an organ and tissue donor. To learn more about organ and tissue donation and how to become a donor, visit donatelifecalifornia.org.



Don't forget to renew your benefits every 12 months

If you still need to renew your L.A. Care or Medi-Cal benefits, our team has the tools and resources to help you. We can guide you and answer any questions you may have. You can call us at 1-800-227-3238 (TTY 711) Monday through Friday from 8 a.m. to 5 p.m. Pacific time or visit www.chooseanthem.com.

Same-day PCP changes



If you are assigned to a PCP and want to change, call 1-800-407-4627 (TTY 1-888-757-6034). In Los Angeles, call 1-888-285-7801 (TTY 711). The change happens the first day of the next month. Exceptions may apply to newborns, requesting a specialist or for continuity of care. Exceptions may also apply if determined by Anthem to be in the best interest of the member.



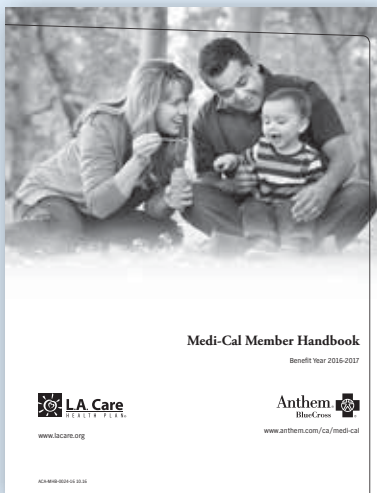
To request a provider directory mailed to you at no cost, please call the Customer Care Center at 1-800-407-4627 (TTY 1-888-757-6034) outside L.A. County or 1-888-285-7801 (TTY 711) inside L.A. County.

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 on medical needs and current benefits only. 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 and others involved in UM decisions do not get any reward for limiting or denying care. When we hire, promote or fire providers or staff, it isn't based on their likelihood to deny benefits.

Our Notice of Privacy Practices

This type of notice explains how medical information about you may be used and disclosed by Anthem. It also tells you how to access this information. The notice follows the privacy regulations set by the Health Insurance Portability and Accountability Act (HIPAA). If you would like a copy of our Notice of Privacy Practices, please call the customer service number on the back of your ID card or go online to www.anthem.com/ca/medi-cal.



To learn more about how to file a complaint, please check your member handbook.

What to do if you have a complaint

If you have a complaint about the care you get from an Anthem provider, you can file a complaint by phone or in writing. Complaints can be filed within 180 days of when the problem started. You can file your complaint through us, L.A. Care, Medi-Cal or your doctor's office.

We can help you with your problem

If you'd like to speak with someone who can help you, you can call the customer service number on the back of your ID card. Most problems can be solved quickly. If not, someone will help you file a complaint by phone.

If you would rather talk to someone in a language other than English, please call the customer service number on the back of your ID card and ask. We will get someone who speaks your language. That person can help translate your complaint as well. You can also file your complaint in writing. Just call the customer service number on the back of your ID card, and we will mail you a form.

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My Health is published by Anthem to give information. It is not a way to give personal medical advice. Get medical advice directly from your physician. ©2018. All rights reserved. Printed in the USA.

Speak another language? Let us translate.



We can help you no matter your preferred language. We have a free translation service you can use 24 hours a day, seven days a week. During office hours, you can call us at the customer service number on the back of your ID card. Just ask for translation services in the language you prefer. For help after hours, you can call our 24/7 NurseLine at 1-800-224-0336 (TTY 1-800-368-4424).

We suggest you use an interpreter who speaks your language so you don't have to get a family member, child or friend to interpret for you. You can choose to have your family or friend interpret if that's what you want.

If services are not given to you in the language you ask for, including American Sign Language, you may file a complaint with us. If you don't get written information in the language you ask for, you also may file a complaint.

Other formats

Copies of any type of member information are made available (at no cost) by request for translation, Braille, large print or audio format. Just call the customer service number on the back of your ID card. We can answer any of your questions about your plan. If you have hearing or speech loss, please call the TTY line.

Do you need help with your health care, talking with us or reading what we send you? We provide our materials in other languages and formats, including Braille, large print and audio at no cost to you. Call us toll free at 1-888-285-7801 (TTY 711) (L.A. Care); 1-800-407-4627 (TTY 1-888-757-6034) (Medi-Cal).

¿Necesita ayuda con su cuidado de la salud, para hablar con nosotros o leer lo que le enviamos? Proporcionamos nuestros materiales en otros idiomas y formatos, incluyendo Braille, letras grandes y audio sin costo para usted. Llámenos a la línea gratuita al 1-888-285-7801 (TTY 711) (L.A. Care); 1-800-407-4627 (TTY 1-888-757-6034) (Medi-Cal).

