



L.A. Care
HEALTH PLAN®

FALL 2017

**be
well**

A Publication for L.A. Care Members

My Health In Motion™ Personalized Wellness Online

Did you know you have personalized wellness information at your fingertips? With just a few clicks or swipes, you can access a wide range of health activities and tools online. Whether you want to quit smoking, lose weight, or manage stress, the L.A. Care *My Health In Motion*™ site has something for you! It allows you to go at your own pace with ease from your computer or phone. No making an appointment, traveling, or wait time. Log on any time, day or night. Sign in at lacare.org and click on the “*My Health In Motion*™” tab to see all the fun tools available to help you stay healthy. You’ll find:



- A lifestyle survey with a personal health report that offers real-world tips to improve your health
- Interactive guides on topics such as exercising, healthy eating, quitting smoking, managing stress, and managing your weight
- Health trackers to help you reach your health and wellness goals
- Interactive online health workshops
- A health information library
- Healthy recipes and meal plans



With *My Health In Motion*™ you can even send a message to a health coach, trainer or dietitian. Get your personal health questions answered by a qualified health professional!

If you have questions or need help with *My Health In Motion*™, please call the L.A. Care Health Education Department at 1.855.856.6943.



**ELEVATING
HEALTHCARE**
IN THE CITY OF ANGELS
SINCE 1997



Ask the Doc: What Is Depression?

Depression is a health condition that affects your feelings, thoughts and ability to carry out your daily activities. It can be treated. People with depression may have difficulty getting up in the morning, and feel very tired during the day. They may also lose hope for the future. Often depressed people want to avoid others. Depression can also make it hard to pay attention or to complete a task.

Common Signs of Depression

- Sadness, feeling empty or hopeless most of the day, almost daily for two or more weeks
- Loss of interest in activities
- Sleeping too much or too little
- Weight loss or gain
- Feeling worthless
- Trouble concentrating
- Having negative thoughts that don't stop



What Can You Do?

Talking to your doctor is the first step in getting help for depression. There are many medications to treat it. Your doctor may suggest you see a mental health specialist who will assist you with understanding your thoughts and feelings. You can also learn actions and behaviors that can help improve your mood.

Therapy can help you change behaviors or thought patterns which contribute to depression. L.A. Care members can call 1.877.344.2858 to connect with a mental health professional for therapy and other behavioral health services.

Medication Treatment for Depression

It may take some time to find the right medication for you. Talk openly with your doctor about how you are feeling and doing.

- It may take up to three weeks for the medication to work.
- It may take six months or more to fully treat depression.
- Take your medication the way your doctor prescribed it.
- Don't stop taking your medication, even if you are feeling better.
- Be sure to refill your medication on time.

Tell your Doctor:

- If you use home remedies or supplement.
- If you smoke or drink.
- If you use other drugs. This can affect how antidepressant medicine works.

To find out more about the list of covered drugs called the Formulary, and monthly updates, visit the L.A. Care website at lacare.org. You can also find information about: Formulary limits or quotas, generic and brand medications, restrictions on medication coverage, medication request process, drug preferences, and how to use the Formulary procedures.

Elevating Healthcare in the City of Angels since 1997...



L.A. Care recently unveiled a new brand campaign. Perhaps you have seen the uplifting design on billboards, bus stops and other “on-the-go” places around L.A. County. It builds on the common nickname of Los Angeles as the “City of Angels.” The wings serve as the creative connection point between this reference and the founding mission of L.A. Care. They are symbolic of the actions that L.A. Care leaders, employees, providers and community partners take to make a difference in the lives of those we serve to ensure that all Angelenos have access to health care.

L.A. Care is committed to and firmly rooted in elevating the health care of all communities through the services we provide and our partnership with providers and local agencies. Look for our exciting new brand campaign in your neighborhood!

Find Your Reason to Quit for Good

The Great American Smokeout is Thursday, November 16, 2017. On this day, L.A. Care and the American Cancer Society encourage you to find your reason to quit smoking for good. Anyone can do it. Start preparing now. Success starts with finding a reason that's important to you.

