



L.A. Care
HEALTH PLAN®

For A Healthy Life

WINTER 2018
be
well

A Publication for L.A. Care Members

New Year, New You!

As the New Year begins we often make plans to get healthier. It is a time to reset our routine and let go of any unhealthy habits. Following are some tips to help you see areas for improvement for long-lasting success and better health:

- **Stop unhealthy habits** – If you smoke, take steps to quit. If you need help quitting smoking, 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 medication covered by your health plan that can help you quit smoking. Limit alcohol use.
- **Set easy goals** – Break goals down into small parts that you can do easily. Aim to lose 1-2 lbs a week, instead of 20 lbs a month. Walk or run for 20 minutes a day to build up to reaching a goal of walking or running a marathon.
- **Eat healthy** – Clean out your cabinets and refrigerator. Get rid of fattening, sugary foods and snacks like chips and sodas. Buy healthier foods such as fruits and vegetables, lean protein meats and dairy. Choose turkey, air-popped popcorn, crunchy celery and carrots or low-fat yogurt as snacks. Drink more water and less sugary drinks.
- **Get moving!** – You don't have to join a gym. You can take a walk during lunch or after dinner to get exercise. Do something fun and physical daily. You'll



likely stick to it if you enjoy it. L.A. Care's **Family Resource Centers** offer Zumba® and other exercise classes. For more information, please visit lacare.org/frc or call **1.877.287.6290**.

- **Go to bed at a reasonable time** – Sleep is important for our body to feel good, to restore itself and for concentration. Sleep increases our energy. Set a regular bed time that allows you to get 7-8 hours of deep sleep. Don't use electronics before bed – cell phones, television, laptops, etc. They stimulate brain activity and make it harder to get to sleep.

Be sure to make an appointment to get an annual checkup from your doctor. Staying healthy is one of the best New Year's resolutions we can make. Get healthy today!



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



Ask the Doc: What You Need to Know About a Sore Throat

Q: When are sore throats most common and do I need to see a doctor?

A: Sore throats are common in winter and can be the first sign of a cold, flu or strep throat. Depending on what's causing your sore throat, you may or may not need to see your doctor. Colds and flu are caused by viruses and can often be treated at home.

Q: How long will a sore throat last with a cold and what are the symptoms?

A: If you have a cold, your sore throat will go away in a day or two. You will likely have other symptoms such as a runny nose, sneezing, and coughing. Treat yourself at home with plenty of rest, fluids, and over-the-counter cold medicines.

Q: How long will a sore throat last if I have the flu and what are the symptoms?

A: If you have the flu, you will likely have fever, muscle aches, chills, sore throat, and a stuffy nose. Most people get better at home in 5-7 days. The flu can be very dangerous for some people, including babies, pregnant women and older adults. They should see their doctor to prevent any complications. To help avoid the flu, get a flu shot each year.

Q: What causes strep throat?

A: Strep throat is caused by bacteria and may require treatment with antibiotics. But how can you tell what's causing your sore throat? Sore throats caused by strep are very painful and do not go away. They come on suddenly and are accompanied by high fever and white patches in the throat. It is best to see your doctor if you think you have strep throat. You may need antibiotics to get better.



Q: Should I go to an Emergency Room for treatment?

A: If you do need to see your doctor this winter, think about the best place to get care. Emergency rooms are for life-threatening situations. Colds, flu and strep throat can be treated at your doctor's office. If your doctor's office is closed when you call, listen to the instructions for getting after-hours care. Save the emergency room for true emergencies.

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**).

Healthy Living – Yes, You Can!



L.A. Care offers health education services as unique and individual as you are. No matter what your health needs are, or how you like to learn, we have something for you. If you enjoy meeting people and talking face-to-face, join an in-person group workshop. Busy schedule? We can connect with you over the phone. Prefer to learn online? Go to L.A. Care's website at lacare.org and log into the member portal for online tools and resources. All our programs are fun, engaging and solely focused on you.

