



**L.A. Care**  
HEALTH PLAN®

*For a Healthy Life*

SUMMER 2018

**be**  
*well*

A Publication for L.A. Care Members

## Summer Fun: Be Healthy and Safe!

The hot, long days of summer are a great time for children to enjoy outdoor sports and water-related activities, which are fun and have many health benefits. Whether they are young children or teens, be sure to know how to keep them safe while enjoying summer outings. Following are some safety tips to keep in mind:

### Water activity safety awareness

- Teach your kids about water safety.
- Always supervise children when in or around water. A responsible adult should constantly watch young children.
- Teach children to swim. Formal swimming lessons can help protect children from drowning.
- Learn cardiopulmonary resuscitation (CPR). Your CPR skills could save someone's life.
- Install a four-sided fence around home pools.
- Wear a properly fitted life jacket every time you or your loved ones are on the water.

### Beat the heat and sun

Heat stroke or related illness happens when the body's temperature control system is overloaded. Infants and children up to 4 years of age are at the greatest risk. Even young and healthy people can get sick from the heat while doing strenuous physical activities during hot weather.

- Never leave infants, children, or pets in a parked car, even if the windows are open.
- Dress infants and children in loose, lightweight, light-colored clothing.
- Schedule outdoor activities for morning or evening hours.
- Take cool showers or baths.
- Seek immediate medical care if your child has symptoms of a heat-related illness like nausea, dizziness or headache.



Your family's health is L.A. Care's priority. If you have questions or need more information, call **Member Services** at **1.888.839.9909** (TTY 711). You can also call the Nurse Advice Line at **1.800.249.3619** (TTY 711) to talk to a nurse, 24 hours a day, 7 days a week. However, if you have a medical emergency and need help right away, dial 911 or go to your nearest Emergency Room.



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



# Ask the Doc: Lower Your Diabetes Risk With L.A. Care's Diabetes Prevention Program

## Q: What is prediabetes?

**A:** Prediabetes means your blood sugar is higher than normal, but not high enough yet to be diabetes. It is a sign that you are at high risk of getting diabetes. Our goal is to prevent diabetes, and the health issues it can lead to, before they start.

## Q: What is the new Diabetes Prevention Program?

**A:** The **Diabetes Prevention Program (DPP)** is a year-long class to lower the risk of diabetes. In a fun and caring way, trained Lifestyle Coaches help you make changes in the foods you eat and how much you move your body. These changes work together to prevent diabetes. DPP is offered at no cost to some adult L.A. Care members.

## Q: How do I qualify for the DPP?

**A:** To qualify for the DPP, adult L.A. Care members must:

- Be overweight
- Have a blood test result in the prediabetes range, OR
- Have had gestational diabetes (diabetes during pregnancy)

Ask your doctor if you meet these guidelines. If you already have diabetes, L.A. Care has other programs for you.



## Q: What will I learn?

**A:** You will learn how to eat healthy (without giving up the foods you love) and how to move your body more each day. You will also learn how to better deal with stress and how to get back on track if you have a bad day.

## Q: How do I sign up?

**A:** To learn more about the DPP, please call **Member Services** at **1.888.839.9909** (TTY 711).



Being healthy and fit isn't a fad or a trend. It's a lifestyle.

-Heather Montgomery

# Keep Your Child's Vaccines Up to Date

Vaccinations, or shots, are one of the best ways parents can protect infants, children and teens from 16 potentially harmful diseases. Vaccines prevent diseases that can be very serious or even deadly – especially in infants and young children. Children and teens need to see their doctor once a year for well-visits, even if they are healthy. For older children, use this year's back-to-school annual exam or physical to make sure they are up-to-date on their shots. Beat the summer rush and schedule an appointment today!



