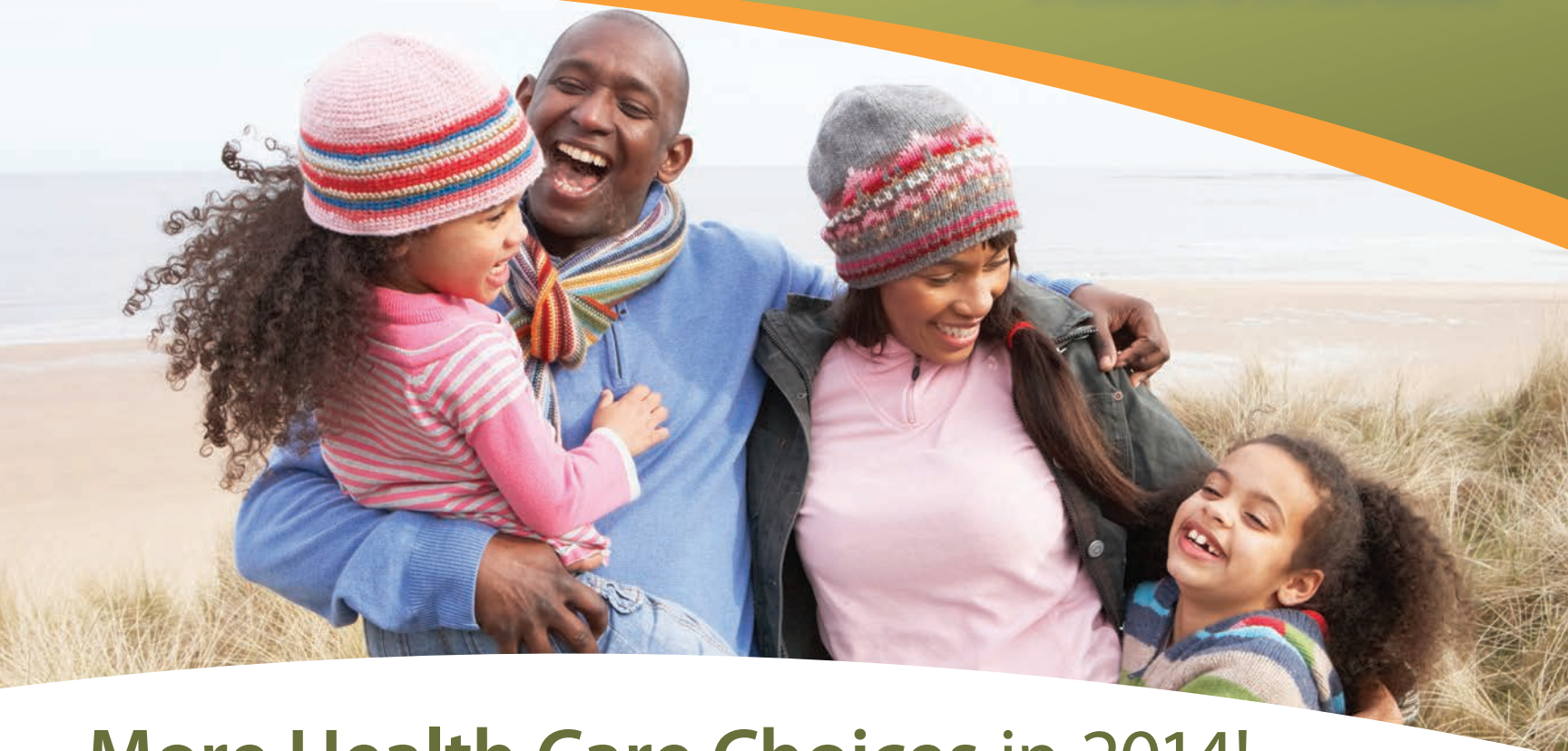


**L.A. Care**  
HEALTH PLAN®

WINTER 2013

**be**  
*well*

A Publication for L.A. Care Members



## More Health Care Choices in 2014!

As the leading Medi-Cal health plan in Los Angeles County, L.A. Care will be able to offer more choices for health care starting in 2014. As of January 1, 2014 the levels of earnings that let you join Medi-Cal have changed. Not only families and pregnant women, but also single adults of any age may be able to get Medi-Cal. Medi-Cal now covers about seven million Californians. In 2014 that number may grow by a million more.