Not sure what type of health education you need? Talk to your doctor. If you haven't had your first visit with your doctor (called an Initial Health Assessment (IHA)), make an appointment today. As part of this first visit, you will be asked to fill out the Staying Healthy Assessment (SHA). This form helps your doctor learn about your needs so he or she can connect you to the right resource. You can also get easy-to-read written health information in your preferred language at your doctor's office.

To learn more about health education, call us at **1.855.856.6943** or visit us online at lacare.org/healthy-living/health-resources/health-education.



Cancer Screening Saves Lives

A great way to honor those we have lost to cancer is to take care of our own health and get screened.

Your doctor can schedule tests for many types of cancer including breast, cervical and colorectal cancer. Screening tests can look for problems early, when they are easier to treat, which may save your life. Talk to your doctor about what type of screening is right for you. Screening tests are at **no cost to you** – so don't wait, take action today for a healthy life!

Cancer Screenings Available	When to go to the doctor*
Breast Cancer <i>Mammogram X-Ray of the breasts</i>	Women ages 50-74 years, should be screened every two years
Cervical Cancer <i>Pap Test</i>	Women ages 21-64, should be screened every 3-5 years
Colorectal Cancer <i>Several tests are available</i>	Men and women ages 50-75 should be screened every 10 years

*You may need other tests at an earlier age if you are at high risk for any of these diseases.

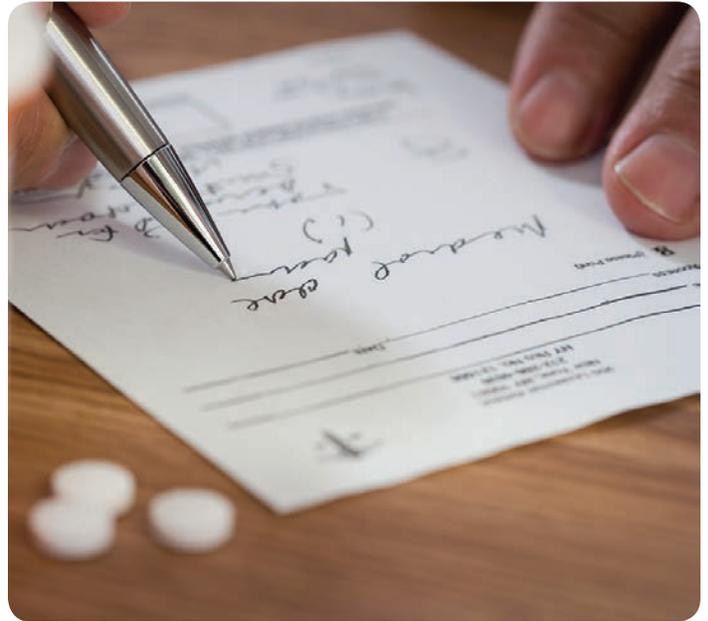


Play It Safe With Opioid Medications

L.A. Care can help with your pain and keep you safe.

Opioids are prescription drugs for strong pain. **Opioids can be dangerous if not taken as prescribed by your doctor.** Too much of an opioid, or if it is taken incorrectly, can cause a person to stop breathing and even die. This is called an overdose. Opioid medications include: hydrocodone, oxycodone, hydromorphone, morphine, codeine, meperidine, methadone, and fentanyl. Opioids are dangerous if taken with alcohol or other prescription drugs called benzos (*diazepam, clonazepam, lorazepam, alprazolam, temazepam, triazolam, flurazepam, chloridazepoxine, oxazepam*) or if taken with muscle relaxants (carisoprodol, cyclobenzaprine).

Naloxone is the antidote for opioid drugs. It can cause one to breathe again and reverse the effects of an overdose. It must be used at the first signs of an overdose in order to work. And 911 should be called when naloxone is going to be used.



What You Should Know About Opioids:

- Treatment for strong pain
- **Not** for minor pain
- For short-term use; except for pain caused by cancer
- Never take more than prescribed by your doctor
- Never share your prescriptions with others
- If you do not finish your prescription, it must be disposed of properly. Ask your pharmacist about the best way to do so.
- Talk to your doctor about other ways to treat pain (such as diet changes, exercise, non-steroidal anti-inflammatory drugs (NSAIDs), acupuncture, meditation and other tools for management).
- If your doctor writes a prescription for an opioid drug, play it safe and ask for a prescription for naloxone also. You can even ask your pharmacist for naloxone if you don't have a prescription from your doctor.



