



**L.A. Care**  
HEALTH PLAN®

*For A Healthy Life*

SPRING 2018

**be**  
*well*

A Publication for L.A. Care Members

## Sweeten Your Life in a Healthy Way!

Spring brings the sweetness of beautiful, warm days, tasty fruits and lovely flowers as the birds and bees get busy doing their work in nature. The season can also be a reminder to sweeten your life in a healthy way by choosing the right amount and type of sweets that you eat.

Foods sweetened with sugar may taste good, but the calories and your blood sugar levels can add up fast. When using natural sweeteners such as sugar, honey, agave nectar or stevia, less is better. Artificial sweeteners such as aspartame (Equal, NutraSweet), saccharin (Sweet'N Low) or sucralose (Splenda) can help you lower the sugar in your blood, but be careful of the health risks they may cause. Know which sweeteners are safe and do not have negative effects.

Make healthier choices, such as fruits, veggies and whole grains. Check the nutrition label on your food and drinks. Make water your go-to drink. Sodas, juices and other energy drinks are loaded with sugar. Every 4 grams of sugar is equal to 1 teaspoon of sugar. A 12 ounce can of a regular soft drink has an average of 39 grams of sugar or a little over 9 teaspoons of sugar!

Having a sweet treat such as candy or pastry once in a while is okay, as long as you balance it by keeping the portions small and make healthier choices daily.



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



# Ask the Doc: Asthma and Its Triggers

## Q: What is asthma?

**A:** Asthma is a disease of the lungs that narrows airways and makes it hard to breathe. It causes coughing, wheezing and tightness in the chest. Things that cause your asthma symptoms to flare up are called *triggers* and can make your symptoms worse. Not everyone has the same triggers.

## Q: What are some common triggers of asthma?

**A:** The following are some of the triggers that can cause asthma symptoms to flare up:

- Grass, trees, plants and weeds
- Dust and molds
- Some insects
- Household pets
- Smoke, colds or flu
- Changes in the weather
- Some foods
- Strong smells

## Q: How can asthma be treated?

**A:** Talk with your doctor about your asthma treatment and make a written **Asthma Action Plan**.

You will likely take medicines using an inhaler. **Controller medicines** are taken every day, even when you feel well, to reduce airway inflammation and help prevent asthma symptoms. **Quick-relief medicines** (sometimes called rescue medicines) are taken as soon as you have any warning signs of an asthma attack.



To avoid asthma attacks, know what triggers your symptoms and avoid them when you can. See your doctor often to review your triggers, medicines and treatment plan. L.A. Care offers a free program called **L.A. Cares About Asthma®** to help members keep their asthma under control. To learn more about the program, please call **1.888.200.3094** (TTY 711).

# Go Further With Food



March is National Nutrition Month®. This campaign was started in 1973 by the Academy of Nutrition and Dietetics to raise awareness about the importance of healthy food for good health.

This year's theme is "Go Further with Food." Almost 40% of all food in America is thrown away each year. "Go Further with Food" by planning out your meals and snacks one week at a time. This

will help you make healthier food choices and save money, too. You also waste less food by cooking only what you will be eating for the week.

## Tips for Healthy Eating

1. Include a variety of healthful foods from all of the food groups.
2. Eat the foods you have on hand before buying more at the store.
3. Buy only the amount that can be eaten or frozen within a few days.
4. Plan ways to use leftovers for lunch or dinner later in the week.
5. Pay attention to portion sizes. Eat and drink the amount that's right for you.
6. Know and use good food safety practices.

L.A. Care Health Plan can help members plan healthy meals and snacks. You can talk to a dietitian on the phone, online through our member portal, or at our Family Resource Centers. Call **Member Services** today at **1.888.839.9909** to learn more about the programs and services available. It's time to put your best fork forward!

# Keep Your Healthy Smile

Your teeth are important to your health. The following tips can help keep your smile looking great:



- Brush and floss your teeth regularly. Your teeth should be cleaned after each meal, or at least twice a day.
- Avoid sugary foods and drinks. They can destroy the enamel that protects your teeth, sometimes causing the teeth to rot. Limit sugary foods such as cookies, cake, candy and sodas. They are not good for your health and can cause weight gain.
- See a dentist regularly. Your dentist will check your teeth for cavities, tooth damage and gum disease.