Help us spread the good news about more health care choices! Your friends and family members who earn less than 138 percent of the Federal Poverty Level (FPL) can sign up for Medi-Cal today for coverage in 2014. The level is higher for children and pregnant women. Use this chart to see what FPL means for dollars earned for one person or child.\*

L.A. Care is here to help you, your family and friends that legally live in L.A. County get health care. We can also arrange your health care with one of the other health plans we work with, such as Kaiser, Anthem Blue Cross, and Care1st. Let your friends and family know we can help. To find out who can sign up for Medi-Cal today and be covered starting in 2014, call us at **1-888-4LA-CARE (1-888-452-2273)**.

### For 1 Person (Self) in a house hold:\*

<b>Yearly Earnings</b>	<b>Less than 138% FPL Adults</b>	<b>\$15,856</b>
	<b>Less than 200% FPL Pregnant Women</b>	<b>\$22,980</b>
	<b>Less than 250% FPL Children Only</b>	<b>\$28,725</b>

**\* Call L.A. Care for more choices and details.**

**Adults 65 and over also qualify for Medicare, which is not based on earnings.**

**Disabled adults may also qualify for Medicare, which is not based on earnings.**



## Ask the Doc: Flu Shot

**Q:** Do I really need the flu shot?

**A:** Almost everyone who is six months or older should get the flu shot each year. The flu shot protects against three main types of flu viruses (types A, B, and C). If you catch the flu, it can become so severe that you need to go to the hospital, and it can even become deadly. So, check with your primary care doctor to see if the flu shot is right for you and your family.

**Q:** Can I get the flu from a flu shot?

**A:** It is not likely. The flu shot contains dead flu viruses. Since there are many types of viruses, it is possible to get ill from a different virus that was not in your flu vaccine.

The flu vaccine has been known as the best way to prevent catching the flu, but side effects have been listed. The most confusing of these side effects are the ones that are similar to the symptoms of the flu. The vaccine does not actually cause the flu, but only causes symptoms, such as fever, shortness of breathing and chill, that mimic the disease.

**Q:** What else should I know about the flu shot?

**A:** The flu shot lasts only one year. Also, it takes about two weeks for the shot to work at full power.



## Get the Truth: Vaccine Myths & Facts

Vaccines protect people of all ages against sickness. It is good to get all the facts on vaccines to make the best choices about them. Check with your doctor to learn more and to see if there are any you and your family may need.

Myth	Truth
Measles, Polio and other diseases are no longer a problem in the United States, so I don't need to get a vaccine against them.	The truth is that Measles, Polio and other diseases are still present in other parts of the world. They can spread into the United States when people travel.
It's better to get the disease than to get vaccines.	The truth is that having the disease can make it spread to others and cause severe health problems and even death.
The HPV shot is only for girls.	The truth is that boys and men can get HPV, so they also need the HPV shot.
The flu shot will also prevent the "stomach flu".	The truth is that the "stomach flu" is not caused by a flu virus. It is an illness caused by a number of factors such as bacteria, viruses and parasites. The flu, which causes fever, stuffy nose, muscle aches, and fatigue, is caused by viruses only.



# Breast Feeding Strengthens Mother-Baby Bond

The strong tie between mother and baby is called bonding. Bonding drives parents to shower their baby with love. It also gets parents up in the middle of the night when their baby cries. Breast feeding is one of the best ways to bond with baby.

Breast feeding helps mom learn how to read baby's facial and body cues. It teaches an infant that mom is a source of care and comfort. Breast feeding also has a lot of health benefits. Breast feeding lowers rates of childhood obesity and asthma and is linked to better brain development. Breast feeding lowers a mother's risk of breast cancer.

If you need help breast feeding or getting healthy foods, the Women, Infants & Children (WIC) program in Los Angeles can help. WIC offers breast feeding and nutrition programs and support to pregnant and breast feeding women and children up to age 5 years. To learn more call 1-888-942-2229.



## Health & Literacy: Learning to Be Well

*"I bought cough syrup at the drugstore and couldn't read the label on it. I overdosed and fainted. I didn't know it would make me sick. I thought it was safe."*



If you have a hard time reading health facts you are not alone. Nine out of 10 adults have trouble reading what their doctor or health plan gives them. This could mean not getting the right tests at the right time or not taking meds the way you should.

L.A. Care wants to make sure you can read and know what we send you. We write easy-to-read materials. We

train our staff and our doctors on better ways to communicate. Now we want to share some places that can help you or your family to learn better reading skills. Libraries, schools and community centers all offer reading programs. Some are for adults who want to read better. Others are for parents who want to learn to read to their children.

