



P R O M I S E

# Cares Health Talk

Spring 2026

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P R O M I S E



P.O. Box 4317  
Woodland Hills, CA 91365-4317



# 5 ways caregivers can find support

Being a caregiver for a loved one is an important job. But when you focus on someone else's needs, it's easy to forget your own. Your mental health matters. Here are five ways to care for yourself while caring for others.

1

## Take short breaks

Even a few minutes can help you feel refreshed. Step outside for fresh air, listen to music, or enjoy a cup of tea. These short pauses lower stress. They help you feel balanced.

2

## Stay connected

Caregiving can often feel lonely. Reach out to friends or family or join a support group. Even a quick phone call can help. Talking with others who understand your challenges can make you feel less alone.

3

## Watch for signs of burnout

Stress can show up in many ways. You might feel tired all the time or get upset easily. You might have trouble sleeping or not enjoy things you used to love. If you notice these signs, it may be time to reach out for help.

4

## Set boundaries

It's OK to say no to extra tasks and put your health needs first. When you're healthy and rested, you can give better care. Setting limits helps protect your energy. It keeps caregiving manageable.

5

## Get professional support when you need it

You deserve care, too. If stress or burnout is making things hard, we offer mental health support that fits your needs. Call our behavioral health services at [\(855\) 765-9701 \(TTY: 711\)](tel:8557659701), 8 a.m. to 6 p.m. PT, Monday through Friday, to learn more or visit [blueshieldca.com/behavioralhealth/medi-cal](https://blueshieldca.com/behavioralhealth/medi-cal).

YOU'RE NOT ALONE

60%

of caregivers report feeling burned out, says a study by the National Alliance on Mental Illness. This burnout can lead to physical, emotional, and mental exhaustion.

# Early detection starts with a mammogram

A mammogram is a quick X-ray that looks for early changes in breast tissue. Many people are surprised to learn that breast cancer often has no symptoms at first. A mammogram can find changes early, when they may be easier to treat.

## It's normal to feel nervous about screening

Looking for cancer can feel scary. Many people wonder what the test will be like or worry about what the results might show. A mammogram helps you and your doctor understand what's going on. It lets you make informed health decisions. It can also help you live longer by catching cancer sooner.

## What a mammogram is like

A mammogram takes only a few minutes. It uses a small amount of X-ray to take pictures of the breast from different angles. You may feel brief pressure, but the test is quick. The care team will guide you through each step.

## When to get screened

Screening is generally advised for women ages 40 to 74. Your doctor can help you decide when to start screening and how often to get a mammogram. They may suggest a schedule based on your age and family health history.



## Screening is covered at no cost

If your doctor recommends a mammogram, it is covered at no cost to you. You can choose a screening site that feels comfortable and is close to home.

## Need help finding a screening site?

Call Customer Service at [\(800\) 605-2556](tel:8006052556) ([TTY: 711](tel:711)), 8 a.m. to 6 p.m. PT, Monday through Friday, or visit [blueshieldca.com/fad](https://blueshieldca.com/fad).

# Get care with confidence

No matter what else is going on, you need to take care of your health. Small questions can turn into bigger worries when they're left unanswered. Reach out early, even for simple things. It can help you feel confident about your health.

## Seeing your doctor in person

In-person visits can be helpful for physical exams, vaccines, or tests. Doctor visits are always private. You can talk openly with your doctor about anything on your mind.

## Your doctor's office is a safe and secure place

Whether you're checking on something new or keeping up with routine care, your doctor's office is a place where you can feel safe, welcome, and heard. These medical services are covered at no cost to you.

## Need help seeing your doctor?

If you need help making an appointment, call Customer Service at [\(800\) 605-2556 \(TTY: 711\)](tel:8006052556), 8 a.m. to 6 p.m. PT, Monday through Friday. You can also get a ride to and from your doctor's appointments at no cost. To

schedule a ride, call [\(877\) 433-2178 \(TTY: 711\)](tel:8774332178), 24 hours a day, seven days a week.

## Get care from home, if that works better

Many doctors offer virtual visits during the day. Some medical groups may have after-hours options. For 24/7 advice, call our Nurse Advice Line at [\(800\) 609-4166 \(TTY: 711\)](tel:8006094166).

You can also schedule a video or phone visit through Teladoc Health 24/7. Call [\(800\) 835-2362 \[TTY: \(855\) 636-1578\]](tel:8008352362) or log in to your Blue Shield of California Promise Health Plan online account.

## Connect at an L.A. Care and Blue Shield Promise Community Resource Center (CRC)

CRCs offer free Wi-Fi and private rooms for virtual medical visits. They also have fitness classes and food resources. Find the nearest CRC to you at [communityresourcecenterla.org](http://communityresourcecenterla.org).



## Do you need interpreting services?

We offer free interpreting services, including ASL, to our members over the phone and in person. You can have an interpreter at your doctor's appointment. Please schedule five days in advance. Phone services are available 24/7. You can also file a grievance if we don't meet your language needs. To request an interpreter, call Customer Service at [\(800\) 605-2556 \(TTY: 711\)](tel:8006052556), 8 a.m. to 6 p.m. PT, Monday through Friday.



### We're here to help

Our Customer Service team stands ready to answer your questions, listen to your concerns, or help you solve a problem. We can do things like:

- Help you get a prior authorization.
- Arrange a ride to a medical appointment.
- Help you if you get a bill.
- Answer a question about your plan.
- Help you find a new doctor.
- Explain Medicare/Medi-Cal combined plans.

Call **(800) 605-2556 (TTY: 711)**,  
8 a.m. to 6 p.m. PT, Monday through Friday.



#### Want to receive Cares Health Talk via email?

Visit [blueshieldca.com/go](https://blueshieldca.com/go) and set your communication preferences to electronic delivery.