## Learn About Dental Services

L.A. Care wants to help you keep a healthy smile. To learn more about dental services or to find a dentist near you, please call **Member Services** at **1.888.839.9909** (TTY 711), 24 hours a day, 7 days a week.

# My Health In Motion™ “Challenges” Starts Soon!

Do you want to start making better health choices but need help getting started?

Give L.A. Care’s *My Health In Motion*™ online “Challenges” campaign a try! Each week you will get an email through the *My Health In Motion*™ portal with that week’s health challenge. It will focus on nutrition, exercise, social support, mental health and much more. You will earn an electronic “badge” for completing each challenge.

The portal has tools to help you, such as the Steps Tracker, Food Log, workshops, and recipes. You can even talk to a health coach, dietician or trainer. Get started now by creating an account if you do not already have one. You can access the portal by logging into [lacare.org](http://lacare.org) and clicking on the “*My Health In Motion*™” tab. The “Challenges” campaign starts in April. Please watch for an email coming soon with more details!

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



# Let's Choose Health Together!

The L.A. Care **Family Resource Centers (FRCs)** are *Your Centers for Health and Wellness!* Our FRCs are vibrant spaces for the community to come together and learn new skills. The Centers offer health education and exercise classes that are **free** and **open to everyone**. You and your family can take CPR, Dance, Healthy Cooking, Yoga, Zumba® classes and much more at your nearest center. L.A. Care members can attend an orientation, request a member ID card, and get help choosing a doctor or making an appointment.



**Family  
Resource  
Centers**

There are five  
FRCs conveniently  
located throughout  
Los Angeles County:

## **Boyle Heights**

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

Phone: **213.294.2840**  
Mon-Fri 8:30 a.m. – 5 p.m.  
Sat 9 a.m. – 12 p.m.

## **Inglewood**

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

Phone: **310.330.3130**  
Mon-Thur 10 a.m. – 7 p.m.  
Fri 9 a.m. – 6 p.m.  
Sat 9 a.m. – 12 p.m.  
Open 8:30 a.m. – 2:30 p.m.  
every 4th Sat

## **Lynwood**

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

Phone: **310.661.3000**  
Mon-Fri 10 a.m. – 6:30 p.m.  
Sat 9 a.m. – 2 p.m.

## **Pacoima**

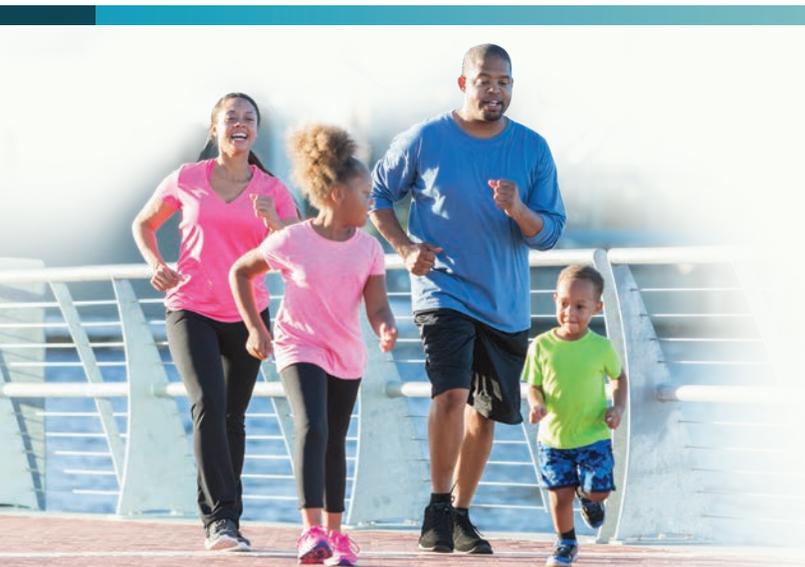
In the Zocalito Plaza  
10807 San Fernando Road  
Pacoima, CA 91331

Phone: **213.438.5497**  
Mon-Fri 10 a.m. – 7 p.m.  
Sat 9 a.m. – 2 p.m.