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://www.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 how to use the Formulary.

Let's Choose Health Together!



Family Resource Centers

The L.A. Care **Family Resource Centers (FRCs)** are *Your Centers for Health and Wellness!* Our FRCs are vibrant spaces for the community to come together and learn new skills. The Centers offer health education and exercise classes that are **free** and **open to everyone**. You and your family can take CPR, Dance, Healthy Cooking,

Yoga, Zumba® classes and much more at your nearest center. 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.



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.



Palmdale

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

Phone: **1.213.438.5580**
Mon-Fri 9 a.m. – 6 p.m.
Sat 9 a.m. – 1 p.m.



Inglewood

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

Phone: **1.310.330.3130**
Mon-Thur 10 a.m. – 7 p.m.
Fri 9 a.m. – 6 p.m.
Sat 9 a.m. – 12 p.m.
8:30 a.m. – 2:30 p.m. every 4th Sat



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.

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**.

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 click on “Member Sign In” to log on.

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

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 to speak to a Care Manager, please call **1.888.839.9909** (TTY 711), 24 hours, 7 days a week including holidays. For free interpreting services and information in your language or in braille, large print or audio, call **Member Services** at **1.888.839.9909** or TTY 711.

Cheers to a new and healthier year...and another chance to do better! May it be your best ever...

– Oprah Winfrey



Medical Identity Theft: Protect Yourself!

If someone gets your medical ID or Social Security number, you could become a victim of medical identity theft. 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 **Member Services** at **1.888.839.9909** (TTY 711).

Know Your Rights and Responsibilities

As a member of L.A. Care, you have the right to...

Respectful and courteous treatment

- You have the right to be treated with respect and courtesy by your health plan's providers and staff.
- You have the right to be free from consequences of any kind when making decisions about your care.

Privacy and confidentiality

- You have the right to have a private relationship with your provider and to have your medical record kept confidential.
- You also have the right to receive a copy of and request corrections to your medical record.
- If you are a minor, you have the right to certain services that do not need your parent's approval.

Choice and involvement in your care

- You have the right to receive information about your health plan, its services, its doctors and other providers.
- You also have the right to get appointments within a reasonable amount of time.
- You have the right to talk candidly with your doctor about all treatment options for your condition, regardless of the cost or benefit coverage, and participate in making decisions about your care.
- You have the right to say "no" to treatment, and the right to a second opinion.
- You have the right to decide how you want to be cared for in case you get a life-threatening illness or injury.

Receive timely customer service

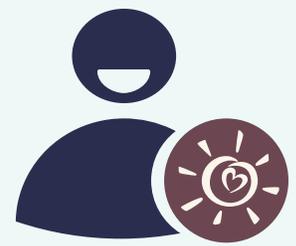
- You have the right to wait no more than 10 minutes to speak to a customer service representative during L.A. Care's normal business hours.

Voice your concerns

- You have the right to complain about L.A. Care, the health plans and providers we work with, or the care you get without fear of losing your benefits.
- L.A. Care will help you with the process. If you don't agree with a decision, you have the right to appeal, which is to ask for a review of the decision.
- You have the right to disenroll from your health plan whenever you want. As a Medi-Cal member, you have the right to request a State Fair Hearing.

Service outside of your health plan's provider network

- You have the right to receive emergency or urgent services, as well as family planning and sexually transmitted disease services, outside of your health plan's network.
- You have the right to receive emergency treatment as follows:
 - **Medi-Cal and Cal MediConnect members:** Emergency care services are covered at all times anywhere in the United States, Mexico, and Canada. For Medicare-covered services, emergency is NOT covered outside of the United States and its territories. For Medicare-covered emergency care provided outside of the United States and its territories that are not covered by Medi-Cal, you may receive a bill from the provider.
 - **PASC-SEIU members:** Emergency care services are covered 24 hours a day, 7 days a week, anywhere.



