



**L.A. Care**  
HEALTH PLAN®

**For A Healthy Life**

FALL 2020

**be  
well**

A Publication for L.A. Care Members



The coronavirus (COVID-19) pandemic has changed our lives in many ways. While medical experts work to find a successful vaccine and effective treatment, thank you for doing your part to keep yourselves, your families, and our community healthy and safe. We can all continue to do our part to slow the spread of infection.

Be sure to follow the **Safer at Home Order** of the Los Angeles County Department of Public Health (LAC DPH). This includes staying home when you can and wearing a mask or facial covering when you are outside your home. This also means washing your hands often. We will all get through this together!

– Dr. Richard Seidman  
*L.A. Care, Chief Medical Officer*

### L.A. Care Resources

Visit **lacare.org** for more information on the coronavirus and for access to the following services:

- **Behavioral Health Services:** Beacon Health Options, our contracted partner, provides behavioral health and substance use treatment. They use telehealth services in some cases to meet your needs during the coronavirus outbreak. If you need help in this way, please call **1.877.344.2858** to talk to a mental health expert.
- **Free Nurse Advice Line, 1.800.249.3619 (TTY 711):** Speak to a registered nurse about your health needs.
- **Free Telehealth (Teladoc) Services:** \*Speak to a doctor about your symptoms by phone or video chat, from the comfort of your home. Call **1.855.270.2327** or visit **lacare.org/teladoc** for more information.

*Continued on page 11*



**ELEVATING  
HEALTHCARE**  
IN LOS ANGELES COUNTY  
SINCE 1997



# Ask the Doc: What You Need to Know About Coronavirus



## Q: What is Coronavirus?

**A:** Coronavirus (COVID-19) is a new strain of virus that can show up as only mild symptoms or more severe disease.



## Q: What are the signs and symptoms?

**A:** Symptoms range from little to no symptoms to severe illness and death. They may appear in 2-14 days after exposure and can include:

- Symptoms like the common cold, such as a sore throat or a cough
- Flu-like symptoms with a fever
- Shortness of breath



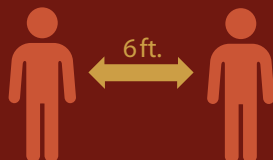
## Q: How can I prevent infection?

**A:** To prevent infection avoid being exposed to the coronavirus. Practice social distancing of at least 6 ft. and wear a cloth mask when you're out in public.

- Wash your hands often with soap and water for at least 20 seconds.
- Use hand sanitizer that has at least a 60% alcohol base if soap and water aren't available.
- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Avoid handshakes.

### Choose Wisely! Avoid:

- Confined Spaces
- Crowds
- Close Contact



## Q: What should I do if I have symptoms?

**A:** Call your primary care provider if you are 65 years and older, pregnant, or have a health condition such as a chronic disease or a weak immune system. You may be at higher risk of serious illness.

- **Stay at home** until at least 10 days have passed after your symptoms first appeared AND at least 3 days after you are fever and symptom-free.
- Tell everyone you had close contact with, starting 48 hours before your symptoms, that they need to quarantine. Check out the L.A. County Department of Public Health details guidance about **home quarantine**.
- Keep track of your symptoms and seek medical care right away if your symptoms get worse.



## Q: When should I seek medical care?

**A:** Seek medical care right away if your symptoms get worse. If you can't reach your regular doctor, L.A. Care members can use **Teladoc** at [lacare.org/teladoc](https://www.lacare.org/teladoc) or call the **Nurse Advice Line** at **1.800.249.3619** (TTY 711). Call **911** if there are emergency warning signs of COVID-19: trouble breathing, persistent pain in the chest or bluish lips or face.



## Q: What do I need to know about Screening and Treatment?

**A:** L.A. Care has waived all costs for screening, testing and medically necessary treatment for COVID-19. If you are asked to pay for screening, testing or treatment, please call L.A. Care **Member Services** at **1.888.839.9909** (TTY 711) to speak with someone in your preferred language, 24 hours a day, 7 days a week.