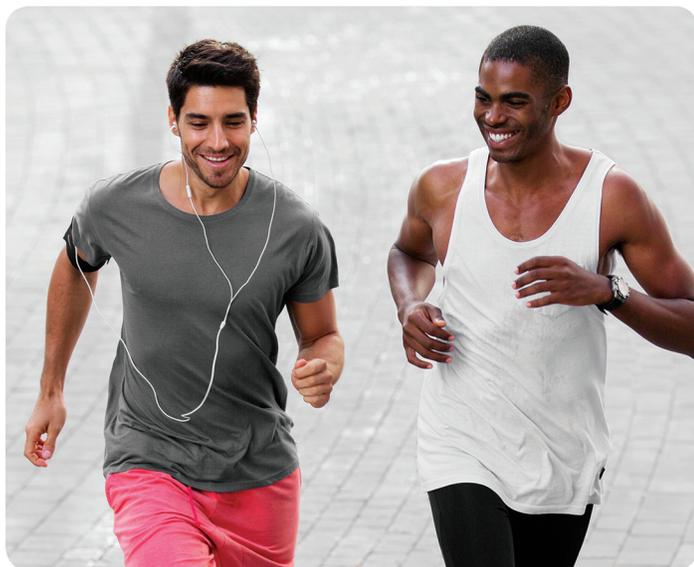
## Immunization Schedule

If your child is behind schedule, it's easy to catch up - ask your doctor.

Vaccine	Age									
	Birth	2 Months	4 Months	6 Months	12 Months	15-18 Months	4-6 Years	11-12 Years	13-18 Years	
Hepatitis B (Hep B)	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>						
Diphtheria, tetanus, & acellular pertussis (DTaP)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>			
Poliovirus (IPV)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>			
Rotavirus (RV)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>						
Haemophilus influenzae type b (Hib)		<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>					
Pneumococcal conjugate (PCV13)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>			
Measles, mumps, rubella (MMR)					<input type="checkbox"/>		<input type="checkbox"/>			
Varicella Chickenpox (VAR)					<input type="checkbox"/>	<input type="checkbox"/>				
Hepatitis A (HepA)										
Tetanus, diphtheria, & acellular pertussis (Tdap)								<input type="checkbox"/>		
Human papillomavirus (HPV) 2 Doses								<input type="checkbox"/>		
Meningococcal B								<input type="checkbox"/>		
Influenza (Flu)					Annually for age 6 months and older.					

# June Is Men's Health Month

L.A. Care encourages all members to make health a priority, but during Men's Health Month we especially want men to see their doctor for a health exam and screenings. Depression and heart disease affect millions of men—and many experience both. Depression is when feelings of hopelessness, sadness, loss or frustration interfere with activities of daily living.



## What is the connection between heart disease and depression?

Depression that lasts longer than a couple of weeks can lead to behaviors, such as abusing alcohol or not sleeping well, that put heart health at risk. People with depression are more likely to have other conditions that can lead to heart disease, including obesity and diabetes.

## How do they affect men?

Although both men and women can get depressed, men often have different symptoms than women, including feeling angry, acting aggressively, abusing drugs or alcohol, and having trouble sleeping. These symptoms can put men at risk for heart conditions by raising blood pressure and putting extra stress on the heart.

## For good mental and heart health throughout your life, try these steps:

- **See a professional.** If you have depression, talk to a mental health professional about treatment. If you have been diagnosed with a heart condition, talk to your doctor about medicines and healthy living habits that can help both your heart and your mental health.
- **Stay physically active.** Being active boosts your mood and keeps your blood vessels healthy. Exercise may be as effective as medicine in reducing symptoms of depression.
- **Watch what you eat and drink.** Eat plenty of fresh fruits and veggies. Avoid caffeine, foods high in sodium (salt) and alcohol.
- **Do not smoke.** Tobacco is linked to both depression and heart disease. If you do smoke, learn how to quit.
- **Get support from loved ones.** Talk to trusted family or friends about what you are feeling. Loved ones can help by being exercise partners or reminding you to take your medicines.

Take care of your health, this month and every month!

If you need more information, please call **Member Services at 1.888.839.9909 (TTY 711)**. If you have a medical emergency and need help right away, dial **911** or go to your nearest Emergency Room.

Source: cdc.gov

# Pregnancy Cycle of Care



Pregnancy can be one of the most joyous times in a woman's life. Allow L.A. Care to share in this joy by seeing your doctor as soon as you think you're pregnant. Early visits lets you and your doctor get to know each other and you can plan for the birth of your baby together. During your pregnancy, your doctor will keep track of how you and your baby are doing. After giving birth, close the cycle of care by seeing your doctor within three to eight weeks. This postpartum visit gives your doctor one more chance to make sure that you're healing well.