- Los Angeles Public Library – offers adult and family literacy programs. Go to <http://www.lapl.org/adult-literacy> or call your local library to learn more.
- Los Angeles Unified School District – offers adult and family literacy programs. Call your local school to learn more.

You can also go to [www.healthycity.org](http://www.healthycity.org) to find a literacy program near you. Your ability to read will help your ability to be healthy. Learn more and be well!

## Test Your Knowledge About the Flu Shot

Draw a line to connect the dot to the correct answer:

1. How many types of flu does the flu shot protect against? •
2. How many months old should a Infant be to get a flu shot? •
3. How many weeks before the flu shot works in full power? •
4. How many times each year do you need a flu shot? •

1

2

3

6

Answers: 1=(3) 2=(6) 3=(2) 4=(1)

# Important Phone Numbers

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



## Medi-Cal Members

Anthem Blue Cross

**1-888-285-7801**

Care1st Health Plan

**1-800-605-2556**

Kaiser Permanente

**1-800-464-4000**

L.A. Care Health Plan

**1-888-839-9909**

## L.A. Care Health Plan Medicare Advantage (HMO SNP)

**1-888-522-1298**

## L.A. Care Healthy Kids (0-5)

**1-888-839-9909**

## L.A. Care Compliance Helpline

**1-800-400-4889**

## L.A. Care Family Resource Centers

Inglewood or Lynwood

**1-877-287-6290**

## Do You Have a Mobile Phone?

Would you like to get member news on your mobile phone or get health help by text from L.A. Care? Send us your e-mail or cell phone number and tell us what you want to know to [editor@lacare.org](mailto:editor@lacare.org).

Be sure to like us on Facebook, Twitter and LinkedIn.



## Traveling for the Holidays?

### Take the Nurse Advice Line with You!

**Be ready for your travel time** this holiday season by bringing L.A. Care's Nurse Advice Line with you. The Nurse Advice Line is a *free medical advice* service that you can call any time, day or night, any day of the week. A nurse will answer the phone right away to help you with your health question. It isn't fun to think about, but the truth is, health issues come up even when we're on vacation. Luckily, many issues are able to be treated without going to a doctor, and the Nurse Advice Line can teach you how to help yourself. L.A. Care's Nurse Advice Line is open to members 24 hours a day, 7 days a week. You can call it from **any location in the U.S. and U.S. Virgin Islands, and Puerto Rico**. If you're planning to travel to one of these areas, please bring the Nurse Advice Line number with you. You will have a greater peace of mind knowing you have **a nurse in your pocket** during your travels. For travel out of these areas, be sure to let your doctor know your travel plans and ask for your doctor's on-call local phone number.



There are different numbers to reach the Nurse Advice Line depending on if you are signed up with L.A. Care Health Plan, Blue Cross, Care1st, or Kaiser. Please refer to your health plan I.D. card to find the correct number for you. Your Nurse Advice Line number is listed on your health plan ID card.

### Anthem Blue Cross

**1-800-224-0336**

### Care1st Health Plan

**1-800-605-2556**

### Kaiser Permanente

**1-888-576-6225**

### L.A. Care Health Plan

**1-800-249-3619**



## See Well, Be Well: Did You Know L.A. Care Covers Vision Screenings?

Eyesight is a vital part of your health. It is important to keep your eyes healthy and get them checked regularly. Your doctor will look for changes in your eyesight and will check for signs of eye ailments, muscle problems, or blindness. Many of these problems can get worse if left untreated. The sooner you catch changes in your eyesight, the better. Plan a visit to get your eyes checked today!



## Member Alert! Learn About Your Vision Benefits Before Your Eye Exam

Don't get hit with unexpected out-of-pocket costs! Learn about your vision benefits before your eye exam to make sure your eye doctor is on your eye care plan and be sure to ask this checklist of questions:

- "What exactly is covered at **no cost**?"
- "What are my benefit **limits**?"
- "What costs might I expect based on my eye care and eyewear needs?"

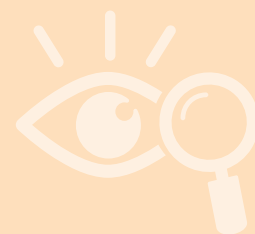


### Please call to learn more:

- L.A. Care's Medi-Cal and L.A. Care's Healthy Kids members: call VSP toll-free at 1-800-877-7195.
- PASC-SEIU Homecare Workers Plan members: call L.A. Care Member Services toll-free at 1-888-839-9909 (TTY 1-866-522-2731).
- To find an eye doctor near you, call L.A. Care Member Services toll-free at 1-888-522-1298 (TTY 1-866-522-2731). L.A. Care Health Plan representatives are available 24 hours a day, 7 days a week, including holidays.