# Flu Season Is Almost Here

Getting a flu shot is easy and free for L.A. Care members. Just go to your doctor or pharmacy and show your L.A. Care Member ID card. It's best to get your flu shot early in the season to give your body time to respond to the vaccine. You may be able to get your shot as early as August or September.



If you are 65 or older, ask your doctor about getting a pneumococcal vaccine to protect you from pneumonia. Keep in mind that the flu and pneumococcal shots will not prevent you from getting the common cold or other viruses such as COVID-19.

Here are some ways you can protect yourself, and those around you, from viruses:

1. Wash your hands often. You can't see the germs that may be hiding there.
2. Do not touch your eyes or face. Germs on your hands can enter your body through your eyes, nose and throat.
3. Cough and sneeze into your arm or sleeve. This helps prevent germs from floating through the air.
4. Stay away from sick people. It's not personal; it's protection.

# Have You Heard About the Great American Smokeout? It's Time to Quit!

If you're a smoker and have been thinking about quitting, put the Great American Smokeout on your calendar! This year it is on **Thursday, November 19**. Every year the American Cancer Society sets aside a day for smokers to quit just for the day.

The idea is that if you can quit for one day, you can quit for good. Just take it one day at a time! It's worth it. You can quit whether you smoke cigarettes, vape, or chew tobacco.

If you need help quitting smoking, call L.A. Care at **1.855.856.6943** to learn about in-person workshops and online self-paced programs and resources. Talk to your doctor about medication to help you quit. You can also call the California Smoker's Helpline, a free phone-based counseling service, at **1.800.NO.BUTTS (1.800.662.8887)**.





# Be Active, Healthy & Informed!



## Community Resource Center

In 2019, L.A. Care Health Plan and Blue Shield of California Promise Health Plan formed a unique collaboration to introduce safe, fun and inclusive **Community Resource Centers** across L.A. County. The goal is to improve the health outcomes of our members and communities where they live. We are excited to share that L.A. Care's existing Family Resource

Centers will gradually change to co-branded and jointly operated Community Resource Centers! This means that there will be more benefits for health plan members and the entire community in the form of new and enhanced services and resources – to help keep everyone active, healthy and informed.

Currently all Resource Centers remain closed in response to COVID-19 restrictions. However, we are offering free, on-demand virtual classes – including fitness, healthy cooking and mental health support. Please visit **[Youtube.com/activehealthyinformed](https://www.youtube.com/activehealthyinformed)** to check out our exciting new video releases and featured classes.

The Community Resource Centers will possibly reopen sometime this fall if guidance from state and local government authorities allows it. Our focus is on reopening while also keeping health and safety as top priority. The centers will put special measures in place, including adjusted hours of operation, routine sanitation, and limited services. When the centers do reopen, support for the following services will be available by appointment only:

- Member Services
- Enrollment for health coverage and local and state assistance programs
- Access to resources via L.A. Care's Community Link online tool
- Free Wi-Fi for using Telehealth on mobile devices to connect with providers and for members using their telehealth benefit

We look forward to welcoming you back into our **Community Resource Centers!** For the most up-to-date hours of operation, please visit our website at **[activehealthyinformed.org](https://www.activehealthyinformed.org)**.



# What Is the



# Community Link?

Where can I find housing, food pantries or low-cost child care? Are these questions you need help with? To help our members better, L.A. Care Health Plan offers the L.A. Care Community Link: a built-in search engine accessible through the [lacare.org](https://lacare.org) website. All you have to do is:

1. Visit [lacare.org](https://lacare.org)
  2. Select – “**For Members**”
  3. Under Member Support Select – “**L.A. Care Community Link**”
  4. You will be redirected to the **Community Link** website.
    - Enter your zip code to find resources available in your area.
- OR**
- You can visit the L.A. Care **Community Link** directly at: [communitylink.lacare.org](https://communitylink.lacare.org)

**Community Link** is available in nearly 100 languages. L.A. Care wants to ensure that all our members have access to community supports:

- **Food, Housing, Goods, Transit, Health, Money, Care, Education, Work and Legal** – These are the categories to search from, by simply using your zip code.
- Each category includes subcategories where you can find appropriate resources more closely targeted to your needs.