Great Reasons to Quit Smoking

- ✓ To feel better, have more energy and breathe easier
- ✓ To reduce the chance of getting sick
- ✓ To have whiter teeth and a healthier mouth
- ✓ To taste and smell food better
- ✓ To improve the health of people around you
- ✓ To give your baby the best start if you're pregnant
- ✓ To save up to \$1,900 a year! (based on smoking a pack a day at the cost of \$5 per pack)

If you need help quitting, L.A. Care can help. Call 1.855.856.6943 to learn about in-person workshops and online self-paced programs and resources. Talk to your doctor about medications covered by your health plan that can 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). You will be taking an important step towards a healthier life. Today's the day that quitters win!

Steps to Fight the Flu

Flu season is here! Get a **FREE** flu shot to prevent getting sick. It's simple. Go to your doctor or to local pharmacies and show your L.A. Care member ID card. Questions? Call **1.888.839.9909** (TTY 711).



Get your flu shot!



Wash your hands



Avoid touching your face



Cough/sneeze into your sleeve



Exercise



Eat healthy



Get plenty of sleep



Avoid contact with sick people



Doctor +



Flu Shot =



Protection for you and your family

Getting Connected With L.A. Care's Formulary

L.A. Care uses a list of covered drugs called a Formulary. The drugs on the Formulary have been reviewed and approved by a team of pharmacists and doctors and is updated monthly. The Formulary, updates, and procedures are on the L.A. Care website at lacare.org. Click on the *For Members* tab. Under Member Services, select Pharmacy Services and you can check the Formulary to see if your drug is covered. You can get a copy of the Formulary in your language, large print or in audio. For questions about the Formulary, call Member Services at 1.888.839.9909 (TTY 711).



How Do I Use the Formulary?

- Generic drugs are listed by their generic names. The brand name is next to the generic name in CAPITAL letters. If a drug only comes as brand, only the brand name will show.
- Both brand name and generic medications are covered by L.A. Care. When available, FDA approved generics will be used.
- You can search for a brand or generic drug in the Formulary by pressing "Ctrl + F" on your computer, or by using the index on the Formulary page. If you cannot find a drug on the Formulary, it is non-Formulary and not covered unless your doctor submits a request to L.A. Care and the request is approved (see below).

Formulary Restrictions

- Certain covered drugs have restrictions such as Step Therapy (ST), Quantity Limits (QL), and prior authorization (PA). To see a full list and explanation of the restrictions, visit lacare.org.
- If your drug is non-Formulary, or has Formulary restrictions, your doctor will need to submit a request to L.A. Care. The request can be approved if there is a documented medical need.

Where to Pick Up Your Medication

- You can fill your prescription at any pharmacy that partners with L.A. Care. Visit our website to locate one. You can use the mail order pharmacy for drugs used to treat chronic conditions like diabetes and high blood pressure. Always follow your doctor's instructions when you take your medication for safe and effective therapy.

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 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 log onto the member sign-in.

If you are a Medi-Cal member with one of our Plan Partners, you can call the Nurse Advice Line at:

Anthem Blue Cross: 1.800.224.0336 or TTY 1.800.368.4424

Care1st Health Plan: 1.800.609.4166 or TTY 1.800.735.2929

Kaiser Permanente: 1.888.576.6225



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 to receive it by email. Be sure to like us on Facebook, Twitter and LinkedIn.



Medical Identity Theft: Protect Yourself!

You could become a victim of medical identity theft if someone gets your medical ID or Social Security number. Once they have it, they can use it to see the doctor, buy prescription drugs, or submit fake bills in your name. Medical identity theft can also damage your credit rating and harm your health. If false information gets into your medical records, you may get the wrong treatment. Here are some ways to protect yourself against medical identity theft:

- Do not trust strangers who offer free or discounted medical services.
- File paperwork and shred what you do not need.
- Keep your insurance and Social Security numbers safe.
- Never share your information with persons who say they are bill collectors. If they really are bill collectors, they will already have your information.
- Review your medical bills and statements (if any) and/or your Explanation of Benefits. Check for items or services you did not receive. If you see something strange or wrong, call your health care provider.

If you have questions about your bill and/or Explanation of Benefits or think there is a mistake, please call L.A. Care Member Services at 1.888.839.9909 (TTY 711).



L.A. Care Earns Multicultural Health Care Distinction by the NCQA

L.A. Care Health Plan has earned the Multicultural Health Care (MHC) Distinction from the National Committee for Quality Assurance (NCQA). L.A. Care received this distinction for its Medicaid (Medi-Cal), Medicare (L.A. Care Cal MediConnect) and Marketplace (L.A. Care Covered™) product lines.



