

SECTION 3

What other materials will you get from us?

Section 3.1


Your Plan membership card—Use it to get all covered care and drugs

While you are a member of our Plan, you must use our membership card whenever you get any services covered by this Plan and for prescription drugs you get at network pharmacies. Below is a sample membership card to show you what yours will look like:

As long as you are a member of our Plan **you must not use your red, white, and blue Medicare card** to get covered medical services (with the exception of routine clinical research studies and hospice services). Keep your red, white, and blue Medicare card in a safe place in case you need it later.

Here’s why this is so important: If you get covered services using your red, white, and blue Medicare card instead of using our membership card while you are a Plan member, you may have to pay the full cost yourself.

Some services are covered by Medi-Cal. The State of California sent you a Medi-Cal Benefits Identification Card (known as the “BIC” card). You need to show your BIC card whenever you get Medi-Cal services.

 <p>L.A. Care HEALTH PLAN®</p> <p>Member Services: 1-888-839-9909</p>	<p>Medicare Advantage HMO</p>		<p>FOLOD HERE DOBLE AQUÍ</p>	<p>PCP JORGE SMITH 116 MAIN STREET LOS ANGELES, CA (213) 456-7890</p>	<p>For mental health benefits call toll-free 1-866-908-0677.</p>
	<p>MEMBER NAME JOHN DOE</p> <p>ISSUER 80840</p> <p>MEDICARE ID 123456789</p> <p>LANGUAGE SPANISH</p> <p>DOB 06/15/1993</p> <p>PCP JORGE SMITH (213) 456-7890</p>	<p>MedicareRx Prescription Drug Coverage X</p>		<p>PPG SMITH, HATFIELD HEALTH CENTER (323) 234-5678</p>	<p>SUBMIT RX CLAIMS TO: MedImpact Rx BIN 003585 Rx PCN 56629 Rx Group 56629 1-888-648-6765</p>
<p>CMS-H2643 001</p>					

(Front - Sample)

<p>Member: If you need emergency services, call 911, or go to the nearest hospital emergency room for treatment. If you are unsure you have an emergency, call your Primary Care Physician (doctor) or call our L.A. Care Nurse Advice Line at 1-800-249-3619.</p> <p>Miembro: Si necesita servicios de emergencia, llame al 911 o visite la sala de emergencia del hospital más cercano para recibir tratamiento. Si no está seguro de si se trata de una emergencia, llame a su médico de atención primaria (doctor) o llame a nuestra Línea de Emergencias Asesoras de L.A. Care al 1-800-249-3619.</p> <p>For members with hearing or speech loss: TTY 1-866-LACARE1 (1-866-522-2731)</p> <p>Talk to a nurse anytime free: 1-800-249-3619</p>	<p>Provider: Non-emergency services rendered after the medical screening examination, and the services required to stabilize the condition require prior authorization for payment. For authorizations, call 1-866-LACARE6 or 1-866-522-2736.</p> <p>Emergency services rendered by non-contracting providers are reimbursable by L.A. Care Health Plan or its financially delegated entity, and do not require prior authorization.</p> <p>Submit medical claims to: L.A. Care Health Plan, 555 West Fifth Street, Los Angeles, CA 90013, 1-888-839-9909.</p> <p>Visit L.A. Care at www.lacare.org</p> <p><i>This card is for identification purposes only, and does not constitute proof of eligibility.</i></p>
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(Back - Sample)