Using **Community Link** is **FREE** and available to everyone. The agencies that members might get referred to are not contracted directly with L.A. Care.

Each agency has their own intake and/or eligibility process, but they are aware that members are finding them via the **L.A. Care Community Link**. We invite you to start using it now, you're only one click away!



## Create Healthy Habits!

- World Health Organization



# Be Healthy During the Holidays!

Staying healthy starts with getting the right health care services at the right time. New members should make an appointment to see their health care provider and complete a Health Assessment within three months of enrolling.

The Health Assessment should then be done every year when you see your health care provider for a wellness visit. Shots also help keep you healthy, safe from disease, and prevent illness. Getting a shot is quick and easy. These services are free to you and your family and identify health concerns early when they may be easier to treat.

To learn more about what preventive health care services are right for you and your family, please contact your health care provider. Take a look at the online guide to see what is recommended by age. Visit [lacare.org](https://www.lacare.org) under **For Members, Getting Care, Routine Exams**. In the Resource section on the right side of the page, you can find the brochures for Children and Teens, Adults and Older Adults.

Staying healthy will help you enjoy the holidays!





# Ways to Save Money on Utilities

Medi-Cal members can save money with SoCalGas and Southern California Edison! They have programs to help lower your utility bills. There is the California Alternate Rates for Energy (CARE) program that will lower your electric bill by 30% and your gas bill by 20% each month. The Energy Savings Assistance Program (ESA) will help you save energy and money through no-cost home improvements such as clothes washer repair or replacement and refrigerator replacement. Call the numbers below or visit the websites below for more information on what they offer and to see if you are eligible.\*



**Southern California Edison**  
**1.800.331.7593** or **1.800.736.4777**  
**[sce.com/billhelp](http://sce.com/billhelp)**  
**[sce.com/esap](http://sce.com/esap)**



**SoCalGas**  
**1.800.427.2200**  
**[socialgas.com/assistance](http://socialgas.com/assistance)**  
**[socialgas.com/improvements](http://socialgas.com/improvements)**

*\*Call your energy company to see if they offer programs like these if SoCalGas and Southern California Edison are not in your area.*

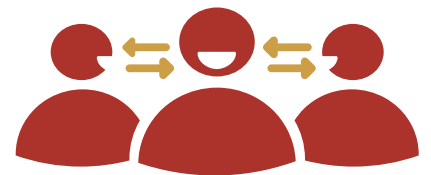
## A Culture of Caring

In these difficult times, L.A. Care wants to ensure you have access to culturally sensitive care in your language and that fits your needs. To help ensure your safety, L.A. Care offers no-cost interpreting services, including American Sign Language, to all its members.

It is safer to use a professional interpreter at all your medical appointments. You should not use friends, family, or children to interpret for you, except in an emergency. Trained interpreters can relay medical terms, including new terms related to COVID-19, in a way that you can understand easily. In-person, as well as remote interpreting are available at no cost.

To schedule Interpreting Services, please call **Member Services** at **1.888.839.9909** (TTY 711).

**Member Services** is available 24 hours a day, 7 days a week, including holidays.



# L.A. Care Stands in Support of Black Lives Matter

## Racism is a Public Health Issue

L.A. Care Health Plan is committed to cultural diversity and the knowledge necessary to serve members with respect and competence, many of whom are from communities of color and suffer from unequal justice. Stating, “social justice is a public health issue,” after the death of George Floyd at the hands of a Minneapolis police officer, L.A. Care CEO John Baackes directed staff to draft a statement in response to the violence against black, indigenous and other people of color by law enforcement officers, and the systemic racism they experience.