The Multicultural Health Care Distinction recognizes organizations that engage in efforts to improve culturally and linguistically appropriate services and reduce health care disparities. The MHC program evaluates how well an organization complies with the standards for:

- Collection of race/ethnicity and language data
- Provision of language assistance
- Cultural responsiveness
- Reduction of health care disparities

“Given the tremendous cultural diversity of our members, we could not be more thrilled to earn this top honor,” said L.A. Care CEO John Baackes. “We are more energized than ever to continue delivering the highest quality care that our members deserve.”

This achievement is a testimony to L.A. Care’s commitment and dedication to providing accessible, high quality multicultural health care to our diverse membership.

Care Management Is a Free Service for All Members



L.A. Care has Care Managers. They are nurses who can help you get the most from your health care plan. They can schedule doctor visits and find transportation to get you there. Care Management staff can also explain your health care benefits and help you understand your medication and health concerns. Plus, they can put you in touch with other resources such as food pantries, low-income housing, and clinics in your area.

To request a Care Manager, please call Member Services at 1.888.839.9909 (TTY 711) 24 hours, 7 days a week, including holidays. You can also get free interpreting services and information in your language or in braille, large print, or audio.



Your Centers for Health and Wellness ...

L.A. Care recently opened its newest Family Resource Center (FRC) in Palmdale at 2072 E. Palmdale Blvd in the Towne Square shopping center. The Palmdale FRC is L.A. Care's fifth FRC and is focused on helping to meet some of the most pressing health needs in the Antelope Valley community, home to approximately 120,000 L.A. Care members.

"After many months of planning and building, we are thrilled to open the doors to our Family Resource Center in Palmdale," said CEO John Baackes. "Because the Antelope Valley has historically had fewer resources, we are proud to bring this much-needed space to deliver on our vision of creating healthy communities in which all have access to the health care they need."

Like L.A. Care's other four FRCs, the Palmdale FRC offers free health and wellness classes, including chronic disease management, prevention of asthma, diabetes and obesity and a variety of cooking, nutrition and exercise classes that promote a healthy lifestyle. All health education classes and services are free and open to everyone. The FRCs also offer assistance in applying for free or low-cost health care coverage. L.A. Care members can attend an orientation, request a member ID card, and get help choosing a doctor or making an appointment.

There are five FRCs conveniently located throughout Los Angeles County:



Pacoima

In the Zocalito Plaza
10807 San Fernando Road
Pacoima, CA 91331

Phone: 1.213.438.5497
Mon-Fri 10 a.m. – 7 p.m.
Sat 9 a.m. – 2 p.m.



Inglewood

Corner of Century and Crenshaw
3111 W. Century Blvd. Ste., 100
Inglewood, CA 90303

Phone: 1.310.330.3130
Mon-Fri 10 a.m. – 7 p.m.
Sat 9 a.m. – 12 p.m.



Lynwood

In Plaza Mexico
3180 E. Imperial Highway
Lynwood, CA 90262

Phone: 1.310.661.3000
Mon-Fri 10 a.m. – 6:30 p.m.
Sat 9 a.m. – 2 p.m.



Boyle Heights

The Wellness Center at
the Old General Hospital
1200 N. State St. Ste., 1069
Los Angeles, CA 90033

Phone: 1.213.294.2840
Mon-Fri 8:30 a.m. – 5 p.m.
Sat 9 a.m. – 12 p.m.



Palmdale

In the Towne Square
2072 E. Palmdale Blvd.
Palmdale, CA 93350

Phone: 1.213.438.5580
Mon-Fri 10 a.m. – 7 p.m.
Sat 9 a.m. – 12 p.m.

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Visit an L.A. Care Family Resource Center today or view the calendar of activities on our website at lacare.org/frc. For more information, call 1.877.287.6290.



How Long Should I Wait for My Appointment?

Your health is our top priority. We want to make sure you can get care when you need it.

Did you know L.A. Care has rules about how long you should wait to get a doctor appointment?

It's true! Appointments must be offered within the timeframes listed here:

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

Emergency Care:

- Life-threatening conditions that need care right away:
Immediate care, 24 hours, 7 days a week

You can get health advice when your doctor's office is closed and on weekends and 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. Please remember, if you have a medical emergency and need help right away, dial 911 or go to your nearest emergency room.

