



L.A. Care
HEALTH PLAN®

For A Healthy Life

SUMMER 2019

be
well

A Publication for L.A. Care Members

Summer Travel: Don't Forget Your Medicine!



Travel creates excitement as we look forward to taking a trip to see family, friends or to visit a new place. Be prepared before you head out on the road. If you take medications, make sure you have enough to last your trip.

- Always travel with your medical insurance card.
- If you run out of your medicine or lose it, call L.A. Care at **1.888.839.9909** (TTY 711).

To find out more about the L.A. Care list of covered drugs called the Formulary, and monthly updates, visit the L.A. Care website at lacare.org. You will also find information about limits or quotas, generic and brand medications, restrictions on medication coverage, the request process, drug preferences, and how to use the Formulary.

Tips for Getting Ready to Travel

- At least a week before traveling, check your prescriptions. If you need a refill, go to the pharmacy if you have refills left. If not, contact your doctor for a new prescription.
- Make a list of your medications by name, strength and directions. Do not pack the list in your luggage – keep it with you.
- Even if you use a pill box, keep your medications in the original container until you arrive at your destination. You can put them in your pill box then.
- Keep your medications in your carry-on bags. If checked luggage is lost or delayed, you will still have what you need. Don't miss a dose just because you are in transit.
- If you are traveling outside the U.S., be sure your medicine is allowed in the place you are visiting.



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



Ask the Doctor: Coping With Stress

Q: What is stress?

A: Stress is the body's physical and emotional response to a demand, change or challenge. A little bit of stress may be healthy and normal to help us stay motivated. It can be caused by work, family or health situations – good or bad. Long-term stress can be harmful to your health and relationships. Symptoms may include emotional outbursts or shortness of temper, headaches, muscle tension, sleep problems, and upset stomach. Know your symptoms of stress and triggers - situations that cause you to feel anxious.

Q: How can I manage stress?

A: Recognizing your symptoms and triggers are the first steps in managing stress. Here are some ways to help you cope with stress:

Plan and Prepare

Planning and preparing ahead of time will help you be ready to handle tasks and relax. Give yourself enough time and arrive early to appointments.

Live Healthy

Eat vegetables, fruits, whole grains, low-fat dairy, and lean protein. Drink water. Get moderate exercise daily and 7-8 hours of sleep nightly. Avoid drinking too much alcohol or using illegal drugs.



Relaxation Activities

Do relaxing activities that you enjoy such as walking, reading, playing an instrument, meditating, or gardening. Exercising can help release stress and make you more relaxed afterwards.

Seek Support and Help

Behavioral health services are included as part of your L.A. Care benefits. If your stress is unmanageable, schedule an appointment to talk to your primary care physician (PCP). You may be referred for additional help. You can also contact L.A. Care's behavioral health partner, **Beacon Health Options** at **1.877.344.2858** (TTY **1.800.735.2929**).



New Transportation Provider!

L.A. Care Health Plan is committed to providing quality health care and services to its members. As of May 1, L.A. Care is now providing all transportation services with Call the Car. With this new partnership, branded L.A. Care vehicles are now available exclusively for members.

The way you access transportation services has not changed. If you are a Medi-Cal member, please call L.A. Care's **Member Services** at **1.888.839.9909** (TTY **711**). If you are a Cal MediConnect member, please call L.A. Care's **Member Services** at **1.888.522.1298** (TTY **711**). Call these numbers 24 hours a day, 7 days a week, including holidays to schedule transportation for medical visits for help using the transportation benefit.

New! Diabetes Prevention Program

L.A. Care's new Diabetes Prevention Program (DPP) helps members lower their risk for diabetes through healthy choices and weight loss.

L.A. Care is partnering with Solera Health to offer the DPP. This year-long program includes:

- Health coaching
- Small group, in-person classes
- Weekly meetings for the first six months
- Monthly meetings for the next six months

The DPP is free to members who qualify. To qualify, you must:

- Be at least 18 years old and
- Be overweight based on your height and weight
- Not have diabetes
- Have a blood test in the prediabetes range or have had gestational diabetes (diabetes during pregnancy)



To learn more about the program, go to solera4me.com/lacare or call **1.866.690.6202 (TTY 711)**, Monday through Friday from 6 a.m. – 6 p.m.

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 in three to eight weeks. The 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 post-partum doctor visit.

Let us share this exciting time with you! To learn more about pre- and post-natal programs, call L.A. Care's **Health Education Unit** at **1.855.856.6943**.





Eat a Rainbow!

Salads are a cool way to eat your vegetables when it's hot outside. Buying in season also helps save money. Choose your favorite summer vegetables!

- | | | | | |
|---------------------------------------|----------------------------------|--------------------------------------|--|-------------------------------------|
| <input type="checkbox"/> Avocados | <input type="checkbox"/> Carrots | <input type="checkbox"/> Cucumbers | <input type="checkbox"/> Lima beans | <input type="checkbox"/> Tomatillos |
| <input type="checkbox"/> Beets | <input type="checkbox"/> Celery | <input type="checkbox"/> Eggplant | <input type="checkbox"/> Okra | <input type="checkbox"/> Tomatoes |
| <input type="checkbox"/> Bell peppers | <input type="checkbox"/> Corn | <input type="checkbox"/> Green beans | <input type="checkbox"/> Summer squash | <input type="checkbox"/> Zucchini |

Try this colorful salad recipe. Making your own dressing is easy and will have less salt and sugar than in a store-bought salad dressing.