L.A. Care's **Health Education Unit** offers additional support for pregnant members. Through our "**Healthy Pregnancy**" program, we'll send you

information on how to take care of yourself along with breastfeeding tips. We can also help you make your first prenatal care appointment. Our "**Healthy Mom**" program encourages women who have recently given birth to make and keep their postpartum doctor visit. Let us share this exciting time with you! To learn more about these programs, call **213.694.1250**, ext. **4408** or ext. **4927**.

## Don't wait. Don't stress. Test.



Chlamydia is a sexually transmitted disease (STD). It is very common and can infect both men and women. According to the Centers for Disease Control and Prevention (CDC), it is the most frequently reported infectious disease in the United States.

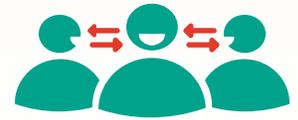
Most people with chlamydia have no symptoms. The only way to know for sure if you have chlamydia is to have a screening test. Testing is easy and painless with a simple urine test. All sexually active young women under 25 years old need to get tested **each year**. If you are older than 25 years, talk to your doctor about how often you need to get tested.

Chlamydia is easy to treat with antibiotics. If not treated, chlamydia can make a woman unable to have children later. Find and treat chlamydia before it leads to health problems.



# Help in Your Language Is Only a Call Away

L.A. Care wants to make sure that you have access to the services you need, when you need them, and in your language.



You can get services 24 hours a day, 7 days a week, including no-cost interpreting services and American Sign Language.

It is better to use a professional interpreter at your medical appointment. You should not use friends, family, or children to interpret for you, except in an emergency.

## Need an interpreter?

- Please call **Member Services** at **1.888.839.9909** (TTY 711) **at least 10 business days before** your appointment. The more time we have, the more likely we are to find an interpreter for you.

- Provide accurate and complete information:

**Who:** Is the appointment for you, a family member or for your child?

**What:** What kind of doctor are you seeing?  
Do you want a male or female interpreter?

**When:** What time is your appointment?  
When do you want the interpreter to be there?

**Where:** Where is your appointment?  
What is the address?  
Is there a specific building?

**Why:** What is this appointment for?  
Follow up? Consultation? Medical visit?

Be sure to let **Member Services** know if your appointment changes. We are available 24 hours a day, 7 days a week, including holidays to assist you.

## Need materials in your language or format?

- Call **Member Services** to help you get documents in the language and format you want, such as large print or audio.



# Filling Your Prescriptions With L.A. Care Is Easy!

When your doctor gives you a prescription, please fill it right away. L.A. Care has a network of pharmacies ready to help. You can find a list of pharmacies near you on L.A. Care's website at [lacare.org](http://lacare.org). If you need help, call L.A. Care **Member Services** at **1.888.839.9909** (TTY 711). Taking your prescription drugs as instructed by your doctor will help you feel and stay healthy.

If you are taking medicine for chronic conditions like high blood pressure, diabetes or heart problems, make sure that you don't run out. Don't stop taking your medicine unless your doctor tells you to do so.

## Tips to Stay on Track With Your Medicine

- Always fill your prescriptions a few days before they run out.
- When you pick up your medicine(s) from the pharmacy, check the bottle to see if you have refills left. If you need help figuring it out, ask your pharmacist.
- If you run out of refills, call your doctor or, again, ask your pharmacist. They can also call your doctor about a refill.
- If you have side effects or questions about your medicine, talk to your doctor or pharmacist.
- At least a week before leaving for vacation, check your prescriptions to be sure you have enough to last throughout your travels. If not, have your prescription(s) refilled before you go.

To find out more about the L.A. Care list of covered drugs called the Formulary, and monthly Formulary updates, visit the L.A. Care website at [lacare.org](http://lacare.org). You will also find information about: limits or quotas, generic and brand medications, restrictions on medication coverage, the medication request process, drug preferences and Formulary procedures.



# Let's Choose Health Together!



The L.A. Care **Family Resource Centers (FRCs)** are *Your Centers for Health and Wellness!*

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

There are five FRCs conveniently located throughout Los Angeles County. View the calendar of activities on our website at [lacare.org/frc](http://lacare.org/frc) or call **1.877.287.6290**.

