



L.A. Care
HEALTH PLAN®

WINTER 2015

live
well

A Publication for L.A. Care's Adult
and Special Needs Members



Keys to Staying Well: Your Health Risk Assessment and Annual Wellness Exam

At L.A. Care, we are here to help you stay healthy and to make it easy for you to get the health care you need. Here are two important ways we do this:

Health Risk Assessment

You may receive a call from L.A. Care asking about your health history, your current health status and services you may need. This survey is called a Health Risk Assessment. Your answers will help us find the right programs for you and provide additional information to help your doctor give personalized care.

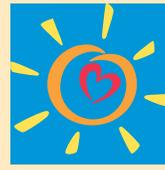
We also want to know what we can do to help you work better with your doctor. For example, if you are having trouble getting care, our care coordination team will work with you to get you the care you need.

Annual Wellness Exam

Your L.A. Care coverage includes a yearly visit to your doctor to review your medical history, receive a physical exam, share health concerns and update your medications. Your doctor may check your blood pressure, heart rate and cholesterol levels and let you know if you need other screening tests or vaccines. Importantly, this is your opportunity to update your care plan with your doctor.

Call Member Services at 1-888-839-9909 or visit lacare.org if you have any questions or concerns. For questions about completing the Health Risk Assessment, call the Care Management Department at 1-844-200-0104.

Partner With Your Doctor to Take Your Medications Correctly



L.A. Care
HEALTH PLAN®

Medication adherence is how closely you follow your doctor's instructions to take your medications. It takes teamwork with your doctors, pharmacists, nurses, caregivers and family members. Sometimes you may make mistakes such as taking the wrong amount, taking your medication at the wrong time or forgetting to take a dose. Here are tips to help you take your medication correctly.



Ask Your Doctor How

- How the medication will improve your health
- How long you will take your medication
- How to take the medicine
 - taken by mouth, injected, inhaled or put on the skin
 - taken in the daytime or at bedtime
 - taken on an empty or full stomach
 - taken as is or can it be crushed or cut, or a capsule opened
- How to get help if you cannot read the label and forget how to take your medication
- How to store the medication: room temperature or inside the refrigerator

Ask Your Doctor What

- What to do if you forget to take a dose
- What are the side effects and what to do if you have them

Ask Your Doctor If

- If you will need refills and what to do when you run out
- If the medication affects the use of machinery, driving or other activities
- If there are foods, drinks or other medications to avoid
- If tests or lab work will be needed: certain medications, such as diuretics, seizure medicine or "ACE inhibitors" used to treat long-term conditions require a yearly blood test

Tips to Improve How You Take Your Medications

- #1** Take them at the same time each day: with meals, in the morning or before going to bed.
- #2** Use a pillbox if you need help keeping track of your medications.
- #3** Ask for support from a close family member or caregiver if you need help managing your medications and refills.
- #4** Use Blue Button at lacare.org to get a list of your prescription medications to take to your doctor's appointment.
- #5** Make a list of your herbal and over-the-counter medications to discuss with your doctor.
- #6** Get refills before you run out of your medications.
- #7** Ask your doctor for 90-day refills for maintenance medications.



Do You Know the Benefits of Filling a 90-Day Prescription?

Convenience

- It makes it easier to stay on track with taking your maintenance medications.
- Having a 90-day (3-month) supply of your medicine decreases the number of refills you will need to get.

Always on Hand

- You will have your medicine to take as your doctor prescribed.





Ask the Doc: Heart Health



Q: What is heart disease?

A: Your heart pumps blood to your whole body. This blood is carried in tubes called arteries and veins. Heart disease is when blood can no longer travel smoothly through your heart or its tubes.

Q: What is a heart attack?

A: A heart attack is when the blood flow to the heart is blocked by a clot. Most people survive their first heart attack and return to their normal lives. But healthy changes have to be made to prevent further damage.

Q: What risk factors increase the chance of getting heart disease?