## **Palmdale**

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

Phone: **213.438.5580**  
Mon-Fri 9 a.m. – 6 p.m.  
Sat 9 a.m. – 1 p.m.



Health is much more  
dependent on our habits and  
nutrition than on medicine.

**-John Lubbock**



# How Long Should I Wait for My Appointment?

Did you know L.A. Care has rules about how long you should wait to get a doctor appointment? Appointments must be offered within the timeframes listed below:

## Primary Care Doctors

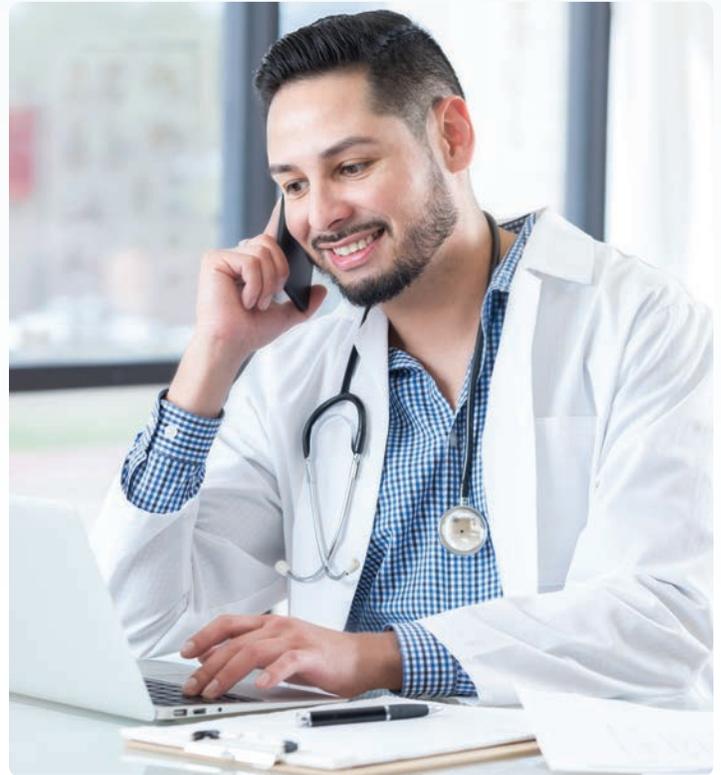
- Routine appointment (non-urgent): 10 business days
- Urgent appointment (no authorization required): 48 hours

## Specialists

- Routine appointment (non-urgent): 15 business days
- Urgent appointment (requiring prior authorization): 96 hours

Did you know you can get health advice when your doctor's office is closed and on weekends or holidays?

- L.A. Care doctors must be available, or have someone available, to help you at all times.
- If you need to talk to your doctor when the office is closed, call your doctor's office phone number. Follow their instructions.
- A doctor or nurse should call you back within 30 minutes.



If you have trouble reaching your doctor, call L.A. Care's Nurse Advice Line at **1.800.249.3619** (TTY **711**) 24 hours per day/7 days per week. A nurse will give you the health information you need. Please remember, if you have a medical emergency and need help right away, dial **911** or go to your nearest emergency room.

# What Is High Blood Pressure?



Blood pressure is the force blood puts on your artery walls as it moves through the body. Your blood pressure changes during the day, depending on what you are doing. If your blood pressure stays high for too long, you have hypertension (or high blood pressure) that can cause health issues.

## Know Your Numbers

Normal blood pressure is 120/80. Most times high blood pressure has no signs or symptoms. That is why it's important to have your doctor check your blood pressure and to know your numbers.

## Tips to Manage Blood Pressure

If you have high blood pressure, there are several things you can do:

- Take your blood pressure medicine as your doctor prescribes
- Get your blood pressure medications refilled regularly
- Eat a healthy diet (low salt, low cholesterol)
- Be at the right weight for your body
- Don't smoke
- Be active (walking, riding a bike, swimming)

L.A. Care offers a free program called *L.A. Cares About Your Heart*<sup>®</sup> to help members control their blood pressure and cholesterol. To learn more about the program, please call **1.855.707.7852 (TTY 711)**.