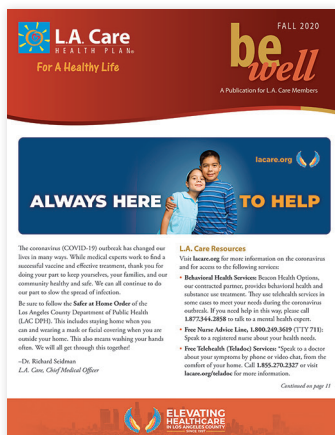
L.A. Care employees and members who are a part of the health plan’s advisory committees provided feedback on the statement. The final statement included much of that feedback.

Approved by the Board of Governors on July 30, the Statement of Principles on Social Justice and Systemic Racism makes clear that L.A. Care does not tolerate racism or discrimination in any form, and denounces anti-Blackness and the systemic oppression of people of color. The statement outlines steps the health plan is taking to address social justice issues in Los Angeles County.

Visit [lacare.org/socialjustice](https://lacare.org/socialjustice) to read the statement.

## Go Green and Get *Be Well* electronically!

Would you like to get *Be Well* by email? Please sign up on our website at [lacare.org/be-well](https://lacare.org/be-well) to receive it by email. Be sure to like us on Facebook, Twitter and LinkedIn.



## Prescription Drugs Listed on the L.A. Care Website



To find out more about the L.A. Care list of covered drugs called the Formulary, and monthly updates, visit the L.A. Care website at [lacare.org](https://lacare.org). 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.



# 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 and member portal at **lacare.org**.



# 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. Registered nurses will answer your health questions and help you take care of your family. Get tips on avoiding the flu, treating the common cold and so much more.

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) or chat with a nurse online for free. To access the nurse chat function, go to **lacare.org** and click on "Member Sign In" to log on.

# Looking for L.A. Care Members to Join the Community Advisory Committees

Do you want to learn how the health care system works? Would you like to share your thoughts on how L.A. Care can improve their services? L.A. Care is looking for people to join the **Community Advisory Committees (CACs)**. As a CAC member, you can help L.A. Care meet the needs of the neighborhoods we serve. Your voice can really make a difference in improving the health care for the over 2 million L.A. Care members in L.A. County!

For more information, please call the **Community Outreach & Engagement Department** at **1.888.522.2732** (TTY 711), Monday – Friday, 8 a.m. – 5 p.m.





# How Long Should I Wait for My Appointment?

Did you know L.A. Care has rules about how long you should wait to get a doctor appointment? Appointments must be offered within the timeframes listed below\*:

## Primary Care Doctors

- Routine appointment (non-urgent): 10 business days
- Urgent appointment (no authorization required): 48 hours

## Specialists

- Routine appointment (non-urgent): 15 business days
- Urgent appointment (requiring prior authorization): 96 hours