A: Some risk factors for heart disease cannot be controlled, such as age. Other risk factors, such as smoking, weight and exercise, stress, and blood pressure can be controlled.

You can reduce the risk of heart problems by adopting a healthy lifestyle – eating nutritious foods, getting regular exercise and getting enough rest. See your doctor for regular screenings.



Risk Factors for Heart Disease

Blood Pressure: High blood pressure is when blood pushes too hard against the tubes that carry your blood. It raises your risk of heart attack and stroke.

Cholesterol: This is a fatty substance in your blood. It can build up and block blood flow.

Diabetes: This is when you have too much sugar (glucose) in your blood, which makes you more likely to have a heart attack with no symptoms.

Smoking: Increases your risk of heart disease, stroke, lung disease, and cancer.

Stress: Bad feelings, such as stress and anger, have been linked to heart disease.

Unhealthy Diet: Foods high in salt and fat increase the risk of heart problems. Eat foods low in salt and fats. Include more fresh fruits and vegetables in your diet.

Weight & Exercise: Being overweight and not exercising make other risk factors more likely.

Nurse
Advice Line



Health Questions

+



Free Expert Advice

=



Right Care Anytime!

L.A. Care and its subcontracted plans all operate Nurse Advice Lines. Members can find the number to call on the back of their member ID cards. For reference, the numbers are as follows:

L.A. Care Medi-Cal, PASC-SEIU, Healthy Kids, L.A. Care Covered and L.A. Care Health Plan Medicare Advantage HMO:
1-800-249-3619 (TTY/TDD 711)

Kaiser: 1-888-576-6225

Care1st: 1-800-609-4166
(TTY/TDD 1-800-735-2929)

Anthem Blue Cross: 1-800-224-0336
(TTY/TDD 1-800-368-4424)



**L.A. Care
Covered**
For All of L.A.

Making Quality Health Care Accessible and Affordable: Health Care Coverage Options for L.A. Residents

L.A. residents can get health care coverage through the **Cal MediConnect Plan**, **Medi-Cal**, **Covered California** or **My Health LA**, a new free health care program.

- **Cal MediConnect Plan** – The Cal MediConnect Plan is health care help for low-income individuals who qualify for both Medicare and Medi-Cal. This program is being developed by the California Department of Health Care Services with the federal Centers for Medicare & Medicaid Services. They are contracting with five health plans, including L.A. Care, for the Cal MediConnect Plan in Los Angeles County. For more information, please call 1-888-522-1298.
- **Medi-Cal Program** – Health care services for low-income children and adults, seniors and the disabled. Enrollment is year-round. Get information at lacare.org/health-plans/medi-cal/plan-overview or call L.A. Care at 1-888-839-9909.
- **Covered California** – Health coverage for individuals and families through several health plan options. Open enrollment for 2015 is November 15, 2014 through February 15, 2015.

L.A. Care Covered™ is here to support you with free, confidential help in your language. Our plans help individuals and families get low-cost health care coverage.

Learn more about the available health plans. Let us support you in making the best choice for yourself and those you love. **For more information about plans or enrollment, visit lacarecovered.org or call 1-855-222-4239** (TTY/TDD 1-855-825-3166).

- **My Health LA** – Free health care for those six years and older whose family meets certain income levels and who do not qualify for other health insurance. “Community Partner” clinics give basic, ongoing primary care. Information is available by calling the Department of Health Services at 1-844-744-6452 or visiting <http://dhs.lacounty.gov/wps/portal/dhs/healthcoverageoptions>.



What You Need to Know About Brand Name and Generic Medications

The Food and Drug Administration (FDA) requires that generic drugs be safe and work the same as brand name drugs. They may have a different shape, color, preservative or flavor. This does not affect how the drug works in your body.