# Getting Connected With L.A. Care's Formulary



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



## How Do I Use the Formulary?

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

## Formulary Restrictions

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

## Where to Pick Up Your Medication

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

## What is a Specialty Pharmacy?

- Some drugs need to be filled at our specialty pharmacies. They handle drugs with special storage needs. These are called “specialty drugs”.
- Specialty drugs are only available for up to a one-month supply.
- Specialty pharmacies that work with L.A. Care are listed on the Formulary.
- Kroger Specialty Pharmacy and Lumicera Specialty Pharmacy are the main pharmacies for L.A. Care.

# Nurse Advice Line: Available to Help You With Your Health Care Needs



Do you have questions about your health? Need medical advice fast? The **Nurse Advice Line** is available 24 hours a day, 7 days a week. Registered nurses will answer your health questions and help you take care of your family. You can also use the audio library to learn more about many different health topics. Call **1.800.249.3619** (TTY **711**) or chat with a nurse online for free. Please visit **lacare.org** and log onto the member sign-in to access the nurse chat function.

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

**Anthem Blue Cross: 1.800.224.0336** or TTY **1.800.368.4424**

**Care1st Health Plan: 1.800.609.4166** or TTY **1.800.735.2929**

**Kaiser Permanente: 1.888.576.6225**

## Medical Identity Theft: Protect Yourself!



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

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

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

# How Much Do You Know About Asthma?

Match the words to their meanings.

1. Quick Relief \_\_\_\_\_

2. Trigger \_\_\_\_\_

3. Controller \_\_\_\_\_

4. Asthma Action Plan \_\_\_\_\_

5. Asthma \_\_\_\_\_

6. Inhaler \_\_\_\_\_

a. Problems breathing due to narrowed airways

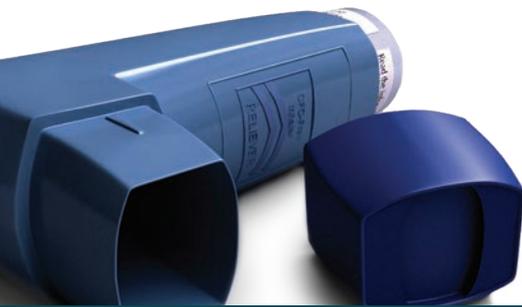
b. A device to take medicine into the lungs

c. The type of asthma medicine that prevents symptoms

d. The type of asthma medicine to take if you start having symptoms

e. Something that can bring on an asthma attack, such as stress, dust or pets

f. A plan you and your doctor make to help you manage your asthma



1, d, 2, e, 3, c, 4, f, 5, a, 6, b

ANSWERS:

## Go green and get *Be Well* electronically!



Would you like to get *Be Well* by email? Please sign up on our website at [lacare.org/be-well](http://lacare.org/be-well) to receive it by email. Be sure to like us on Facebook, Twitter and LinkedIn.

## L.A. Care Works for You

At L.A. Care, we inform, educate, and engage our members. We want to empower YOU to be well and happy with your health care. We reach more than 2 million members through mail, email, phone, websites, newsletters, and even through your doctor!

Let us help you with your health care when and how you need it. Call us at **1.888.839.9909** (TTY 711) 24 hours a day, 7 days a week and holidays. Also, visit our website and member portal at [lacare.org](http://lacare.org).



# Looking for L.A. Care Members to Join the Community Advisory Committees!

Do you want to learn how the health care system works? Would you like to share your thoughts on how L.A. Care can improve their services?

L.A. Care is looking for people to join the **Community Advisory Committees (CACs)**. As a CAC member, you can help L.A. Care meet the needs of the neighborhoods we serve. Your voice can really make a difference in improving the health care for the over 2 million L.A. Care members in L.A. County!

For more information, please call the **Community Outreach & Engagement Department** at **1.888.522.2732**, Monday – Friday, 8 a.m. – 5 p.m.