## Can You Read This?

No need to strain your eyes to read the health plan information you get from us. If the words are too small, call L.A. Care and ask for your member materials in large print. We also offer them in Braille and on audio cassette or CD. To get information in a way you can read or understand, call L.A. Care at 1-888-839-9909 or TTY 1-866-522-2731.



# Joining L.A. Care is Now Simpler for You, Your Family and Friends!

Thanks to the Affordable Care Act (ACA), health care will now be within reach for millions of Americans who are now uninsured or underinsured. L.A. Care is excited to be part of this historic expansion of health coverage. We look forward to helping cover the more than two million uninsured residents of Los Angeles County.

L.A. Care Health Plan was chosen as a Qualified Health Plan (QHP) by Covered California, the state's Health Plan Marketplace. We are getting ready to serve you, your family, friends and neighbors with help to get the health care they need. Now more families and single adults of all ages have more choices and an easy path to health care. Some people may be able to get help with premiums and lower out of pocket costs. And, they can join even if they have ill health.



L.A. Care has been honored by the National Committee for Quality Assurance (NCQA) with recognition of our performance for giving great help and health care to the people we serve. L.A. Care is also recognized nationally for being sensitive to different languages and cultures. We care about our member's needs. So please let everyone know: L.A. Care Covered can meet their health care needs. We have a dedicated team ready to give support by phone and meet in person. Invite your family and friends to learn more about affordable health plans. Call our toll free number at 1-855-222-4239 or go to [www.lacarecovered.org](http://www.lacarecovered.org).

## How To Sign Up for L.A. Care Covered™ and Be Covered

L.A. Care Covered™ is L.A. Care's health plan offered through Covered California and is open to legal residents of L.A. County. Let your friends and family know we can help. The time to sign up for a new health plan started October 1st of this year and will last until March 31st of next year. If they sign up before December 31st, 2013, their health plan insurance will start on January 1, 2014. ***Just call us!***

### Health plan benefits of L.A. Care Covered™ include:

- ER and urgent care visits
- Doctor visits
- Mental health and substance abuse care
- Prescription drugs
- Rehab care and devices
- Lab tests
- Preventive and wellness services
- Care for infants and children, with dental and vision care

You can also use [coveredca.com](http://coveredca.com) website to compare health plans, apply for tax credits, and sign up. Start the process, and request help to get coverage now. Call our toll-free number at 1-855-222-4239 or go to [lacarecovered.org](http://lacarecovered.org).





# How Long Should You Wait for An Appointment?



Need to see a doctor? California law has standards for appointment wait times. How long you wait may depend on why you are visiting the doctor. Here are California's guidelines:

- **Urgent care:** Less than 48 hours
- **Non-urgent primary care:** Less than 10 business days
- **Specialty care:** Less than 15 business days
- **Mental health (non-physician) care:** Less than 10 business days
- **Ancillary care (such as lab work or home health):** Less than 15 business days

If you are not sure what kind of care you need, want information about a health issue, or need to know what to do if you need care and your doctor's office is closed, you can reach your plan's Nurse Advice Line number located on the back of your member ID card. When you call, a licensed nurse can help you care for yourself at home or direct you to the proper place to get the care you need.

And as always, you can contact L.A. Care for help at 1-888-839-9909. Whenever you call during normal business hours (Monday through Friday, 8 a.m. to 5 p.m.), California law requires that you speak to a Member Services Representative within 10 minutes.

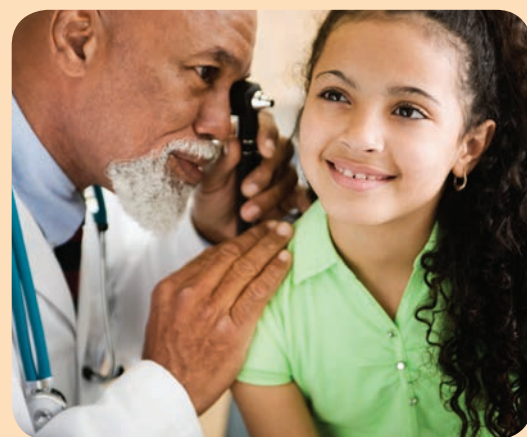
Partner with your doctor to get care when you need it. Be aware of California's new standards. Keep your doctor's appointments. Let your doctor's office know as soon as possible if you can't make an appointment.

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## A Safety Net for All of L.A.