# Ask a doctor

Expert advice from Blue Shield of California Promise Health Plan's chief medical officer

**QUESTION:** My child has asthma and allergies. How are they connected? What can I do to manage them this spring?

**ANSWER:** Spring often means more time outdoors and more pollen in the air. For children with allergies or asthma, this season can be hard. Here's what you can do to help your child feel better.

## Know the signs and triggers

Allergies usually cause symptoms above the neck. This can include a runny nose, sneezing, and itchy or watery eyes. Asthma affects breathing. It can cause coughing (especially at night), wheezing, and shortness of breath. Common triggers include pollen, dust mites, mold, and pet dander.

## Plan ahead for outdoor play

Check local pollen counts before heading outside. Weather apps on your phone and local weather reports are a good place to find the pollen and pollution exposure. On high-pollen days, consider indoor activities or have your child wear sunglasses and a mask outdoors.

## Get important messages on your phone

Stay connected with secure health reminders and plan updates sent straight to your phone. Learn more at [blueshieldca.com/promisefeed](https://blueshieldca.com/promisefeed).



### Reduce exposure at home

Keep windows closed on high-pollen days. Wash bedding weekly in hot water to reduce dust mites. Bathe any pets you have often. Keep them out of your child's bedroom.

### Know when to get care

Visit your pediatrician for routine concerns like frequent nighttime coughing or mild wheezing. For quick, non-emergency advice, consider a Teladoc Health virtual visit or go to an urgent care center. Go to the emergency room (ER) or call 911 if your child has severe symptoms. This can include trouble breathing that doesn't improve with medication. Check your child for rapid breathing or not being able to talk in complete sentences without stopping for breath. Blue lips or fingernails are signs you need to go to the ER right away.

### Managing allergies takes teamwork

Ask your pediatrician about allergy medicines to reduce symptoms. Inhalers can help open the airways. Nose sprays can clear the sinuses. Allergy shots may help desensitize your child over time. With the right plan, your child can breathe easier and enjoy the season.



### Community resource directory

We can help you find community resources and agencies. These agencies can support you with issues like domestic violence or elder care. Visit [blueshieldpromise.findhelp.com](https://blueshieldpromise.findhelp.com) or call Customer Service at [\(800\) 605-2556 \(TTY: 711\)](tel:8006052556), 8 a.m. to 6 p.m. PT, Monday through Friday.



### Health education

Take classes at no cost that help you eat healthier, be active, and more. You can also get benefits notices and health brochures in your preferred language or in alternative formats. To learn more, call Customer Service at [\(800\) 605-2556 \(TTY: 711\)](tel:8006052556), 8 a.m. to 6 p.m. PT, Monday through Friday. For health education brochures, go to [blueshieldca.com/healtheducationlibrary](https://blueshieldca.com/healtheducationlibrary).



### DID YOU KNOW?

Your Blue Shield Promise plan offers support for home updates to reduce acute sudden asthma attacks. These updates can include filtered vacuum cleaners, dehumidifiers, and air filters. To learn more, call Customer Service at [\(800\) 605-2556 \(TTY: 711\)](tel:8006052556), 8 a.m. to 6 p.m. PT, Monday through Friday.

# Stay covered, stay healthy

Every year Medi-Cal checks your information to make sure you still qualify for your benefits. Sometimes the county may need a little more detail. When that happens, they send a renewal packet in the mail. This process is called redetermination.

## Make sure Medi-Cal can reach you

If you've moved, it's important to make sure the county has your current address. This helps you avoid missing important mail.

## If a packet arrives, don't worry

Getting a packet doesn't mean anything is wrong. It simply means the county needs updated information. Open it right away. Most people complete it in a few minutes.

## Don't leave it too long

You have a window of 60 days to mail your renewal packet. This window starts from the day you get it. If you do not mail your renewal packet within 60 days, you will lose your Medi-Cal coverage.

## If your coverage has stopped

If a deadline slipped by or your coverage ended, you may still have options. Call Customer Service at [\(800\) 605-2556](tel:8006052556) ([TTY: 711](tel:711)), 8 a.m. to 6 p.m. PT, Monday through Friday, and we can explain the next steps and help you get back on track.

## Have questions about your renewal?

Call our retention department at [\(855\) 636-5251](tel:8556365251) ([TTY: 711](tel:711)), 8 a.m. to 6 p.m. PT, Monday through Friday, excluding holidays, or visit [blueshieldca.com/renewal/medi-cal](https://blueshieldca.com/renewal/medi-cal).



## Tools to help you feel your best

Wellvolution® offers digital programs for healthier eating, weight control, quitting smoking, and reducing stress – all at no cost. Visit [wellvolution.com/medi-cal](https://wellvolution.com/medi-cal).

Nurse Advice Line is a healthcare advice line. Nurses do not provide medical services for treatment or diagnosis.

Wellvolution is a registered trademark of Blue Shield of California. Wellvolution and all associated digital and in-person health programs, services, and offerings are managed by Solera Health, Inc. Solera is independent of Blue Shield. These program services are not a covered benefit of Blue Shield health plans and none of the terms or conditions of Blue Shield health plans apply. Blue Shield reserves the right to terminate this program at any time without notice. Any disputes regarding Wellvolution may be subject to Blue Shield's grievance process.

Blue Shield of California Promise Health Plan is contracted with L.A. Care Health Plan to provide Medi-Cal managed care services in Los Angeles County. You can get this document for free in other formats, such as large print, braille, or audio. Call [\(800\) 605-2556](tel:8006052556) ([TTY: 711](tel:711)), 8 a.m. to 6 p.m. PT, Monday through Friday. The call is free.

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