## Important Numbers

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

### L.A. CARE

**L.A. Care Health Plan**  
**1.888.839.9909** (TTY 711)

**PASC-SEIU 1.844.854.7272**  
24 hours a day, 7 days a week and holidays

**L.A. Care Cal MediConnect**  
**1.888.522.1298**  
(TTY 711)  
24 hours a day, 7 days a week and holidays

**L.A. Care Family Resource Centers**  
(Your Centers for Health and Wellness)  
**1.877.287.6290**  
L.A. Care Covered™  
**1.855.270.2327**

**L.A. Care Compliance Helpline**  
(to report fraud or abuse)  
**1.800.400.4889**  
24 hours a day, 7 days a week and holidays

**L.A. Care Language/Interpreter Services**  
**1.888.839.9909** (TTY 711)  
24 hours a day, 7 days a week and holidays

**L.A. Care's Nurse Advice Line**  
(for non-emergency medical advice)  
**1.800.249.3619** (TTY 711)  
24 hours a day, 7 days a week and holidays

### MEDI-CAL PLAN PARTNERS

**Anthem Blue Cross**  
**1.888.285.7801**  
**Care1st Health Plan**  
**1.800.605.2556**  
**Kaiser Permanente**  
**1.800.464.4000**

**Plan Partners' Nurse Advice Lines**  
(for non-emergency medical advice)  
**Kaiser: 1.888.576.6225**  
**Care1st: 1.800.609.4166**  
(TTY **1.800.735.2929**)

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

### OTHERS

**LogistiCare**  
(No Cost Medi-Ride to the Doctor)  
**1.866.529.2141**  
(Spanish **1.866.529.2142**)  
24 hours a day, 7 days a week

**Beacon Health Options**  
(Behavioral Health Care)  
**1.877.344.2858**  
(TTY **1.800.735.2929**) **beaconhs.com**  
24 hours a day, 7 days a week

**IN CASE OF EMERGENCY, CALL 911**



**L.A. Care**  
HEALTH PLAN®

**SALES & MARKETING DEPARTMENT**

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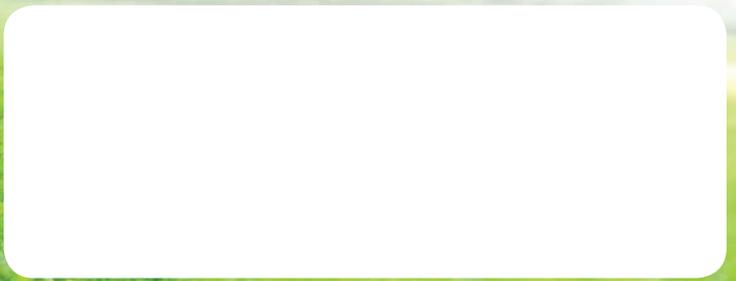
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**be well**