您在醫療保健、向我們諮詢、或是閱讀我們寄給您的資料時有需要任何的幫助嗎？我們以其他語言和格式提供我們的資料，包括點字、大型字體印刷和音訊格式，您無需支付任何費用。請撥打免費電話 1-888-285-7801 (TTY 711) (L.A. Care); 1-800-407-4627 (TTY 1-888-757-6034) (Medi-Cal)。

Kailangan ninyo ba ng tulong sa inyong pangangalagang pangkalusugan, sa pamamagitan ng pakikipag-usap sa amin o pagbasa kung ano ang ipinapadala namin sa inyo? Nagbibigay kami ng aming mga materyal sa ibang mga wika at anyo, kasama ang Braille, malaking titik at audio na wala kayong gagastusin. Tawagan kami nang walang bayad sa 1-888-285-7801 (TTY 711) (L.A. Care); 1-800-407-4627 (TTY 1-888-757-6034) (Medi-Cal).

Quý vị có cần chúng tôi giúp với việc chăm sóc sức khỏe của quý vị, trao đổi với chúng tôi, hoặc đọc những tài liệu chúng tôi gửi cho quý vị hay không? Chúng tôi cung cấp các tài liệu bằng các ngôn ngữ và định dạng khác, bao gồm chữ nổi, chữ in lớn và âm thanh, miễn phí cho quý vị. Gọi cho chúng tôi theo số miễn phí 1-888-285-7801 (TTY 711) (L.A. Care); 1-800-407-4627 (TTY 1-888-757-6034) (Medi-Cal).

의료 서비스, 당사와의 소통 또는 당사에서 보내는 자료 읽기와 관련해 도움이 필요하십니까? 점자, 대형 인쇄물, 오디오 등을 비롯하여 다른 언어나 형식으로 자료를 무료로 제공해 드립니다. 무료 전화번호 1-888-285-7801 (TTY 711) (L.A. Care); 1-800-407-4627 (TTY 1-888-757-6034) (Medi-Cal). (으)로 문의해 주십시오.

Դուք օգնության կարիք ունե՞ք Ձեր առողջապահական խնամքի, մեզ հետ խոսելու կամ մեր կողմից Ձեզ ուղարկվածը կարդալու հարցում: Մենք մեր նյութերը Ձեզ անվճար տրամադրում ենք այլ լեզուներով և ձևաչափերով, այլ թվում Բրայլով, մեծ տպագրությամբ և աուդիո տարբերակով: Զանգահարեք մեզ անվճար 1-888-285-7801 (TTY 711) (L.A. Care); 1-800-407-4627 (TTY 1-888-757-6034) (Medi-Cal) հեռախոսահամարով:

آیا در رابطه با مراقبت بهداشتی درمانی خود، گفتگو با ما یا خواندن مطالب ارسالی به شما، به کمک نیاز دارید؟ ما مطالب خود را به سایر زبانها و قالبها شامل خط بریل، چاپ درشت و صوتی، به صورت رایگان به شما ارائه میدهم. با خط رایگان ما به شماره 1-888-285-7801 (TTY 711) (L.A. Care) 1-800-407-4627 ; (Medi-Cal) (TTY 1-888-757-6034) تماس بگیرید.

هل تحتاج إلى مساعدة بخصوص رعايتك الصحية أو التحدث معنا أو قراءة ما نرسله إليك؟ نحن نقدم المواد الخاصة بنا بلغات وتنسيقات أخرى، بما في ذلك بطريقة بريل والطباعة بحروف كبيرة والملفات الصوتية، بدون أي تكلفة عليك. اتصل بنا على رقم الهاتف المجاني 1-888-285-7801 (TTY 711) (L.A. Care) 1-800-407-4627; (Medi-Cal) (TTY 1-888-757-6034).

Вам нужна помощь с медицинским обслуживанием, консультацией или материалами, которые мы вам прислали? Мы можем бесплатно предоставить вам материалы на других языках и в других форматах, включая шрифт Брайля, крупный шрифт или аудиоформат. Позвоните нам бесплатно по телефону 1-888-285-7801 (TTY 711) (L.A. Care); 1-800-407-4627 (TTY 1-888-757-6034) (Medi-Cal).

क्या आपको अपनी स्वास्थ्य देखभाल के लिए, हमसे बात करने के लिए या जो हम आपको भेजते हैं उसे पढ़ने के लिए, मदद की ज़रूरत है? हम अपनी सामग्री को अन्य भाषाओं और प्रारूपों में आपको बिना किसी लागत के उपलब्ध कराते हैं, जिसमें ब्रेल, बड़े प्रिंट और ऑडियो शामिल हैं। 1-888-285-7801 (TTY 711) (L.A. Care); 1-800-407-4627 (TTY 1-888-757-6034) (Medi-Cal) पर टोल फ्री कॉल करें।

ヘルスケアに関してご質問やご相談はありませんか？当社からお送りした資料のことでお困りですか？資料は英語以外の言語のほか点字や読みやすい大きな活字、音声版もご用意しています。いずれも無料です。フリーダイヤル1-888-285-7801 (TTY 711) (L.A. Care); 1-800-407-4627 (TTY 1-888-757-6034) (Medi-Cal) までお電話ください。