L.A. Care wants all people in L.A. to have an easy path to health care. If you lose eligibility on your Medi-Cal health plan due to immigration status or any other reason, you have choices. We support a safety net for you.

L.A. Care also supports L.A. County Safety Net clinics that offer free to low-cost health care for those who do not have a health plan. If you live in L.A. County, call us. We can help! Call L.A. Care Covered at 1-855-222-4239 or go to [lacarecovered.org](http://lacarecovered.org).



## Have a Well Visit and Stay Healthy

**There are some exams and tests that you and your family should have when you're not sick.**

- Babies need to see the doctor for well child exams at birth and then at 2, 4, 6, 12, 15, 18, 24, and 30 months. Shots are needed at these times to prevent serious disease.
- Children and teens ages 3 – 19 need to have a well care visit each year.
- Adults should have a well care visit each 1-3 years to screen for high blood pressure, diabetes, and high cholesterol. Your doctor will talk to you about other tests you may need to look for cancers of the breast, cervix, colon and prostate. Most adults and children older than 6 months should get a flu shot each year.

At these well visits you will be asked to fill out a form called "Staying Healthy." It comes with details for many age groups, from birth to older adults. It comes in your language. Filling out the form helps your doctor learn about your lifestyle.

# Enjoy Some Healthy Holiday Favorites and Lower Your Calories!

## Turkey Meatloaf



### What you will need:

- ¾ lb. ground turkey
- ¾ cup cornflake crumbs
- ¼ cup chopped onion
- ½ cup tomato sauce
- 1 ½ tsp. Worcestershire sauce
- 1 Large egg white
- Pepper to taste
- Large bowl and a loaf pan
- Dash of dried cranberries or rosehips
- Dash of chopped fresh parsley

### How to make it:

- Preheat oven to 350°F
- Spray an 8x4-inch loaf pan with “0 Trans Fat” cooking spray
- Put all of your items (listed above) in a large bowl and mix well.
- Form the mix into a loaf shape and put it in the loaf pan.
- Bake in oven at 350°F for 40 minutes until firm.
- After it's cooked place on dish and decorate with a topping of chopped parsley and dried cranberries or rosehips!

### Makes 6 servings

*155 Calories per serving*

Total Fat = 7g , Sodium = 675mg,  
Carbs = 7g, Protein = 19g,  
Cholesterol = 30mg, Dietary Fiber=1g

*Compare to Common Recipe  
with Ground Beef =*

*200-500 Calories per serving*

## Deep Dish Apple Pie

### What you will need:

- ¼ cup sugar
- 1tbsp. cornstarch
- 1/8 tsp salt
- 1tsp. ground cinnamon
- 6 cups thinly sliced peeled apples (2lb)
- ½ cup all-purpose flour
- ¼ cup whole-wheat flour
- 3tbsp. “0 Trans Fat” margarine
- Dash of ground nutmeg
- Skim milk as needed
- 10x6x2-inch baking pan

Make it even healthier by substituting sugar with the right amount of Splenda. And substitute 1-2 cups of apples with Jicama slices instead. Jicama will lower the calories and sugar in your dish.

### How to make it:

- Preheat oven to 375°F
- Mix sugar and cinnamon; reserve 1teaspoon of mixture.
- Add cornstarch and salt to the rest of the sugar mixture.
- Put apples (or apple and jicama slices) in a 10x6x2-inch baking dish and sprinkle cornstarch mix equally over the fruit.
- CRUST: Stir flours and nutmeg and cut margarine until mix looks like crumbs.
- Sprinkle 1 tablespoon of water over the mix and gently toss with fork; repeat until moistened and forms into a ball.
- Roll out on a floured top to a 12x8 inch rectangle.
- Cut four small slits and place on top of dish of apples. (Option: Cut the rectangle into 12 1-inch strips. Lay 9 of them across the dish lengthwise, and cut the other 3 in half. Then, lay 6 strips at an angel across the short width of the dish for a criss-cross crust.)
- Flute edges to sides of dish, but not over the edges.
- Brush with skim milk and sprinkle with the rest of the cinnamon-sugar mix.
- Bake at 375°F for 40 minutes or until apples are tender and crust is golden brown.



**Recipe makes 8 servings**  
*157 Calories per slice*

Total Fat = 5g, Sodium 84g, Carbs=30g, Protein1g, Cholesterol = 0g, Dietary Fiber=3g  
(more with jicama)

*Compare to Common Recipe with Enriched Flour = 300 to 400 Calories per slice*



# Be Part of L.A. Care – Join Us As a Volunteer!



Come volunteer with us! Community Outreach and Education is now taking applications for new health promoters and members of our Regional Community Advisory Committees (RCACs). We want you to be active and involved with us. You can be part of two unique volunteer groups that help L.A. Care meet the needs of the neighborhoods we serve.