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PSRT STD  
U.S. POSTAGE  
PAID  
LOS ANGELES, CA  
PERMIT NO. 3244

**Health and wellness or prevention information**



English	Free language assistance services are available. You can request interpreting or translation services, information in your language or in another format, or auxiliary aids and services. Call L.A. Care at <b>1.888.839.9909</b> (TTY 711), 24 hours a day, 7 days a week, including holidays. The call is free.
Spanish	Los servicios de asistencia de idiomas están disponibles de forma gratuita. Puede solicitar servicios de traducción e interpretación, información en su idioma o en otro formato, o servicios o dispositivos auxiliares. Llame a L.A. Care al <b>1.888.839.9909</b> (TTY 711), las 24 horas del día, los 7 días de la semana, incluso los días festivos. La llamada es gratuita.
Arabic	خدمات المساعدة اللغوية متاحة مجاناً. يمكنك طلب خدمات الترجمة الفورية أو الترجمة التحريرية أو معلومات بلغتك أو بتسقيق آخر أو مساعدات وخدمات إضافية. اتصل بـ L.A. Care على الرقم <b>1.888.839.9909</b> (TTY 711) على مدار الساعة وطوال أيام الأسبوع، بما في ذلك أيام العطلات. المكالمات مجانية.
Armenian	Տրամադրելի են լեզվական օգնության անվճար ծառայություններ: Կարող եք խնդրել բանավոր թարգմանական կամ թարգմանական ծառայություններ, ձեր լեզվով կամ տարբեր ձևաչափով տեղեկություն, կամ օժանդակ օգնություններ և ծառայություններ: Զանգահարեք L.A. Care <b>1.888.839.9909</b> համարով (TTY 711), օրը 24 ժամ, շաբաթը 7 օր, ներառյալ տոնական օրերը: Այս հեռախոսազանգն անվճար է:
Chinese	提供免費語言協助服務。您可申請口譯或翻譯服務，您使用之語言版本或其他格式的資訊，或輔助援助和服務。請致電 L.A. Care 電話 <b>1.888.839.9909</b> (TTY 711)，服務時間為每週 7 天，每天 24 小時（包含假日）。上述電話均為免費。
Farsi	خدمات رایگان امداد زبانی موجود می باشد. می توانید برای خدمات ترجمه شفاهی یا کتبی، اطلاعات به زبان خودتان یا فرمت دیگر، یا امدادها و خدمات اضافی درخواست کنید. با L.A. Care به شماره <b>1.888.839.9909</b> (TTY 711) در 24 ساعت شبانه روز و 7 روز هفته شامل روزهای تعطیل تماس بگیرید. این تماس رایگان است.
Hindi	मुफ्त भाषा सहायता सेवाएं उपलब्ध हैं। आप दुआपिया या अनुवाद सेवाओं, आपकी भाषा या किसी अन्य प्रारूप में जानकारी, या सहायक उपकरणों और सेवाओं के लिए अनुरोध कर सकते हैं। आप L.A. Care को <b>1.888.839.9909</b> (TTY 711) नंबर पर फोन करें, दिन में 24 घंटे, सप्ताह में 7 दिन, छुट्टियों सहित। कॉल मुफ्त है।
Hmong	Muaj kev pab txhaus lus pub dawb rau koj. Koj tuaj yeem thov kom muab cov ntaub ntawv txhaus ua lus lossis txhaus ua ntawv rau koj lossis muab txhaus ua lwv yam lossis muab kxoom pab thiab lwv yam kev pab cuam. Hu rau L.A. Care ntawm tus xov tooj <b>1.888.839.9909</b> (TTY 711), tuaj yeem hu tau txhua txhua 24 teev hauv ib hnub, 7 hnub hauv ib yim thiab suab nrog cov hnub so tib si, tus xov tooj no hu dawb xwb.
Japanese	言語支援サービスを無料でご利用いただけます。通訳・翻訳サービス、日本語や他の形式での情報、補助具・サービスをリクエストすることができます。L.A. Careまでフリーダイヤル <b>1.888.839.9909</b> (TTY 711) にご連絡ください。祝休日を含め毎日24時間、年中無休で受け付けています。
Khmer	សេវាជំនួយខាងភាសា គឺមានដោយឥតគិតថ្លៃ។ អ្នកអាចស្នើសុំសេវាបំភ្លឺប្រាប់មាត់ ឬការបំភ្លឺ ឬស្នើសុំព័ត៌មាន ជាភាសាខ្មែរ ឬជាទម្រង់មួយទៀត ឬជំនួយប្រាំមួយដង និងសេវា។ សូមទូរស័ព្ទ L.A. Care តាមលេខ <b>1.888.839.9909</b> (TTY 711) បាន 24 ម៉ោងមួយថ្ងៃ 7 ថ្ងៃ មួយអាទិត្យ រួមទាំងថ្ងៃបុណ្យផង។ ការបំភ្លឺនេះគឺឥតគិតថ្លៃឡើយ។