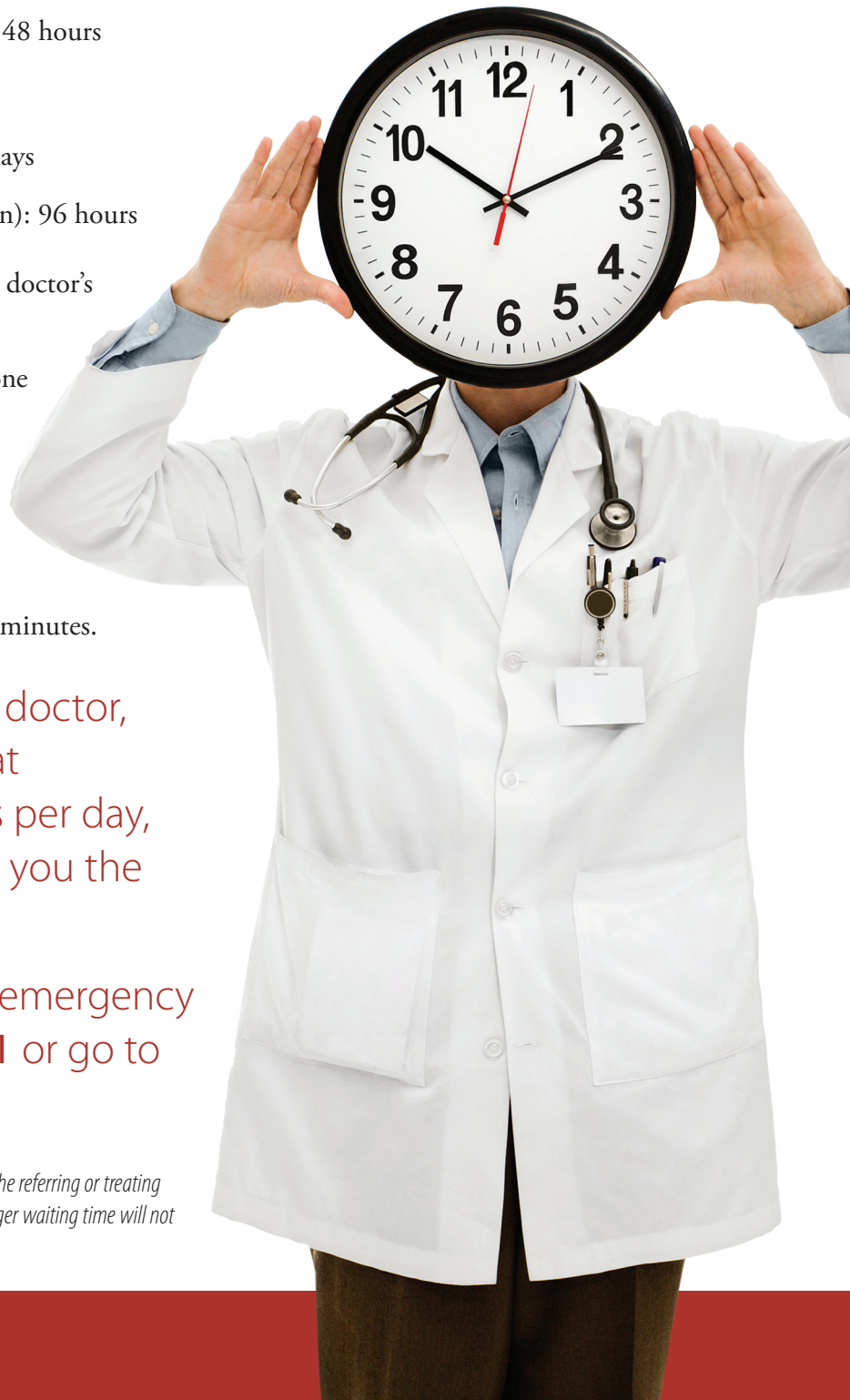
Did you know you can get health advice when your doctor's office is closed and on weekends or holidays?

- L.A. Care doctors must be available, or have someone available, to help you at all times.
- If you need to talk to your doctor when the office is closed, call your doctor's office phone number. Follow their instructions.
- A doctor or nurse should call you back within 30 minutes.

If you have trouble reaching your doctor, call L.A. Care's Nurse Advice Line at **1.800.249.3619** (TTY 711) 24 hours per day, 7 days per week. A nurse will give you the health information you need.

Remember, if you have a medical emergency and need help right away, dial **911** or go to your nearest emergency room.

*\*The applicable waiting time for a particular appointment may be extended if the referring or treating health care provider has determined and noted in the patient record that a longer waiting time will not have a detrimental effect on the health of the member.*



# Always Here to Help

- **L.A. Care Community Link:** Use our free search tool to find help with social needs such as food, utilities and housing support. Access it at [communitylink.lacare.org](http://communitylink.lacare.org).
- **Mail-Order Prescriptions:** Receive a 90-day supply of maintenance medication. L.A. Care contracts recommends that you have a two to three-month supply of your medications at home. For more information, please visit Kroger Mail Order Pharmacy at [ppsrx.com](http://ppsrx.com).
- **Minute Clinic:** Use the L.A. Care online Provider Directory to find a Minute Clinic near you. For more information call **1.855.270.2327** or visit [lacare.org/minuteclinic](http://lacare.org/minuteclinic).

L.A. Care is here to help you have better access to medical care. We will support you in any way we can as we move through the coronavirus pandemic.