 **Boyle Heights**  
(The Wellness Center at the Old General Hospital)  
Phone: 213.294.2840

 **Inglewood**  
(Corner of Century & Crenshaw)  
Phone: 310.330.3130

 **Lynwood**  
(Plaza Mexico)  
Phone: 310.661.3000

 **Pacoima**  
(Corner of San Fernando Rd. & Van Nuys)  
Phone: 213.438.5497

 **Palmdale**  
(In the Towne Square)  
Phone: 213.438.5580

**Coming in Fall 2018!**

**East Los Angeles**  
4803 E. Whittier Blvd.  
Los Angeles, CA 90022



# Learn About Your Coverage

When you first join L.A. Care, and then every year after, you will get a package of important information about your health care coverage. Please read it and call us if you have any questions. You can visit L.A. Care's website at [lacare.org](http://lacare.org) for the information listed below and more:

## Basic Information

- What benefits and services *are* covered
- What benefits and services *are not* covered
- How your health plan makes decisions about when new treatments will become benefits
- What care you can and cannot get when you are out of Los Angeles County or the L.A. Care network
- How to access care when you are out of Los Angeles County
- How to change or get care from your primary care physician (PCP)
- How to get information about doctors
- How to get a referral for specialty care, behavioral healthcare services or to go to the hospital
- What to do when you need care right away or when the office is closed
- What to do if you have an emergency
- How to get prescriptions filled, other pharmacy program information and updates
- Co-payments and other charges
- What to do if you get a bill
- How to keep you and your family healthy guide
- How your health plan evaluates new technology to decide if it should be a covered benefit

## Special Programs

L.A. Care has the following special programs:

- **Quality Improvement Programs** to tell us how we can improve quality of care, safety, and services for our members. These programs tell us how to measure our progress so that we can meet our goals and provide quality services and decide what we may need to change
- **Care Management Programs** for members with difficult medical needs that require additional care
- **Programs to better manage diseases**, like diabetes and/or asthma

## How Decisions Are Made About Your Care

- How our doctors and staff make decisions about your care based only on need and benefits. We do not encourage doctors to provide less care than you need and doctors are not paid to deny care.
- How to reach us if you want to know more about how decisions are made about your care
- How to appeal a decision about your care

## Member Issues

- Your rights and responsibilities as a health plan member
- How to complain when you are unhappy
- What to do if you are disenrolled from your plan
- How L.A. Care protects and uses your personal health information
- How to get help if you speak a different language
- If you would like paper copies, please call **Member Services** at **1.888.839.9909** (TTY 711), open 24 hours a day, 7 days a week and holidays.

# 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).

## 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**



# Start Your Day With This Delicious, Healthy, Fruit-packed Juice Recipe!

## Ingredients

- ✓ 1 cup fresh raspberries
- ✓ 1 cup fresh blackberries
- ✓ 1 cup fresh blueberries
- ✓ 2 apples

## Instructions

1. Wash all the fruit.
2. Core the apples and cut into quarters.
3. Put the fruit into a blender for about 5 minutes or until well blended.
4. Pour the mixture through a strainer to remove the pulp.
5. Stir and serve chilled.



## 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 our 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.



# L.A. Care Works for You

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

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



# Go green and get *Be Well* electronically!



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



## Important Numbers

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

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

**PASC-SEIU 1.844.854.7272 (TTY 711)**  
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 (TTY 711)**

**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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SUMMER 2018

**be well**

A Publication for L.A. Care Members

PRST 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 **1.888.839.9909 (TTY 711)**, 24 hours a day, 7 days a week, including holidays. The call is free.

**Spanish** Los servicios de asistencia de idiomas están disponibles de forma gratuita. Puede solicitar servicios de traducción e interpretación, información en su idioma o en otro formato, o servicios o dispositivos auxiliares. Llame a L.A. Care al **1.888.839.9909 (TTY 711)**, las 24 horas del día, los 7 días de la semana, incluso los días festivos. La llamada es gratuita.