Korean	무료 언어 지원 서비스를 이용하실 수 있습니다. 귀하는 통역 또는 번역 서비스, 귀하가 사용하는 언어 또는 기타 다른 형식으로 된 정보 또는 보조 지원 및 서비스 등을 요청하실 수 있습니다. 공휴일을 포함해 주 7일, 하루 24시간 동안 L.A. Care <b>1.888.839.9909</b> (TTY 711)번으로 문의하십시오. 이 전화는 무료로 이용하실 수 있습니다.
Lao	ພາສາອັງກິດ, ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໂດຍບໍ່ເສຍຄ່າ. ທ່ານສາມາດຂໍບໍລິການນາຍພາສາ ຫຼື ແປພາສາໄດ້, ສຳລັບຂໍ້ມູນໃນພາສາຂອງທ່ານ ຫຼື ໃບຮູບແບບອື່ນ, ຫຼື ເຄື່ອງມືຊ່ວຍເຫຼືອ ຕໍ່ບໍລິການເຮັດມື. ໃຫ້ໂທຫາ L.A. Care ໄດ້ທີ່ <b>1.888.839.9909</b> (TTY 711), 24 ຊົ່ວໂມງຕໍ່ມື້, 7 ມື້ຕໍ່ອາທິດ, ວວມເຖິງວັນເວັກຕ້າງ. ການໂທແມ່ນບໍ່ເສຍຄ່າ.
Punjabi	ਮੁਫਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਤੁਸੀਂ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਣਕਾਰੀ ਜਾਂ ਸਹਾਇਕ ਉਪਕਰਨਾਂ ਅਤੇ ਸੇਵਾਵਾਂ ਲਈ ਬੇਨਤੀ ਕਰ ਸਕਦੇ ਹੋ। L.A. Care ਨੂੰ <b>1.888.839.9909</b> (TTY 711) ਨੰਬਰ ਉੱਤੇ ਕਾਲ ਕਰੋ, ਦਿਨ ਵਿੱਚ 24 ਘੰਟੇ, ਹਫ਼ਤੇ ਵਿੱਚ 7 ਦਿਨ, ਛੁੱਟੀਆਂ ਸਮੇਤ। ਕਾਲ ਮੁਫਤ ਹੈ।
Russian	Мы предоставляем бесплатные услуги перевода. У Вас есть возможность подать запрос о предоставлении устных и письменных услуг перевода, информации на Вашем языке или в другом формате, а также вспомогательных средств и услуг. Звоните в L.A. Care по телефону <b>1.888.839.9909</b> (TTY 711) 24 часа в сутки, 7 дней в неделю, включая праздничные дни. Этот звонок является бесплатным.
Tagalog	Available ang mga libreng serbisyo ng tulong sa wika. Maaari kang humiling ng mga serbisyo ng pag-interpret o pagsasalang-wika, impormasyon na nasa iyong wika o nasa ibang format, o mga karagdagang tulong at serbisyo. Tawagan ang L.A. Care sa <b>1.888.839.9909</b> (TTY 711), 24 na oras sa isang araw, 7 araw sa isang linggo, kabilang ang mga holiday. Libre ang tawag.
Thai	มีบริการช่วยเหลือภาษาฟรี คุณสามารถขอรับบริการการแปลหรือล่าม ขอข้อมูลในภาษาของคุณหรือในรูปแบบอื่น หรือความช่วยเหลือและรับบริการเสริมต่าง ๆ ได้ โทร L.A. Care ที่ <b>1.888.839.9909</b> (TTY 711) ตลอด 24 ชั่วโมง 7 วันต่อสัปดาห์รวมทั้งวันหยุด โทรฟรี
Vietnamese	Có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Quý vị có thể yêu cầu dịch vụ biên dịch hoặc phiên dịch, thông tin bằng ngôn ngữ của quý vị hoặc bằng các định dạng khác, hay các dịch vụ và thiết bị hỗ trợ ngôn ngữ. Xin vui lòng gọi L.A. Care tại <b>1.888.839.9909</b> (TTY 711), 24 giờ một ngày, 7 ngày một tuần, kể cả ngày lễ. Cuộc gọi này miễn phí.

The benefit information provided is a brief summary, not a complete description of benefits. Limitations, co-payments, and restrictions may apply. Benefits may change on January 1 of each year. To learn more, please call the L.A. Care Member Services at **1.888.839.9909** (TTY 711), 24 hours a day, 7 days a week, and holidays.

Be Well is a member news publication by L.A. Care for members of L.A. Care's Health Plan.

If you would like the information contained in this newsletter in another language or another format, please call Member Services at **1.888.839.9909** (TTY 711), 24 hours a day, 7 days a week including holidays.

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

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

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



**For A Healthy Life**  
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2018\_LAC\_2247\_LA0485\_BeWell\_Spring2018