Service and information in your language

- You have the right to request an interpreter at no charge. You have the right to get all member information in your language or in another format (such as audio or large print).

Know your rights

- You have the right to receive information about your rights and responsibilities.
- You have the right to make recommendations about these rights and responsibilities.



As a member of L.A. Care, you have the responsibility to...

Act courteously and respectfully

- You are responsible for treating your doctor, all providers, and staff with courtesy and respect.
- You are responsible for being on time for your visits or calling your doctor's office at least 24 hours before the visit to cancel or reschedule.

Give up-to-date, accurate, and complete information

- You are responsible for giving correct information that your providers and L.A. Care need in order to provide care.
- You are responsible for getting regular checkups and telling your doctor about health problems before they become serious.

Follow your doctor's advice and take part in your care

- You are responsible for talking over your health care needs with your doctor, developing and agreeing on goals, doing your best to understand your health problems, and following the treatment plans you and your doctor agree on.

Use the Emergency Room only in an emergency

- You are responsible for using the emergency room in cases of an emergency or as directed by your doctor.

Report wrong-doing

- You are responsible for reporting health care fraud or wrong-doing to L.A. Care.
- You can do this without giving your name by calling the L.A. Care Compliance Helpline toll free at **1.800.400.4889**, going to **lacare.ethicspoint.com**, or calling the California Department of Health Care Services (DHCS) Medi-Cal Fraud and Abuse Hotline toll-free at **1.800.822.6222**.

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 your 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.



Healthy Living!

Have fun searching for words that will help remind you of things you can do and eat for a healthier lifestyle.

N I E T O R P H T S P K
 N L L X Y W E M U D E B
 F M A O E A A O E N E M
 W R G E L R I L T E L E
 A A U T M T C R K I S D
 T C H I I T U I B R K I
 E Y B R T G A B S F A T
 R R T S O H A O G E L A
 C U S Y A C T I V E E T
 N V E G E T A B L E S E
 B F R E S H M I W S A F
 I C Y T H W A S N A E B

Active Oatmeal
 Beans Protein
 Exercise Rest
 Fresh Sleep
 Friends Swim
 Fruit Vegetables
 Healthy Walk
 Kale Water
 Meditate Yoga
 Nutritious Yogurt

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**.



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.

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)
Kaiser: **1.888.576.6225**
Care1st: **1.800.609.4166**
(TTY **1.800.735.2929**)

Anthem Blue Cross: **1.800.224.0336**
(TTY **1.800.368.4424**)

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



L.A. Care
HEALTH PLAN®

SALES & MARKETING DEPARTMENT

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A Publication for L.A. Care Members

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LOS ANGELES, CA
PERMIT NO. 3244