**Arabic** خدمات المساعدة اللغوية متاحة مجاناً. يمكنك طلب خدمات الترجمة الفورية أو الترجمة التحريرية أو معلومات بلغتك أو بالتنسيق آخر أو مساعدات وخدمات إضافية. اتصل بـ L.A. Care على الرقم **1.888.839.9909 (TTY 711)** على مدار الساعة وطوال أيام الأسبوع، بما في ذلك أيام العطلات. المكالمات مجانية.

**Armenian** Տրամադրվելի են լեզվական օգնության անվճար ծառայություններ: Կարող եք խնդրել բանավոր թարգմանական կամ թարգմանական ծառայություններ, Ձեր լեզվով կամ տարբեր ձևաչափով տեղեկություն, կամ օժանդակ օգնություններ և ծառայություններ: Ձանգահարեք L.A. Care **1.888.839.9909** հասարակ (TTY 711), օրը 24 ժամ, շաբաթը 7 օր, ներառյալ տոնական օրերը: Այս հեռախոսազանգն անվճար է:

**Chinese** 提供免費語言協助服務。您可申請口譯或翻譯服務，您使用之語言版本或其他格式的資訊，或輔助援助和服務。請致電 L.A. Care 電話 **1.888.839.9909 (TTY 711)**，服務時間為每週 7 天，每天 24 小時（包含假日）。上述電話均為免費。

**Farsi** خدمات رایگان امداد زبانی موجود می باشد. می توانید برای خدمات ترجمه شفاهی یا کتبی، اطلاعات به زبان خودتان یا فرمت دیگر، یا امدادها و خدمات اضافی درخواست کنید. با L.A. Care به شماره **1.888.839.9909 (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 दुभाषिया या अनुवाद सेवाओं, आपकी भाषा या किसी अन्य प्रारूप में जानकारी, या सहायक उपकरणों और सेवाओं के लिए अनुरोध कर सकते हैं। आप L.A. Care को **1.888.839.9909 (TTY 711)** नंबर पर फोन करें, दिन में 24 घंटे, सप्ताह में 7 दिन, छुट्टियों सहित। कॉल मुफ्त है।

**Hmong** Muaj kev pab txhais lus pub dawb rau koj. Koj tuaj yeem thov kom muab cov ntaub ntawv txhais ua lus lossis txhais ua ntawv rau koj lossis muab txhais ua lwm yam lossis muab khoom pab thiab lwm yam kev pab cuam. Hu rau L.A. Care ntawm tus xov tooj **1.888.839.9909 (TTY 711)**, tuaj yeem hu tau txhua txhua 24 teev hauv ib hnub, 7 hnub hauv ib vij thiab suab nrog cov hnub so tib si, tus xov tooj no hu dawb xwb.

**Japanese** 言語支援サービスを無料でご利用いただけます。通訳・翻訳サービス、日本語や他の形式での情報、補助具・サービスをリクエストすることができます。L.A. Careまでフリーダイヤル **1.888.839.9909 (TTY 711)** にご連絡ください。祝日を含め毎日24時間、年中無休で受け付けています。

**Khmer** លេខាជំនួយខាងភាសា គឺមានជាយុត្តិធម៌ ។ អ្នកអាចស្នើសុំលេខាជំនួយភាសា ឬការបកប្រែ ឬស្នើសុំព័ត៌មាន ជាភាសាខ្មែរ ឬជាទម្រង់មួយទៀត ឬជំនួយប្រើប្រាស់ឧបករណ៍ និងសេវា ។ សូមទូរស័ព្ទ L.A. Care តាមលេខ **1.888.839.9909 (TTY 711)** បាន 24 ម៉ោងមួយថ្ងៃ 7 ថ្ងៃ មួយអាទិត្យ រួមទាំងថ្ងៃបុណ្យផងដែរ។ ការបកប្រែគឺឥតគិតថ្លៃឡើយ។

**Korean** 무료 언어 지원 서비스 이용하실 수 있습니다. 귀하는 통역 또는 번역 서비스, 귀하가 사용하는 언어 또는 기타 다른 형식으로 된 정보 또는 보조 지원 및 서비스 등을 요청하실 수 있습니다. 공휴일을 포함해 주 7일, 하루 24시간 동안 L.A. Care. **1.888.839.9909 (TTY 711)**번으로 문의하십시오. 이 전화는 무료로 이용하실 수 있습니다.