Take care of your body.
It's the only place you
have to live! - Jim Rohn





Important Numbers

Do you have questions about your health plan or your benefits?
Call your health plan directly or call L.A. Care Health Plan.

L.A. CARE

L.A. Care Health Plan

1.888.839.9909 (TTY 711)

PASC-SEIU: 1.844.854.7272

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

L.A. Care Covered™

1.855.270.2327

L.A. Care Compliance Helpline

(to report fraud or abuse) **1.800.400.4889**

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

MEDI-CAL PLAN PARTNERS

Anthem Blue Cross: 1.888.285.7801

Care1st Health Plan: 1.800.605.2556

Kaiser Permanente: 1.800.464.4000

Plan Partners' Nurse Advice Lines

(for non-emergency medical advice)

Anthem Blue Cross: 1.800.224.0336

(TTY 1.800.368.4424)

Care1st: 1.800.609.4166

(TTY 1.800.735.2929)

Kaiser: 1.888.576.6225

OTHERS

LogistiCare (No-Cost Medi-Ride to the Doctor)

1.866.529.2141 (Spanish **1.866.529.2142**)

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

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 its 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, Monday – Friday, 8 a.m. – 5 p.m.



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**.



Be Well Newsletter Annual Reader Survey

Thank you to our L.A. Care members who have completed the annual fall Be Well Reader Survey in the past. Please see the survey included with this newsletter. We would appreciate you filling it out and mailing it back. Your voice and input is very valuable to us and helps L.A. Care to continue improving services and providing access to health care that meets our members' needs. It also helps us plan and develop programs to support members, like you, in leading a healthier and hopefully happier life!



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FALL 2017

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A Publication for L.A. Care Members

PSRT STD
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PERMIT NO. 3244

Health and wellness or prevention information

SALES & MARKETING DEPARTMENT



L.A. Care
HEALTH PLAN®

English 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 1.855.270.2327 (TTY 711), 24 hours a day, 7 days a week, including holidays. The call is free.

Arabic وأرخا قيسنتب وأكت غلب تامول عم وأ فيريرحتلا تمجرحتلا وأ فيروغلا تمجرحتلا تامدخ بيلط لکن لکمی. اناجم عاتم قی غللا تداعسما تامدخ مایا لکلذ یف اهب ،عوبسالا مایا لاوطو عاسلا رادم عدل 1.855.270.2327 (711 TTY) مچرلا عدل L.A. Care لب لصتا. یف اضار تامدخو تداعسما یف اناجم قبل العمل، تالطعلا.

Armenian Տրամադրվել է լեզվական օգնության անվճար ծառայություններ: Կարող եք խնդրել բանավոր թարգմանչական կամ թարգմանչական ծառայություններ, Ձեր լեզվով կամ տարբեր ձևաչափով տեղեկություն, կամ օժանդակ օգնություններ և ծառայություններ: Ձանախարկը L.A. Care 1.855.270.2327 համարով (TTY 711), օրը 24 ժամ, շաբաթը 7 օր, ներառյալ տոնական օրերը: Այս հեռախոսազանգն անվճար է:

Chinese 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 1.855.270.2327 (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。

Farsi 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 در 24 ساعت شبانه روز و 7 روز هفته شامل روزهای تعطیل تماس بگیرید. این تماس رایگان است (TTY 711) به شماره 1.855.270.2327 L.A. Care کنید. با

Hindi मुफ्त भाषा सहायता सेवाएं उपलब्ध हैं। आप दुभाषिया 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 1.855.270.2327 (TTY 711) नंबर पर फोन करें, दिन में 24 घंटे, सप्ताह में 7 दिन, छुट्टियों सहित। कॉल मुफ्त है।

Hmong Muaj kev pab txhais lus pub dawb rau koj. Koj tuaj yeem thov kom muab cov ntawv txhais ua lus lossis txhais ua lwv yam lossis muab khoom pab thiab lwv yam kev pab cuam. Hu rau L.A. Care ntawm tus xov tooj 1.855.270.2327 (TTY 711), tuaj yeem hu tau txhua txhua 24 teev hauv ib hnub, 7 hnub hauv ib vij thiab suab nrog cov hnub so tib si, tus xov tooj no hu dawb xwb.