According to the FDA, generic drugs can be trusted to be the same as brand name drugs. They have the same chemical name, active ingredients, quality, purity, strength and dose to treat your illness. Nearly 8 out of 10 prescriptions from your pharmacy are generic drugs, and the use of generics is expected to grow.

After a drug has been around for many years, companies are able to make a generic version of that drug. Sometimes it is the same company making the generic and brand name drugs. Generic drugs cost less than brand name drugs because studies on how they work in your body were already done. Generic drugs come as prescription or over-the-counter medications.

If your medication looks different, always ask your pharmacist or doctor if it is generic and to check the dose.



L.A. Care Welcomes Members Into Its Cal MediConnect (Medicare-MediCal) Plan!

On January 1, 2015, L.A. Care welcomed some of its Medicare members into its Cal MediConnect Plan.

This is great news! L.A. Care members who enroll in the Cal MediConnect Plan will continue receiving their coordinated care from L.A. Care; that will not change. But how you get these services may change.

 As a member of the L.A. Care Cal MediConnect Plan, you will receive the following benefits:

- One phone number to call for help
- One ID to get Medicare and Medi-Cal services
- Other benefits only available to you, like transportation, dental and vision services

For more information, please call 1-888-522-1298 (TTY/TDD call 1-888-212-4460), 24 hours a day, 7 days a week, including holidays.

Let Your Doctor Know About Your Special Needs



What is the Americans with Disabilities Act (ADA)?

The ADA is a law that says that people with disabilities must have equal opportunity to participate in all areas of community life.

Doctors, specialists and health plans must follow ADA guidelines so that people with disabilities have their physical, verbal and emotional needs met. If you let your doctor or clinic know, they can make sure you get the care you need.

Your doctor or clinic must provide access to the following:

- Parking
- Elevator
- Clinic entrance
- Exterior and interior areas
- Restrooms
- Adjustable exam tables
- Weight scales
- A wheelchair or scooter
- Teletypewriters and American Sign Language if you are deaf, hard of hearing or speech impaired

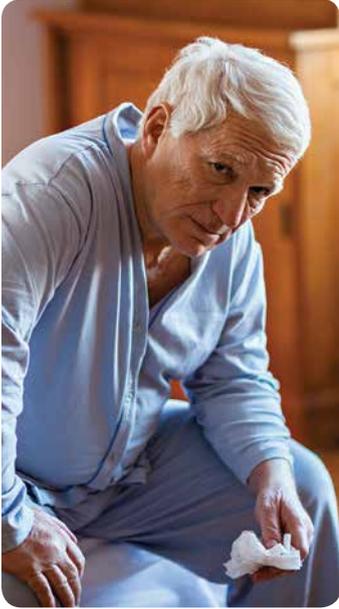
To find providers or clinics that can meet your needs:

1. Call Member Services at 1-888-839-9909.
2. Log on to lacare.org, select **For Members** and then **Find a Doctor or Hospital** under **Member Tools**.
3. Talk to your doctor or your specialist about your needs.

If you believe your doctor's office or specialist is not following ADA rules, please contact Member Services. Rules apply for Accessibility Assessment Reviews based on ADA rules and guidelines.

For more information on the Americans with Disabilities Act, you can also contact the U.S. Department of Justice ADA Information Line at 1-800-514-0301 (voice) or 1-800-514-0383 (TTY/TDD).

Self-Care for Colds and Flu



Colds and flus are caused by viruses. They can't be cured with antibiotics. There are things you can do to relieve your symptoms:

- Drink plenty of fluids to avoid dehydration (water or clear soup).
- Get plenty of rest.
- Take your temperature several times a day. Call your doctor if your fever goes over 100.4°F for more than a day.
- Breathe steam to open blocked nasal passages. You can stand in a hot shower or use a vaporizer. Saline nasal sprays and decongestant tablets also help open a stuffy nose.
- For a sore throat, gargle every two hours with 1/4 teaspoon of salt dissolved in 1/2 cup of warm water.
- Throat lozenges and cough drops help moisten your throat. If coughing is a problem, an expectorant can help loosen mucus. A cough suppressant may help if you have a dry cough.