*\*Medi-Cal, Cal MediConnect and L.A. Care Covered™ members may use Teladoc. Members who also have Medicare may not be able to use Teladoc. All Teladoc services may not be covered by your health plan. Please refer to your plan handbook or call the number on your member ID card. For more information: [lacare.org/teladoc](http://lacare.org/teladoc).*



## 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)

#### 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 Cal MediConnect

**1.888.522.1298** (TTY 711)

24 hours a day, 7 days a week and holidays

#### L.A. Care Family Resource Centers

(Your Centers for Health and Wellness)

**1.877.287.6290** (TTY 711)

#### L.A. Care Covered™

**1.855.270.2327** (TTY 711)

#### 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's 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

#### Beacon Health Options

(Behavioral Health Care)

**1.877.344.2858** (TTY **1.800.735.2929**)

**beaconhs.com**

24 hours a day, 7 days a week

**IN CASE OF EMERGENCY,  
CALL 911**





**L.A. Care**  
HEALTH PLAN®

**SALES & MARKETING DEPARTMENT**

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FALL 2020

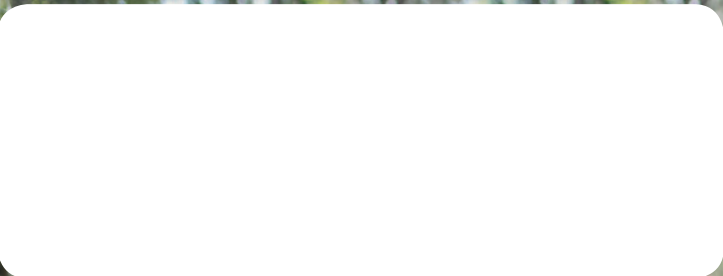
**be**  
*well*

A Publication for L.A. Care Members

PSRT STD  
U.S. POSTAGE  
**PAID**  
LOS ANGELES, CA  
PERMIT NO. 3244



**Health and wellness or prevention information**



|                   |   |
|-------------------|---|
| <b>English</b>    | Free language assistance services are available. You can request interpreting or translation services, information in your language or in another format, or auxiliary aids and services. Call L.A. Care at <b>1.888.839.9909</b> (TTY 711), 24 hours a day, 7 days a week, including holidays. The call is free.   |
| <b>Spanish</b>    | Los servicios de asistencia de idiomas están disponibles de forma gratuita. Puede solicitar servicios de traducción e interpretación, información en su idioma o en otro formato, o servicios o dispositivos auxiliares. Llame a L.A. Care al <b>1.888.839.9909</b> (TTY 711), las 24 horas del día, los 7 días de la semana, incluso los días festivos. La llamada es gratuita.  |
| <b>Arabic</b>     | خدمات المساعدة اللغوية متاحة مجانًا. يمكنك طلب خدمات الترجمة الفورية أو الترجمة التحريرية أو معلومات بلغتك أو بتسقيق آخر أو مساعدات وخدمات إضافية. اتصل بـ L.A. Care على الرقم <b>1.888.839.9909</b> (TTY 711) على مدار الساعة وطوال أيام الأسبوع، بما في ذلك أيام العطلات. المكالمات مجانية.   |