Japanese 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1.855.270.2327 (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。

Khmer សេវាជំនួយខ្មែរភាសា គឺមានដោយឥតគិតថ្លៃ។ អ្នកអាចស្នើសុំ សេវាបកប្រែផ្ទាល់មាត់ ឬការបកប្រែ ស្នើសុំព័ត៌មានភាសាខ្មែរ ឬជាទម្រង់ មួយទៀត ឬជំនួយផ្សេងៗទៀត និងសេវា។ ទូរស័ព្ទទៅ L.A. Care តាមលេខ 1.855.270.2327 (TTY 711) បាន 24 ម៉ោងមួយថ្ងៃ 7 ថ្ងៃ មួយអាទិត្យ រួមទាំងថ្ងៃបុណ្យផង។ ការបកប្រែនេះគឺឥតគិតថ្លៃឡើយ។

Korean 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, 1.855.270.2327(TTY 711)번으로 문의하십시오. 이 전화는 무료로 이용하실 수 있습니다.

Punjabi ਸੇਵਾਵਾਂ: ਮੁਫਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਤੁਸੀਂ ਦੁਬਾਸ਼ੀਆਂ ਜਾਂ ਅਨੁਵਾਦ ਸੇਵਾਵਾਂ, ਅਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਣਕਾਰੀ ਜਾਂ ਕਿਸੇ ਹੋਰ ਫਾਰਮੈਟ ਵਿੱਚ, ਜਾਂ ਸਹਾਇਕ ਉਪਕਰਣਾਂ ਅਤੇ ਸੇਵਾਵਾਂ ਲਈ ਸੇਵਾਵਾਂ ਕਰ ਸਕਦੇ ਹੋ। L.A. Care ਨੂੰ 1.855.270.2327 (TTY 711) ਨੰਬਰ ਉੱਤੇ ਫੋਨ ਕਰੋ, ਦਿਨ ਵਿੱਚ 24 ਘੰਟੇ, ਸਪੱਤਾ ਵਿੱਚ 7 ਦਿਨ, ਚੁੱਟੀਆਂ ਸਮੇਤ। ਕਾਲ ਮੁਫਤ ਹੈ।

Russian 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 1.855.270.2327 (TTY 711) 24 часа в сутки, 7 дней в неделю, включая праздничные дни. Этот звонок является бесплатным.

Spanish 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 1.855.270.2327 (TTY 711), las 24 horas del día, los 7 días de la semana, incluso los días festivos. La llamada es gratuita.

Tagalog Available ang mga libreng serbisyo ng tunglo sa wika. Maaari kang humiling ng mga serbisyo ng pag-interpret o pagsasalang-wika, impormasyon na nasa ibang wika o nasa ibang format, o mga karagdagang tunglo at serbisyo. Tawagan ang L.A. Care sa 1.855.270.2327 (TTY 711), 24 na oras sa isang araw, 7 araw sa isang linggo, kabilang ang mga holiday. Libre ang tawag.

Thai มีบริการช่วยเหลือภาษาฟรี คุณสามารถขอรับบริการการแปลหรือล่าม ขอมูลในภาษาของคุณหรือในรูปแบบอื่น หรือควมช่วยเหลือและบริการเสริมต่าง ๆ ได้ โทร L.A. Care ที่ 1 855 270 2327 (TTY 711) ตลอด 24 ชั่วโมง 7 วันต่อสัปดาห์รวมทั้งวันหยุด โทรฟรี

Vietnamese 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 1.855.270.2327 (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 the L.A. Care Member Services at **1.888.839.9909 (TTY 711)**, 24 hours a day, 7 days a week including holidays.

Nondiscrimination and Accessibility Statement
L.A. Care complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

California Department of Managed Health Care
If you have been receiving care from a health care provider, you may have a right to keep your provider for a designated time period. Please contact your HMO's customer service department, and if you have further questions, you are encouraged to contact the Department of Managed Health Care, which protects HMO consumers, by telephone at its toll-free number: 1.888.HMO.2219 (1.888.466.2219), or at a TTY number for the hearing impaired at 1.877.688.9891, or online at www.hmohelp.ca.gov.

California Department of Health Care Services (DHCS) Office of the Ombudsman
For help with Medi-Cal, you may call the California Department of Health Care Services (DHCS) Ombudsman Office at 1.888.452.8609. The Ombudsman Office helps people with Medi-Cal make use of their rights and responsibilities.



For a Healthy Life

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