Call your doctor if you are not feeling better after seven days or if you have any of the following symptoms:

- Shortness of breath
- Pain or pressure in the chest or abdomen
- Worsening symptoms
- Fever that doesn't go down with medication
- Continued vomiting
- Dehydration (including extreme thirst, dark urine, infrequent urination or dry mouth), spotted, red or very sore throat

MSSP Program Helps Seniors Continue Living at Home

The Multipurpose Senior Services Program (MSSP) helps members who are over 65 and need ongoing nursing assistance to continue living independently in the community.

Eligible L.A. Care members are referred to one of six MSSP sites that provide help with coordinating social and medical services. Once members are enrolled, a social worker and our registered nurse team evaluate the members' needs and:

- Work with members to develop a care plan
- Help members access services
- Identifies any service gaps
- Coordinates services like help with housing, repairs, home chores, personal care, hospice, mental health, caregiver support, transportation, respite care, meals and more

MSSP services are included in your plan benefits. If you, a family member or someone you care for needs MSSP assistance, call L.A. Care Member Services at 1-888-839-9909 and ask to talk with a coordinator in the MLTSS Department.



Five important goals of MSSP:

1. Keep you safe and healthy at home.
2. Allow you to make your own decisions.
3. Guide you so that you are able to access information you may need.
4. Treat you with dignity and respect.
5. Most importantly, provide the right services so that you can continue to live comfortably in your own home.



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 the 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 it works 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**.

Get Help in Your Language



Is your primary language something other than English? Are there times when you have trouble talking with your doctor because of language problems? L.A. Care offers free interpreters to help you. To get an interpreter for office visits, call L.A. Care's Member Services Department at 1-888-839-9909 (TTY/TDD 1-866-522-2731).

You have the right to have help in your preferred language. L.A. Care is here to help you get the care you need and make sure you understand your health and your doctor.

Also, if you speak Cantonese, Khmer, Korean, Mandarin, Tagalog, Thai or Vietnamese, L.A. Care is proud to offer **“Know Your Rights: What You Need to Know About Interpreting Services.”** This DVD shows how easy it is to get help talking to your doctor in your language.

To request a copy of the DVD, call the L.A. Care Member Services Department at 1-888-839-9909.

Go green and get your *Live Well* member news electronically!



Would you like to get member news by e-mail or on your cell phone? Call us or send your e-mail or cell phone number to us at **editor@lacare.org**.

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



Coping With Winter Sadness

The holidays are over, and if you are feeling sad following the excitement of Thanksgiving, Christmas and New Year, know that this is common. What's going on? You may be mildly sad or very depressed. This is especially true for those who are shut in or who have chronic pain.

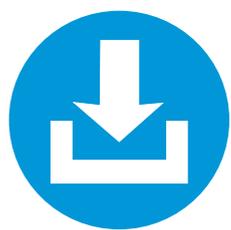
Sadness, or depression, can make you feel irritable, anxious, less active, tired or sleepy. To overcome these feelings, take the following steps:

- Limit the use of alcoholic beverages.
- Surround yourself with supportive, caring people.
- Share your feelings with the people closest to you.
- Do activities that you enjoy.

Consider going outside during daylight hours in the sunshine, which may help raise your mood. Volunteering to help others or contacting friends or loved ones and spending time with them, may also make a difference.



If feelings of sadness do not go away, or you need mental health or substance abuse care, talk with your doctor or seek help through L.A. Care's mental health partner, Beacon Health Strategies. A referral is not needed. You can get help 24 hours a day, 7 days a week at 1-877-344-2858.



TRY BLUE BUTTON!

Partner with your doctor – use **Blue Button**.

With **Blue Button** you can print out your prescription history to review with your doctor at your next appointment. Be a team player for your health and use **Blue Button** today!



