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).

* 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.

<table>
<thead>
<tr>
<th>Myth</th>
<th>Truth</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td>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.</td>
</tr>
<tr>
<td>It’s better to get the disease than to get vaccines.</td>
<td>The truth is that having the disease can make it spread to others and cause severe health problems and even death.</td>
</tr>
<tr>
<td>The HPV shot is only for girls.</td>
<td>The truth is that boys and men can get HPV, so they also need the HPV shot.</td>
</tr>
<tr>
<td>The flu shot will also prevent the “stomach flu”.</td>
<td>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.</td>
</tr>
</tbody>
</table>
Seniors & People with Disabilities: See Your Doctor About DME

The answer is – YES! Your doctor can help you when you need Durable Medical Equipment (DME) or other types of medical equipment. Your doctor may ask your health plan to approve DME when you need it for a medical reason. DME are such things as:

• Air fluidized beds
• Blood glucose monitors
• Bone growth (or osteogenesis) stimulators
• Canes (except white canes for the blind)
• Commode chairs
• Crutches
• Home oxygen equipment and supplies
• In-home hospital beds
• Infusion pumps
• Nebulizers
• Scooters
• Suction pumps
• Traction equipment
• Transcutaneous Electronic Nerve Stimulators (TENS)
• Ventilators or breathing aid devices
• Walkers
• Wheelchairs (manual and power)
• And more.

If the item or items are approved by your health plan as medically necessary, your doctor will let you know how and where to get the DME that you need.

Health & Literacy: Learning to Live 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. Some libraries, schools and community centers offer reading programs. Please visit them to learn more:

• 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 to find a literacy program near you. Your ability to read will help your ability to be healthy. Learn more and live 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 baby 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? •

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

“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.”
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
  - (TTY/TDD 1-866-522-2731)
  - 24 hours a day, 7 days a week and holidays
- **L.A. Care Health Plan Medicare Advantage (HMO SNP)**
  - 1-888-522-1298
  - (TTY/TDD 1-888-212-4460)
  - 24 hours a day, 7 days a week and holidays
- **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

**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 US and US Virgin Islands, 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

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.

Be sure to like us on Facebook, Twitter and LinkedIn.
Reminder: Have you had your Annual Wellness Exam?

If you have Medicare and have not had your yearly health exam, also known as the Annual Wellness Exam, please call your doctor’s office for a visit. L.A. Care has given your doctor an Annual Wellness Exam form with your name, where you live, your phone number, and more. It also has a list of your health care needs that are being tracked by Medicare. Your part in this Annual Wellness Exam form is vital for L.A. Care to be able to help make your health better. And all you need to do is go see your doctor.

Please call your doctor’s office and ask for your Annual Wellness Exam now, because 2013 will be over before you know it. This time of the year is the best time to get your check up and your flu shot for the coming new season. If you need any help to arrange a doctor’s visit or help to choose a doctor, please call L.A. Care at 1-888-4LA-CARE (1-888-452-2273).

See Well, Live Well: Have You Had Your Eyes Checked?

Eyesight is a vital part of your health. It is important to keep your eyes healthy and get them checked regularly. In an eye exam, your doctor will look for changes in your eyesight and will check for signs of eye diseases, such as glaucoma. Glaucoma is one of the leading causes of blindness in the U.S., but many people don’t know they have this disease. Most eye problems can get worse if left untreated. The sooner you catch changes in your eyesight, the better. And, if you plan to see an eye doctor find out about your vision benefits before your eye exam. Make sure to ask this checklist of questions:

- “What eye doctor may I go to?”
- “What costs might I expect based on my eye care and eyewear needs?”
- “What exactly is covered at no cost?”
- “What are my benefit limits?”

Plan a visit to get your eyes checked today!

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. To get information in a way you can read or understand, call L.A. Care at 1-888-839-9909 (TTY/TDD 1-866-522-2731) open 24 hours a day, 7 days a week and holidays.
Joining L.A. Care is Now Simpler for You, Your Friends and Family!

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.

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 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.
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.

Have a Well Visit and Stay Healthy

As an adult, there are some exams and tests you should have even when you are not sick.

Older adults should have an Annual Wellness Exam each year. You may be screened for heart disease, diabetes, glaucoma (pressure in the eye) and osteoporosis (thinning bones). Your doctor will talk to you about other tests you may need to look for cancers of the breast, colon, and prostate. Older adults also need a one-time pneumococcal shot and a flu shot each year.

At these well care visits you will be asked to fill out a new form called “Staying Healthy.” It comes with details for many age groups. There is one just for older adults. It comes in your language. Filling out the form helps your doctor learn about your lifestyle. Use this form as a way to talk to your doctor about things such safety and pain management.
**Enjoy Some Healthy Holiday Favorites and Lower Your Calories!**

### Deep Dish Apple Pie

**What you will need:**
- ¼ cup sugar
- 1 tbsp. cornstarch
- 1/8 tsp salt
- 1 tsp. ground cinnamon
- 6 cups thinly sliced peeled apples (2lb)
- ½ cup all-purpose flour
- ¼ cup whole-wheat flour
- 3 tbsp. “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 1 teaspoon 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 angle 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.

**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**

### Turkey Meatloaf

**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**

**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!
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 (RACAs). 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

Live 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 programs are offered at a senior center near you or how to get help taking care of your money. Maybe you need help with getting a ride or finding better housing. There is a lot of support to help you find what you’re looking for.

“HealthyCity” is an online support network at www.healthycity.org. This website can help you learn about social services such as housing, senior centers, getting a ride, and mental health. Also, L.A. Care offers free wellness programs through our Health In MotionTM Program and Family Resource Centers. Come learn how to live well with a chronic illness or a zumba class for older adults, 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 live well in a healthy city is yours!
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.

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.

Know Your 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.

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.

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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.
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:

<table>
<thead>
<tr>
<th>If you have…</th>
<th>Then call…</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medi-Cal</td>
<td>L.A. County Department of Public Social Services customer service center at 1-877-597-4777.</td>
</tr>
<tr>
<td>L.A. Care Medicare Advantage HMO SNP</td>
<td>Social Security at 1-800-772-1213.</td>
</tr>
<tr>
<td>PASC-SEIU Homecare Workers Health Care Plan</td>
<td>PASC-SEIU at 1-855-727-2756.</td>
</tr>
<tr>
<td>Healthy Kids</td>
<td>L.A. Care Member Services at 1-888-839-9909.</td>
</tr>
</tbody>
</table>

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.

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.

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 L.A. Care.

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, need an I.D. card, or interpreter? 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).
Live Well is a member news publication by L.A. Care for L.A. Care’s Adult and Special Needs Members.

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-CARE (1-866-522-2731).

www.lacare.org

For a Healthy Life

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