Members of our Regional Community Advisory Committees (RCACs) advocate and bring the voice of their communities to L.A. Care's Board of Governors, which guides programs for more than 1 million members. Health Promoters are trained in many health topics and share their knowledge with their neighbors through workshops and health fairs. We want people over 18 years of age of diverse backgrounds. Also, we offer a special welcome to seniors and people with disabilities to help us reach our goals. Please call 1-888-522-2732 to learn more.

## L.A. Care Offers Language Services Just for You!



Are there times when you have trouble talking with your doctor because English is not your first language? L.A. Care offers free language services to help you.

To get an interpreter for any of your doctor visits, call

L.A. Care's Member Services Department at (800) 839-9909. Please have these details ready:

- Your language and L.A. Care member ID number
- Office visit date, time and place
- Doctor's name, specialty and phone number

Offering language services is one way L.A. Care makes sure you understand your health and your doctor.

### These tips can help you work with an interpreter:

- **Speak straight to your doctor**
- **Speak in short phrases and pause often**
- **Speak at a normal speed**
- **The interpreter will interpret each thing you say**

## Be Well in a Healthy City

Los Angeles County is a big, busy place. With close to 10 million residents and over 4,700 square miles, you may be wondering how to find support to keep you and your family healthy. Maybe you want to know what fitness programs are offered at a park near you. Maybe you need a support group or stop smoking class. There are lots of places to help you find what you're looking for.

"HealthyCity" is an online support network at [www.healthycity.org](http://www.healthycity.org). This website can help you learn about social services such as getting better housing a job, a ride, or mental health. Also, L.A. Care offers free wellness programs through our Health In Motion™ Program and Family Resource Centers. Come check out a cooking program, salsa class or learn how to keep your heart healthy. Our Member Services Department is ready to find just the right thing for you. Call **1-888-839-9909** (TTY **1-866-522-2731**). The choice to be well in a healthy city is yours!

A photograph of a man and a woman sitting together, looking at a document. The woman is on the left, wearing a light green cardigan over a brown top. The man is on the right, wearing a dark blue sweater. They are both smiling and appear to be in a home setting with a fireplace and wooden furniture in the background.

# 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, dignity and courtesy from your health plan's providers and staff. You have the right to be free from retaliation or force 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, amend, 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 okay.

**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 have the right to choose your Primary Care Physician (doctor) from the doctors and clinics listed in your health plan's provider directory. You also have the right to get appointments within a reasonable amount of time. You have the right to talk with your doctor about any care your doctor provides or recommends, discuss all treatment options, and participate in making decisions about your care. You have the right to a second opinion. You have the right to talk candidly to your doctor about appropriate or medically necessary treatment options for your condition, regardless of the cost or what your benefits are. You have a right to information about treatment regardless of the cost or what your benefits are. You have the right to say "no" to treatment. You have the right

to decide in advance how you want to be cared for in case you have 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 whenever and wherever you need it.

**Service and information in your language.** You have the right to request an interpreter at no charge and not use a family member or a friend to interpret for you. You have the right to get the *Member Handbook* and other information in another language or format.

**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 and 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 and as much information as you can to all of your providers and L.A. Care. You are responsible for getting regular check-ups 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 and instructions you both 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 wrongdoing.** You are responsible for reporting health care fraud or wrongdoing 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**.





## Have a New Address or Phone Number? Let Us Know!

Do you have a new address or phone number? L.A. Care needs to know so that we can reach you if needed and send you important information! Here's how to change your contact information:

### If you have...

Medi-Cal

L.A. Care Medicare Advantage HMO SNP

PASC-SEIU Homecare Workers Health Care Plan

Healthy Kids

### Then call...

L.A. County Department of Public Social Services customer service center at 1-877-597-4777.

Social Security at 1-800-772-1213.

PASC-SEIU at 1-855-727-2756.

L.A. Care Member Services at 1-888-839-9909.



## Things to Remember

### 1. Always keep your I.D. card with you. Show your I.D. card when you:

- Go to a doctor's office
- Go to the hospital
- Need emergency services
- Pick up a prescription

Don't give your I.D. card to anyone else to use. If you lose or damage your I.D. card, call L.A. Care at **1-888-839-9909**.