It's easy to get started! Follow these simple steps:

1. Visit **lacare.org** and click 'Member Sign In' on the top right.
2. Click 'Agree' to accept the Privacy Policy and Terms & Conditions.
3. Click 'Blue Button Download My Data' and sign up – you'll need your Member ID and e-mail address.
4. Print a copy of your prescription history and bring it to your next doctor's visit.

Need help? Call us at **1-888-839-9909** (TTY/TDD 1-866-522-2731). These calls are free, and we are open 24 hours a day, 7 days a week and holidays.

Can You Name Your Managed Long Term Services and Supports Benefits?

Do you know what services are part of Managed Long Term Services and Supports (MLTSS)? See if you can name each one by its description. The answers are at the bottom of this column.

1. This service lets people hire a homecare worker to help with their daily needs at home. Some examples are cooking, cleaning and giving medicines.

| | |
|--------------------------------|---|
| A. Community Services | D. Community Based Adult Services |
| B. In-Home Supportive Services | E. Multipurpose Senior Services Program |
| C. Long Term Care | |

2. This is a program that offers social and health care coordination services for people age 65 and older.

| | |
|--------------------------------|---|
| A. In-Home Supportive Services | D. Multipurpose Senior Services Program |
| B. Long Term Care | E. Community Based Adult Services |
| C. Community Services | |

3. This program provides daytime health care at a center. Services include nursing services, therapy, activities, socialization and meals for eligible people.

| | |
|---|-----------------------------------|
| A. Long Term Care | D. In-Home Supportive Services |
| B. Multipurpose Senior Services Program | E. Community Based Adult Services |
| C. Community Services | |

4. This service refers to on-going care in a nursing home or other facility.

| | |
|---|---|
| A. Multipurpose Senior Services Program | D. In-Home Supportive Services |
| B. Community Services | E. Community Based Adult Services Centers |
| C. Long Term Care | |

5. L.A. Care's MLTSS staff works with members to coordinate access to these services that can help people live independently. Examples are food banks, Meals on Wheels, transportation, utility discount and many other services.

| | |
|---|--------------------------------|
| A. Community Based Adult Services | D. In-Home Supportive Services |
| B. Long Term Care | E. Community Services |
| C. Multipurpose Senior Services Program | |

Answers: 1. (B) In-Home Supportive Services (IHSS); 2. (D) Multipurpose Senior Services Program (MSSP); 3. (E) Community Based Adult Services (CBAS); 4. (C) Long Term Care (LTC); 5. (E) Community Services.



Follow Us... for a Healthy Life!

L.A. Care's Family Resource Centers Welcome You

L.A. Care Family Resource Centers (FRCs) are your centers for health and wellness. There are now four L.A. Care FRCs located throughout Los Angeles County:

- Inglewood
(Corner of Century & Crenshaw)
- Lynwood (Plaza Mexico)
- Boyle Heights
(The Wellness Center)
- Pacoima (San Fernando Valley) –
new center, opened fall 2014!

The FRCs offer free health classes, such as Zumba and healthy cooking, and can help you get free and low-cost health care with L.A. Care Health Plan.

L.A. Care knows that a healthy city depends on its members to take action for their own health. This means it starts with YOU! Bring your family for free health classes, take a dance class with your neighbors or have your caregivers stop by with your children after school.

To learn more about the FRCs and view class dates and times, visit lacare.org.





QUICK TIPS: When to Call Member Services

L.A. Care's Member Services Department at 1-888-839-9909 is open 24 hours a day, 7 days a week and holidays. The number is also on the back of your ID card. Call us; we are here to help.