Health and wellness or prevention information



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 1.888.839.9909 (TTY 711), 24 hours a day, 7 days a week, including holidays. The call is free.
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 1.888.839.9909 (TTY 711), las 24 horas del día, los 7 días de la semana, incluso los días festivos. La llamada es gratuita.
Arabic	خدمات المساعدة اللغوية متاحة مجاناً. يمكنك طلب خدمات الترجمة الفورية أو الترجمة التحريرية أو معلومات بلغتك أو بتتسيق آخر أو مساعدات وخدمات إضافية. اتصل بـ L.A. Care على الرقم 1.888.839.9909 (TTY 711) على مدار الساعة وطوال أيام الأسبوع، بما في ذلك أيام العطلات. المكالمات مجانية.
Armenian	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 1.888.839.9909 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 1.888.839.9909 (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 کنید. با L.A. Care در 24 ساعت شبانه روز و 7 روز هفته شامل روزهای تعطیل تماس بگیرید. این تماس رایگان است.
Hindi	मुफ्त भाषा सहायता सेवाएं उपलब्ध हैं। आप दुआिया 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 1.888.839.9909 (TTY 711) नंबर पर फोन करें, दिन में 24 घंटे, सप्ताह में 7 दिन, छुट्टियों सहित। कॉल मुफ्त है।
Hmong	Muaj kev pab txhaus lus pub dawb rau koj. Koj tuaj yeem thov kom muab cov ntaub ntawv txhaus ua lus lossis txhaus ua ntawv rau koj lossis muab txhaus ua lwm yam lossis muab kxoom pab thiab lwm yam kev pab cuam. Hu rau L.A. Care ntawm tus xov tooj 1.888.839.9909 (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 1.888.839.9909 (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	សេវាជំនួយខាងភាសា គឺមានដោយឥតគិតថ្លៃ។ អ្នកអាចស្នើសុំសេវាបំភ្លឺបញ្ជាក់ ឬការបកប្រែ ឬស្នើសុំព័ត៌មាន ជាភាសាខ្មែរ ឬជាទម្រង់មួយទៀត ឬជំនួយប្រាំមួយដង និងសេវា។ សូមទូរស័ព្ទ L.A. Care តាមលេខ 1.888.839.9909 (TTY 711) បាន 24 ម៉ោងមួយថ្ងៃ 7 ថ្ងៃ មួយអាទិត្យ រួមមានថ្ងៃបុណ្យផង។ ការងារនេះគឺឥតគិតថ្លៃឡើយ។
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 1.888.839.9909 (TTY 711)번으로 문의하십시오. 이 전화는 무료로 이용하실 수 있습니다.
Lao	ພາສາອັງກິດ, ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໂດຍບໍ່ເສຍຄ່າ. ທ່ານສາມາດຂໍບໍລິການນາຍພາສາ ຫຼື ແປພາສາໄດ້, ສຳລັບຂໍ້ມູນໃນພາສາຂອງທ່ານ ຫຼື ໃນຮູບແບບອື່ນ, ຫຼື ເຄື່ອງມືຊ່ວຍເຫຼືອ ຕະວະ ບໍລິການເວັບ. ໃຫ້ໂທຫາ L.A. Care ໄດ້ທີ່ 1.888.839.9909 (TTY 711), 24 ຊົ່ວໂມງຕໍ່ມື້, 7 ມື້ຕໍ່ອາທິດ, ວວມເຖິງວັນພັກຕ່າງໆ. ການໃບແບບບໍ່ເສຍຄ່າ.
Punjabi	ਮੁਫਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਤੁਸੀਂ ਆਪਣੀ ਭਾਸ਼ਾ ਜਾਂ ਕਿਸੇ ਹੋਰ ਢੰਗ ਵਿੱਚ ਜਾਣਕਾਰੀ, ਸਹਾਇਕ ਉਪਕਰਨਾਂ ਅਤੇ ਸੇਵਾਵਾਂ ਲਈ ਬੇਨਤੀ ਕਰ ਸਕਦੇ ਹੋ। L.A. Care ਨੂੰ 1.888.839.9909 (TTY 711) ਨੰਬਰ ਉੱਤੇ ਕਾਲ ਕਰੋ, ਇੱਕ ਦਿਨ ਵਿੱਚ 24 ਘੰਟੇ, ਹਫ਼ਤੇ ਵਿੱਚ 7 ਦਿਨ, ਛੁੱਟੀਆਂ 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 1.888.839.9909 (TTY 711) 24 часа в сутки, 7 дней в неделю, включая праздничные дни. Этот звонок является бесплатным.
Tagalog	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 1.888.839.9909 (TTY 711), 24 na oras sa isang araw, 7 araw sa isang linggo, kabilang ang mga holiday. Libre ang tawag.
Thai	มีบริการช่วยเหลือภาษาฟรี คุณสามารถขอรับบริการการแปลหรือล่าม ขอข้อมูลในภาษาของคุณหรือในรูปแบบอื่น หรือความช่วยเหลือและบริการเสริมต่าง ๆ ได้ โทร L.A. Care ที่ 1.888.839.9909 (TTY 711) ตลอด 24 ชั่วโมง 7 วันต่อสัปดาห์รวมทั้งวันหยุด โทรฟรี
Vietnamese	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 1.888.839.9909 (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 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.



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