**Lao** ພາສາອັງກິດ, ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໂດຍບໍ່ຄ່າ. ທ່ານສາມາດຂໍບໍລິການນາຍພາສາ ຫຼື ຕຳບາດໄດ້, ສູ່ຈັບຂໍ້ມູນໃນພາສາຂອງທ່ານ ຫຼື ໃນຮູບແບບອື່ນ, ຫຼື ເຄື່ອງມືຊ່ວຍເຫຼືອ ຄື: ບໍລິການສົມ. ໃຫ້ໂທຫາ L.A. Care ໂດຍ **1.888.839.9909 (TTY 711)** ດ້ວຍ 24 ຊົ່ວໂມງຕໍ່ມື້, 7 ມື້ຕໍ່ອາທິດ, ວອມດັ່ງວັນວາງຕ່າງໆ. ການໂທເປັນບໍ່ຄ່າ.

**Punjabi** ਪੰਜਾਬੀ: ਮੁੜ ਤਰਜਮਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਤੁਸੀਂ ਦੁਆਰੀਆਂ ਜਾਂ ਅਨੁਵਾਦ ਸੇਵਾਵਾਂ, ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਣਕਾਰੀ ਜਾਂ ਕਿਸੇ ਹੋਰ ਢੰਗ ਵਿੱਚ, ਜਾਂ ਸਹਾਇਕ ਉਪਕਰਨਾਂ ਅਤੇ ਸੇਵਾਵਾਂ ਲਈ ਬੇਨਤੀ ਕਰ ਸਕਦੇ ਹੋ। L.A. Care ਨੂੰ **1.888.839.9909 (TTY 711)** ਨੰਬਰ ਉੱਤੇ ਕਾਲ ਕਰੋ, ਇੱਕ ਦਿਨ ਵਿੱਚ 24 ਘੰਟੇ, ਹਰ ਸਪੱਤਾ ਵਿੱਚ 7 ਦਿਨ, ਛੁੱਟੀਆਂ ਸਮੇਤ। ਕਾਲ ਮੁੜ ਹੈ।

**Russian** Мы предоставляем бесплатные услуги перевода. У Вас есть возможность подать запрос о предоставлении устных и письменных услуг перевода, информации на Вашем языке или в другом формате, а также вспомогательных средств и услуг. Звоните в L.A. Care по телефону **1.888.839.9909 (TTY 711)** 24 часа в сутки, 7 дней в неделю, включая праздничные дни. Этот звонок является бесплатным.

**Tagalog** Available ang mga libreng serbisyo ng tulong sa wika. Maaari kang humiling ng mga serbisyo ng pag-interpret o pagsasalang-wika, impormasyon na nasa iyong wika o nasa ibang format, o mga karagandang tulong at serbisyo. Tawagan ang L.A. Care sa **1.888.839.9909 (TTY 711)**, 24 na oras sa isang araw, 7 araw sa isang linggo, kabilang ang mga holiday. Libre ang tawag.

**Thai** มีบริการช่วยเหลือภาษาฟรี คุณสามารถขอรับบริการการแปลหรือล่าม ข้อมูลในภาษาของคุณหรือในรูปแบบอื่น หรือความช่วยเหลือและบริการเสริมต่าง ๆ ได้ โทร L.A. Care ที่ **1.888.839.9909 (TTY 711)** ตลอด 24 ชั่วโมง 7 วันต่อสัปดาห์รวมทั้งวันหยุด โทรฟรี

**Vietnamese** Có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Quý vị có thể yêu cầu dịch vụ biên dịch hoặc phiên dịch, thông tin bằng ngôn ngữ của quý vị hoặc bằng các định dạng khác, hay các dịch vụ và thiết bị hỗ trợ ngôn ngữ. Xin vui lòng gọi L.A. Care tại **1.888.839.9909 (TTY 711)**, 24 giờ một ngày, 7 ngày một tuần, kể cả ngày lễ. Cuộc gọi này miễn phí.

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

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

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

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

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

[lacare.org](http://lacare.org)

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