- **Ask Us Questions:** Wonder about your benefits, claims, how to see a doctor or get medicine, or anything else? Call our Member Services Department.
- **Keep Us Informed:** Moving and need a new doctor? Let us know right away by calling our Member Services Department.
- **Report Actions That Don't Seem Right to You:** Did you get a bill or statement for services you did not have? Did a doctor or staff member ask you to pay for a service you feel is a covered benefit? Did you get assigned to a doctor or group that wasn't what you chose? If so, call our Member Services Department or use our Compliance HelpLine. To use the HelpLine, call 1-800-400-4889. You can also report online at lacare.ethicspoint.com.
- **Help Us Fight Fraud and Abuse in Government Programs:** Everyone is hurt by fraud and abuse. Millions of dollars are paid to those not entitled to receive services or cash. That money could be spent to provide more care to people in need. Do you know someone getting care that they are not entitled to receive? Do you suspect a doctor or lab of billing too much or billing for services not provided? If so, please call the Member Services Department or use our HelpLine at 1-800-400-4889. You can make a difference!

Protect Yourself Against Medical Identity Theft



There are thieves who use other people's credit cards to buy things for themselves. This can also happen with your medical information if

someone gets your medical ID or Social Security number. They can then use it to see the doctor, buy drugs or submit fake bills in your name. This is called medical identity theft.

Medical identity theft can damage your credit rating and can harm your health. If false information gets into your medical records, you may get the wrong treatment.

Here are some ways to protect against medical identity theft:

- Keep your insurance and Social Security numbers safe.
- File paperwork and shred what you don't need.
- Distrust strangers who offer free or discounted medical services.
- Review your medical bills and statements. Check for items or services you did not receive. If you see something strange or wrong, call your health care provider.
- Never share your information with persons who say they are bill collectors. If they really are, they will already have your information.

If you have questions about your bill or think there is a problem, please call L.A. Care at 1-800-400-4889.

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.

L.A. CARE:

**L.A. Care Health Plan &
L.A. Care Healthy Kids (0-5)**

1-888-839-9909

(TTY/TDD **1-866-522-2731**)

24 hours a day, 7 days a week and holidays

L.A. Care Cal MediConnect

1-888-522-1298

(TTY/TDD **1-888-212-4460**)

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

1-855-222-4239

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/TDD **1-866-522-2731**)

24 hours a day, 7 days a week and holidays

L.A. Care's Nurse Advice Line

(non-emergency medical advice)

1-800-249-3619 (TTY/TDD 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

(non-emergency medical advice)

Anthem Blue Cross: 1-800-224-0336

(TTY/TDD **1-800-368-4424**)

Care1st: 1-800-609-4166

(TTY/TDD **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 Strategies

[mental health care]

1-877-344-2858

(TTY/TDD **1-800-735-2929**)

24 hours a day, 7 days a week



IN CASE OF EMERGENCY, CALL 911

L.A. Care Works for You

L.A. Care aims to inform, educate, engage and empower YOU! We want you to be well and happy with your health care. We engage more than 1.6 million members in many ways, such as through mail, e-mail, phone, websites, newsletters and even your doctor!

Let us help you with your health care when you need it and how you need it. Call us at 1-888-839-9909 (TTY/TDD 1-866-522-2731) 24 hours a day, 7 days a week and holidays. Also, visit our website and member portal at **lacare.org**.



Looking for New L.A. Care Volunteers!

You can be a voice to help L.A. Care meet the needs of the neighborhoods we serve. We are seeking new people to help with our Regional Community Advisory Committees (RCACs). RCAC members bring the voice of their communities to L.A. Care's Board of Governors, which guides programs for over 1.6 million members. We invite people over 18 years of age of many backgrounds. L.A. Care offers a special welcome to seniors and people with disabilities who would like to be part of RCAC. Please call 1-888-522-2732 to find out more.

English To request free interpreting services, information in your language or in another format, call L.A. Care at 1-888-839-9909 or TTY/TDD 1-866-522-2731.

Arabic لطالب خدمات ترجمة فورية مجانية، ومعلومات بلغتك أو بتنسيق آخر، اتصل بـ L.A. Care على الرقم 1-888-839-9909 أو رقم الصم 1-866-522-2731 TTY/TDD.