### 2. You have the right to receive service and information in a language or format you understand. If you need a FREE interpreter for a doctor's visit, or member information in another language or format (like Braille, large print, or audio), call **1-888-839-9909** (TTY/TDD **1-866-522-2731**).

### 3. You can talk to a nurse for free, any time day or night, 7 days a week. Check your I.D. card for the phone number. Nurse advice lines also provide pre-recorded information on many health topics. There is a list of these topics at the end of the *Member Handbook* we mailed to you.

### 4. Visit our website at **www.lacare.org**. You can:

- Find a doctor
- Learn about your benefits
- Look into our health education services and Family Resource Center classes
- Find out about your rights and responsibilities
- File a complaint, called a "grievance"

### 5. Do you have questions? L.A. Care is here to help you get the care and service you need. Call our Member Services department at **1-888-839-9909** (TTY/TDD **1-866-522-2731**) 24 hours a day, 7 days a week (open holidays).



## Help Stop Fraud & Abuse

Each year the Medi-Cal program loses millions of dollars to fraud and abuse. That's money that can help kids, families and seniors who need health care. People who misuse the Medi-Cal system can be fined, lose their coverage, or go to jail.

You can help stop fraud and abuse:

- Never let a friend or family member use your I.D. card to go to a doctor, drug store, hospital or to get other health care.
- Never give your I.D. card or number to any person, even if they offer you money.

Report what you think may be fraud or abuse by calling the L.A. Care Compliance Helpline at **1-800-400-4889**, or the Medi-Cal Fraud Hotline at **1-800-822-6222**. You do not have to give your name.

لطلب خدمات ترجمة فورية أو للحصول على المعلومات بلغة أخرى أو طباعة بالحجم الكبير، اطلب L.A. Care على رقم 1-888-839-9909 أو الهاتف النصي/جهاز اتصال الصم على رقم 1-866-522-2731

(Arabic)

Ամբողջական և ազատ ծառայություններ խնդրելու համար այլ լեզվով, խոշոր տպագրությամբ, անմիջապես կամ հեռախոսով կամ հեռատեքստով կարող եք դիմել L.A. Care-ին 1-888-839-9909 կամ TTY 1-866-522-2731:

(Armenian)

如果您需要免費口譯服務，或需要其他語言版本、大型字體、音訊或盲文版本的資訊，請致電 L.A. Care 的電話 1-888-839-9909 或 TTY 專用電話 1-866-522-2731。

(Chinese)

To request free interpreting services or for information in another language, large print, audio or Braille, call L.A. Care at 1-888-839-9909 or TTY 1-866-522-2731.

(English)

جهت درخواست خدمات ترجمه شفاهی بصورت رایگان یا برای دریافت اطلاعات به زبان دیگر، چاپ بزرگ، فرمت صوتی یا خط بریل، با L.A. Care به شماره تلفن 1-888-839-9909 یا TTY 1-866-522-2731 تماس بگیرید.

(Farsi)

ដើម្បីស្នើសុំសេវាកម្មបកប្រែភាសាដោយឥតគិតថ្លៃ ឬ សុំរាប់ព័ត៌មានជាភាសាមួយផ្សេងទៀត អក្សរព្រះពុទ្ធអ្នាតធំ សំឡេង ឬ អក្សរសំរាប់មនុស្សខ្វាក់ សូមទូរស័ព្ទមក L.A. Care លេខ 1-888-839-9909 ឬ TTY 1-866-522-2731 ។

(Khmer)

무료 통역 또는 다른 언어나 큰 글씨, 음성녹음, 혹은 브라유 점자로 된 자료가 필요하신 분은 L.A. Care, 1-888-839-9909 혹은 TTY 1-866-522-2731로 전화 주십시오.

(Korean)

Чтобы запросить о предоставлении бесплатных услуг переводчика или о получении информации на другом языке, напечатанной крупным шрифтом, записанной в аудио формате или шрифтом Брайля, звоните в L.A. Care по телефону 1-888-839-9909 или по телетайпу TTY 1-866-522-2731.

(Russian)

Para solicitar servicios de interpretación o pedir información en otro idioma, letra grande, audio o Braille, llame a L.A. Care al 1-888-839-9909 o TTY 1-866-522-2731.

(Spanish)

Upang humiling ng libreng serbisyo ng pagsasalín o para sa impormasyon sa ibang wika, malalaking titik, audio o Braille, tumawag sa L.A. Care sa 1-888-839-9909 o TTY 1-866-522-2731.