| <b>Armenian</b>   | Տրամադրելի են լեզվական օգնության անվճար ծառայություններ: Կարող եք խնդրել բանավոր թարգմանական կամ թարգմանական ծառայություններ, ձեր լեզվով կամ տարբեր ձևաչափով տեղեկություն, կամ օժանդակ օգնություններ և ծառայություններ: Զանգահարեք L.A. Care <b>1.888.839.9909</b> համարով (TTY 711), օրը 24 ժամ, շաբաթը 7 օր, ներառյալ տոնական օրերը: Այս հեռախոսազանգն անվճար է:  |
| <b>Chinese</b>    | 提供免費語言協助服務。您可申請口譯或翻譯服務，您使用之語言版本或其他格式的資訊，或輔助援助和服務。請致電 L.A. Care 電話 <b>1.888.839.9909</b> (TTY 711)，服務時間為每週 7 天，每天 24 小時（包含假日）。上述電話均為免費。  |
| <b>Farsi</b>      | خدمات رایگان امداد زبانی موجود می باشد. می توانید برای خدمات ترجمه شفاهی یا کتبی، اطلاعات به زبان خودتان یا فرمت دیگر، یا امدادها و خدمات اضافی درخواست کنید. با L.A. Care به شماره <b>1.888.839.9909</b> در 24 ساعت شبانه روز و 7 روز هفته شامل روزهای تعطیل تماس بگیرید. این تماس رایگان است.   |
| <b>Hindi</b>      | मुफ्त भाषा सहायता सेवाएं उपलब्ध हैं। आप दुआपिया या अनुवाद सेवाओं, आपकी भाषा या किसी अन्य प्रारूप में जानकारी, या सहायक उपकरणों और सेवाओं के लिए अनुरोध कर सकते हैं। आप L.A. Care को <b>1.888.839.9909</b> (TTY 711) नंबर पर फोन करें, दिन में 24 घंटे, सप्ताह में 7 दिन, छुट्टियों सहित। कॉल मुफ्त है।  |
| <b>Hmong</b>      | Muaj kev pab txhais lus pub dawb rau koj. Koj tuaj yeem thov kom muab cov ntab ntawv txhais ua lus lossis txhais ua ntawv rau koj lossis muab txhais ua lwv yam lossis muab kxoom pab thiab lwv yam kev pab cuam. Hu rau L.A. Care ntawm tus xov tooj <b>1.888.839.9909</b> (TTY 711), tuaj yeem hu tau txhua txhua 24 teev hauv ib hnub, 7 hnub hauv ib vij thiab suab nrov cov hnub so tib si, tus xov tooj no hu dawb xwb. |
| <b>Japanese</b>   | 言語支援サービスを無料でご利用いただけます。通訳・翻訳サービス、日本語や他の形式での情報、補助具・サービスをリクエストすることができます。L.A. Careまでフリーダイヤル <b>1.888.839.9909</b> (TTY 711) にてご連絡ください。祝休日を含め毎日24時間、年中無休で受け付けています。   |
| <b>Khmer</b>      | សេវាជំនួយខាងភាសា គឺមានដោយឥតគិតថ្លៃ។ អ្នកអាចស្នើសុំសេវាបំភ្លឺបញ្ជាក់ ឬការបកប្រែ ឬស្នើសុំព័ត៌មាន ជាភាសាខ្មែរ ឬជាទម្រង់មួយទៀត ឬជំនួយប្រាំមួយជំនាញ និងសេវា។ សូមទូរស័ព្ទ L.A. Care តាមលេខ <b>1.888.839.9909</b> (TTY 711) បាន 24 ម៉ោងមួយថ្ងៃ 7 ថ្ងៃ មួយអាទិត្យ រួមទាំងថ្ងៃបុណ្យផង។ ការបកប្រែឥតគិតថ្លៃផងដែរ។  |
| <b>Korean</b>     | 무료 언어 지원 서비스를 이용하실 수 있습니다. 귀하는 통역 또는 번역 서비스, 귀하가 사용하는 언어 또는 기타 다른 형식으로 된 정보 또는 보조 지원 및 서비스 등을 요청하실 수 있습니다. 공휴일을 포함해 주 7일, 하루 24시간 동안 L.A. Care <b>1.888.839.9909</b> (TTY 711)번으로 문의하십시오. 이 전화는 무료로 이용하실 수 있습니다.  |
| <b>Lao</b>        | ພາສາອັງກິດ, ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໂດຍບໍ່ເສຍຄ່າ. ທ່ານສາມາດຂໍບໍລິການພາສາຫຼື ແປພາສາໄດ້, ສຳລັບຂໍ້ມູນໃນພາສາຂອງທ່ານ ຫຼື ໃນຮູບແບບອື່ນ, ຫຼື ເຄື່ອງມືຊ່ວຍເຫຼືອ ຕະຫລົກ ບໍລິການເວັບ. ໃຫ້ໂທຫາ L.A. Care ໄດ້ທີ່ <b>1.888.839.9909</b> (TTY 711), 24 ຊົ່ວໂມງຕໍ່ມື້, 7 ມື້ຕໍ່ອາທິດ, ວວມເຖິງວັນພັກຕ່າງໆ. ການໂທແມ່ນບໍ່ເສຍຄ່າ.  |