Armenian Անվճար բանավոր թարգմանչական ծառայություններ ինչպես նաև ձեր լեզվով կամ այլ ֆորմատով տեղեկություններ խնդրելու համար, զանգահարեք L.A. Care 1-888-839-9909 կամ TTY/TDD 1-866-522-2731 հեռախոսահամարներով:

Chinese 如果您需要免費口譯服務，或需要您使用之語言版本或其他格式的資訊，請致電 L.A. Care，電話號碼是 1-888-839-9909 或 TTY/TDD 專線 1-866-522-2731。

Farsi جهت درخواست خدمات رایگان مترجم شفاهی، دریافت اطلاعات به زبان خودتان یا سایر فرمت ها، با L.A. Care به شماره تلفن 1-888-839-9909 یا TTY/TDD 1-866-522-2731 تماس بگیرید.

Hebrew לקבלת שירותי תרגום חינם או מידע בשפה אחרת או בפורמט אחר, אנא התקשר/י ל-L.A. Care במספר 1-888-839-9909 או TTY/TDD 1-866-522-2731.

Japanese 無料通訳サービス、日本語又はその他の形式で情報をご希望の際は、L.A. Careにお電話、フリーダイヤル1-888-839-9909もしくはTTY/TDD 1-866-522-2731までご連絡ください。

Khmer ដើម្បីស្នើសុំសេវាការបកប្រែជាយកតិចតិច ឬសុំរាប់ព័ត៌មានជាភាសាខ្មែរ ឬជាទម្រង់ផ្សេងទៀត សូមទូរស័ព្ទទៅ L.A. Care តាមលេខ 1-888-839-9909 ឬ TTY/TDD 1-866-522-2731។

Korean 무료 통역 서비스, 다른 언어 또는 다른 형식으로 된 자료가 필요하신 경우, L.A. Care 1-888-839-9909번 또는 TTY/TDD 1-866-522-2731번으로 문의하십시오.

Russian Чтобы сделать запрос о предоставлении бесплатных услуг переводчика, информации на Вашем языке или в другом формате, позвоните в L.A. Care по номеру телефона 1-888-839-9909 или по номеру линии TTY/TDD 1-866-522-2731.

Spanish Para solicitar servicios de interpretación gratuitos o información en su idioma o en otro formato, llame a L.A. Care al 1-888-839-9909 o al 1-866-522-2731 para TTY/TDD.

Tagalog Upang humiling ng mga libreng serbisyo sa pagsasalang-wika, impormasyon sa iyong wika o sa isa pang format, tumawag sa L.A. Care sa 1-888-839-9909 o TTY/TDD 1-866-522-2731.

Vietnamese Để yêu cầu dịch vụ thông dịch miễn phí, thông tin bằng ngôn ngữ của quý vị hoặc bằng một hình thức khác, vui lòng gọi L.A. Care tại số 1-888-839-9909, hoặc nếu dùng TTY/TDD, xin gọi số 1-866-522-2731.

This is not a complete list. The benefit information is a brief summary, not a complete description of benefits. For more information contact the plan or read the member handbook. Limitations, copays, and restrictions may apply. For more information call L.A. Care Cal MediConnect member services or read the L.A. Care Cal MediConnect member handbook. Benefits, list of covered drugs, pharmacy and provider networks and/or copayments may change from time to time throughout the year and on January 1 of each year. To learn more, please call L.A. Care Member Services Department at **1-888-522-1298** (TTY/TDD **1-888-212-4460**), 24 hours a day, 7 days a week, and holidays.

Live Well is a member news publication by L.A. Care for L.A. Care's Adult and Special Needs Members. L.A. Care Health Plan is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees.