(Tagalog)

หากต้องการขอรับบริการล่ามฟรีหรือขอรับข้อมูลเป็นภาษาอื่น หรือต้องการให้พิมพ์ตัวอักษรขนาดใหญ่ ให้ติดต่อ L.A. Care ที่หมายเลข 1-888-839-9909 หรือ TTY/TDD 1-866-522-2731

(Thai)

Để yêu cầu dịch vụ thông dịch hoặc nhận tin tức bằng ngôn ngữ khác, bản in khổ lớn, băng âm thanh hoặc chữ nổi Braille, xin gọi L.A. Care tại số 1-888-839-9909 hoặc TTY 1-866-522-2731.

(Vietnamese)

*Be Well* is a member news publication by L.A. Care for members of L.A. Care Health Plan. If you would like the information contained in this newsletter in another language or in large print or audio, please call L.A. Care at 1-888-839-9909 or TTY 1-866-LA-CARE1.



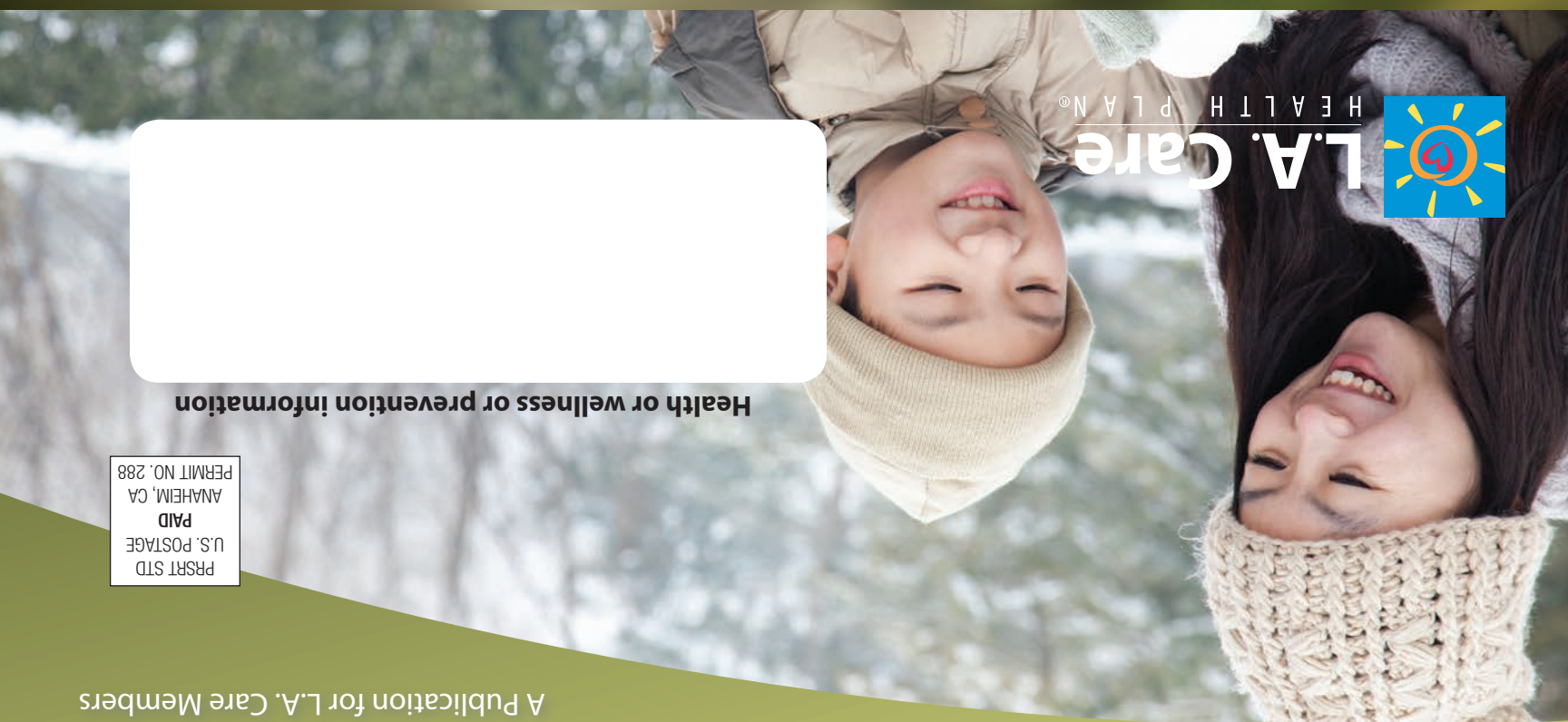
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