| <b>Punjabi</b>    | ਮੁਫਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਅਨੁਵਾਦ ਸੇਵਾਵਾਂ, ਅਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਣਕਾਰੀ ਜਾਂ ਕਿਸੇ ਹੋਰ ਢੰਗ ਵਿੱਚ, ਜਾਂ ਸਹਾਇਕ ਉਪਕਰਣਾਂ ਅਤੇ ਸੇਵਾਵਾਂ ਲਈ ਬੇਨਤੀ ਕਰ ਸਕਦੇ ਹੋ। L.A. Care ਨੂੰ <b>1.888.839.9909</b> (TTY 711) ਨੰਬਰ ਉੱਤੇ ਕਾਲ ਕਰੋ, ਇੱਕ ਦਿਨ ਵਿੱਚ 24 ਘੰਟੇ, ਹਫ਼ਤੇ ਵਿੱਚ 7 ਦਿਨ, ਛੁੱਟੀਆਂ ਸਮੇਤ। ਕਾਲ ਮੁਫਤ ਹੈ।   |
| <b>Russian</b>    | Мы предоставляем бесплатные услуги перевода. У Вас есть возможность подать запрос о предоставлении устных и письменных услуг перевода, информации на Вашем языке или в другом формате, а также вспомогательных средств и услуг. Звоните в L.A. Care по телефону <b>1.888.839.9909</b> (TTY 711) 24 часа в сутки, 7 дней в неделю, включая праздничные дни. Этот звонок является бесплатным.                                   |
| <b>Tagalog</b>    | Available ang mga libreng serbisyo ng tulong sa wika. Maaari kang humiling ng mga serbisyo ng pag-interpret o pagsasalang-wika, impormasyon na nasa iyong wika o nasa ibang format, o mga karagdagang tulong at serbisyo. Tawagan ang L.A. Care sa <b>1.888.839.9909</b> (TTY 711), 24 na oras sa isang araw, 7 araw sa isang linggo, kabilang ang mga holiday. Libre ang tawag.  |
| <b>Thai</b>       | มีบริการช่วยเหลือภาษาฟรี คุณสามารถขอรับบริการการแปลหรือล่าม ขอข้อมูลในภาษาของคุณหรือในรูปแบบอื่น หรือความช่วยเหลือและบริการเสริมต่าง ๆ ได้ โทร L.A. Care ที่ <b>1.888.839.9909</b> (TTY 711) ตลอด 24 ชั่วโมง 7 วันต่อสัปดาห์รวมทั้งวันหยุด โทรฟรี   |
| <b>Vietnamese</b> | Có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Quý vị có thể yêu cầu dịch vụ biên dịch hoặc phiên dịch, thông tin bằng ngôn ngữ của quý vị hoặc bằng các định dạng khác, hay các dịch vụ và thiết bị hỗ trợ ngôn ngữ. Xin vui lòng gọi L.A. Care tại <b>1.888.839.9909</b> (TTY 711), 24 giờ một ngày, 7 ngày một tuần, kể cả ngày lễ. Cuộc gọi này miễn phí.   |

The benefit information provided is a brief summary, not a complete description of benefits. Limitations, co-payments, and restrictions may apply. Benefits may change on January 1 of each year. To learn more, please call the L.A. Care **Member Services** at **1.888.839.9909** (TTY 711), 24 hours a day, 7 days a week, and holidays.

*Be Well* is a member news publication by L.A. Care for members of L.A. Care's Health Plan.

If you would like the information contained in this newsletter in another language or another format, please call **Member Services** at **1.888.839.9909** (TTY 711), 24 hours a day, 7 days a week including holidays.

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