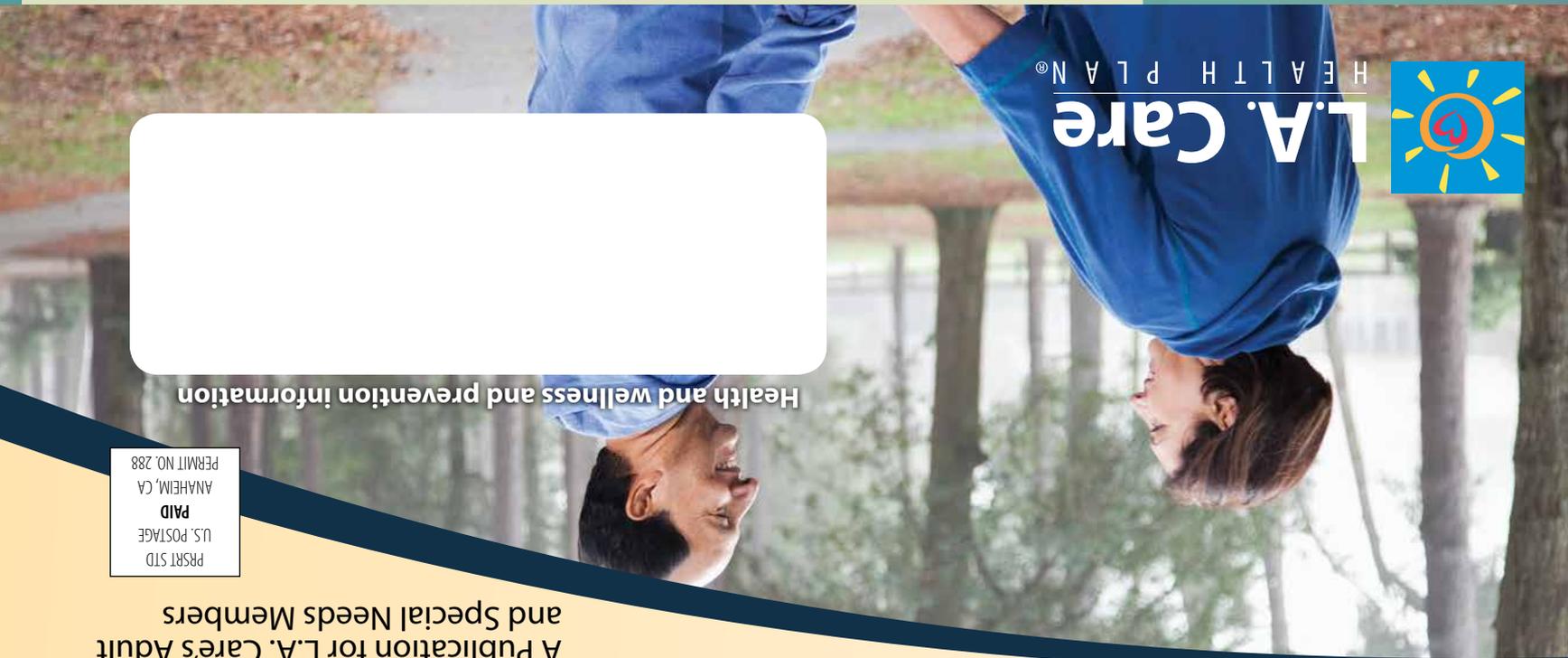
You can get this information for free in other languages. Call **1-888-522-1298** (TTY/TDD **1-888-212-4460**). The call is free. L.A. Care Member Services is open 24 hours a day, 7 days a week and holidays.

Esta información está disponible de forma gratuita en otros idiomas. Comuníquese con Servicios para los miembros al número **1-888-839-9909** para más información. Los usuarios que utilizan TTY/TDD deben llamar al **1-866-522-2731**. El servicio está disponible las 24 horas del día, los 7 días de la semana, incluso los días festivos.



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Health and wellness and prevention information

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A Publication for L.A. Care's Adult and Special Needs Members

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