តើលោកអ្នកត្រូវការជំនួយជាមួយនឹងការថែទាំសុខភាពរបស់លោកអ្នកពិគ្រោះជាមួយយើងខ្ញុំ ឬអាននូវអ្វីដែលយើងខ្ញុំផ្ញើជូនលោកអ្នកឬ? យើងផ្តល់ជូនឯកសាររបស់យើងជាភាសា និងទម្រង់ផ្សេងទៀតដែលមានអក្សរសរសេរសម្រាប់ជនពិការភ្នែក អក្សរចោះពុម្ពធំៗ និងជាសំឡេងដោយមិនគិតថ្លៃពីលោកអ្នកឡើយ។ សូមហៅមកកាន់លេខទូរស័ព្ទគគិតថ្លៃគឺលេខ 1-888-285-7801 (TTY 711) (L.A. Care); 1-800-407-4627 (TTY 1-888-757-6034) (Medi-Cal)។

Koj puas xav tau kev pab hais txog kev saib xyuas mob nkeeg rau koj, tham nrog peb lossis pab nyeem daim ntawv peb xa tuaj rau koj? Peb pab txhais cov ntaub ntawv pub dawb rau koj xws li muab txais ua lwm hom ntawv thiab muab sau ua lwm yam xws li Cov Ntawv Sau Rau Cov Neeg Dig Muag Xuas, muab luam tawm kom loj thiab kaw ua suab lus. Hu rau peb tus xov tooj hu dawb 1-888-285-7801 (TTY 711) (L.A. Care); 1-800-407-4627 (TTY 1-888-757-6034) (Medi-Cal).

ਕੀ ਤੁਹਾਨੂੰ ਆਪਣੀ ਸਿਹਤ ਸੰਭਾਲ ਦੇ ਲਈ, ਸਾਡੇ ਨਾਲ ਗੱਲ ਵਰਨ ਲਈ ਜਾਂ ਜੇ ਅਸੀਂ ਤੁਹਾਨੂੰ ਭੇਜਦੇ ਹਾਂ, ਉਸਨੂੰ ਪੜ੍ਹਨ ਲਈ ਮਦਦ ਦੀ ਜ਼ਰੂਰਤ ਹੈ? ਅਸੀਂ ਆਪਣੀ ਸਮੱਗਰੀ ਨੂੰ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਅਤੇ ਫਾਰਮੈਟਾਂ ਵਿੱਚ ਤੁਹਾਨੂੰ ਬਿਨਾਂ ਕਿਸੇ ਕੀਮਤ ਦੇ ਮੁਹੱਈਆ ਕਰਵਾਉਂਦੇ ਹਾਂ, ਜਿਸ ਵਿੱਚ ਬ੍ਰੇਲ, ਵੱਡੇ ਪ੍ਰਿੰਟ ਅਤੇ ਆਡੀਓ ਸ਼ਾਮਲ ਹਨ। 1-888-285-7801 (TTY 711) (L.A. Care); 1-800-407-4627 (TTY 1-888-757-6034) (Medi-Cal) ਤੇ ਸਾਨੂੰ ਟੋਲ ਫਰੀ ਕਾਲ ਕਰੋ।

ທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອກ່ຽວກັບການເບິ່ງແຍງດ້ວຍສຸຂະພາບຂອງທ່ານ, ລົມກັບພວກເຮົາ ຫຼື ັນສາຍທາງພວກເຮົາສົ່ງໃຫ້ທ່ານບໍ? ພວກເຮົາສະໜອງເອກະສານຂອງພວກເຮົາໃຫ້ເປັນພາສາອື່ນ ແລະ ຢູ່ໃນຟອມຕ່າງໆ, ລວມທັງຕົວໜັງສື, ການພິມເປັນຕົວໃຫຍ່ ແລະ ຄວບຄູ່ໃຫ້ແກ່ທ່ານໂດຍບໍ່ສອຄ່າ. ໂທຫາພວກເຮົາຟຣີໂດຍບໍ່ 1-888-285-7801 (TTY 711) (L.A. Care); 1-800-407-4627 (TTY 1-888-757-6034) (Medi-Cal).

คุณต้องการได้รับความช่วยเหลือเกี่ยวกับการดูแลสุขภาพของคุณ การปรึกษาเรา หรือการอ่านข้อมูลที่เราส่งให้คุณหรือไม่ เราให้บริการข้อมูลในภาษาและรูปแบบอื่นๆ รวมถึง อักษรเบรลล์ ตัวอักษรขนาดใหญ่ และข้อความเสียง โดยไม่คิดค่าใช้จ่าย โทรหาเราฟรีที่ 1-888-285-7801 (TTY 711) (L.A. Care); 1-800-407-4627 (TTY 1-888-757-6034) (Medi-Cal).



P.O. Box 9054
Oxnard, CA 93031-9054

MyHealth 2018

www.anthem.com/ca/medi-cal

Inside this issue:

Health education classes
Stay healthy during flu season



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Anthem Community Resources

We can help you find free or low-cost local services that help with:

- Housing
- Education
- Jobs
- And more

It's easy! Just visit anthembc.auntbertha.com, enter your ZIP code and select the service you're looking for. You'll get information about organizations and agencies near you that can help. You can also call our Customer Care Center.