Green and Red Salad

Ingredients:

- ✓ 8 cups salad greens (baby spinach, spring mix, or lettuce mix), torn into bite-sized pieces
- ✓ 2 cups sliced strawberries
- ✓ 1½ tablespoons strawberry or raspberry jam
- ✓ ¼ cup 100% orange juice
- ✓ 2 teaspoons olive, canola, or vegetable oil
- ✓ Pinch of salt & black pepper
- ✓ ⅓ cup sliced almonds

Preparation:

1. Put salad greens and strawberries in a large bowl.
2. Whisk together jam, juice, oil, salt, and black pepper.
3. Pour dressing over salad. Toss gently. Top with almonds. Serve right away.

Makes 4 servings - 2 cups per serving.

Drink Your H₂O

It's summer! You may be spending time in the sun and sweating more. Without proper hydration, you can get overheated. Make sure you stay hydrated by drinking lots of water. Sugar-sweetened drinks can have a lot of calories and can cause weight gain. Water has no calories and is the best way to keep your body hydrated. Try to drink 8-12 cups of water daily. Adding a few slices of lemon, a sliced strawberry, or an herb can make water more tasty and fun to drink.

LOL Water

Ingredients:

- ✓ 2 slices lemon
- ✓ 1 slice orange
- ✓ 2 slices lime
- ✓ Ice

Place ice and slices of fruits in a glass. Fill with water and enjoy.

Cucumber Mint Breeze

Ingredients:

- ✓ ½ cup sliced cucumbers
- ✓ 1-2 sprigs of fresh mint
- ✓ Ice

Fill a pitcher halfway with ice. Add cucumbers and mint. Fill with water and chill for at least 20 minutes. Store in refrigerator and drink within 24 hours.



Health Education and Wellness Programs Available To Support You!

L.A. Care offers programs and services to help manage disease and support healthy behaviors. We can also help you get social services to improve your health and overall quality of life.

The following are some of the services that L.A. Care offers to members:

- Health education and wellness programs
 - The “**Healthy Mom**” program, support for new moms after delivery
- Asthma, diabetes and heart health disease management programs
 - The **L.A. Cares About Diabetes**® program supports members with diabetes. They work with a nurse to get the right care and tests done to manage diabetes.
- Case Management programs to help members with multiple health conditions understand their care, navigate the health care system and connect with community resources
 - The **Complex Case Management** program helps members with several health conditions. They can work with a nurse to coordinate all their healthcare needs.



Each year, L.A. Care reviews its members’ most common health care concerns and develops new programs to meet your needs.

For information about L.A. Care programs and services, please call **Member Services** at **1.888.839.9909 (TTY 711)**, 24 hours a day, 7 days a week and holidays.

Family Resource Centers: *Your Centers for Health and Wellness!*



Come to L.A. Care’s **Family Resource Centers (FRCs)** to improve your health and elevate your knowledge with a variety of classes and services that are **FREE** and **OPEN** to anyone! The Centers offer classes like CPR, Dance, Healthy Cooking, Parenting Support, Yoga, Zumba®, children’s classes and much more. Earn rewards when you attend six health education classes and receive a gift! L.A. Care members can attend a Member Orientation to learn how to get a Member ID card, choose or change a doctor, and fill a prescription. At the Centers, L.A. Care members can also speak to a Member Services Representative or Care Manager to learn more about their health plan benefits.

There are now six **FRCs** conveniently located throughout Los Angeles County. For more information and to view the schedule of classes, visit lacare.org/frc or call **1.877.287.6290 (TTY 711)**.

Boyle Heights
(The Wellness Center)
Phone: 213.294.2840

East L.A.
Phone: 213.438.5570

Inglewood
Phone: 310.330.3130

Lynwood
Phone: 310.661.3000

Pacoima
Phone: 213.438.5497

Palmdale
Phone: 213.438.5580



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 and courtesy by your health plan's providers and staff.
- You have the right to be free from consequences 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 and request corrections to your medical record.
- If you are a minor, you have the right to certain services that do not need your parents' approval.

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 also have the right to get appointments within a reasonable amount of time.
- You have the right to talk candidly with your doctor about all treatment options for your condition, regardless of the cost or benefit coverage, and participate in making decisions about your care.
- You have the right to say "no" to treatment, and the right to a second opinion.
- You have the right to decide how you want to be cared for in case you get a life-threatening illness or injury.

Receive timely customer service.

- You have the right to wait no more than 10 minutes to speak to a customer service representative during L.A. Care's normal business hours.

Voice your concerns.

- You have the right to complain about L.A. Care, the health plans and providers we work with, or the care you get without fear of losing your benefits.

- L.A. Care will help you with the process. If you don't agree with a decision, you have the right to appeal, which is to ask for a review of the decision.
- You have the right to disenroll from your health plan whenever you want. As a Medi-Cal member, you have the right to request a State Fair Hearing.

Service outside of your health plan's provider network.

- You have the right to receive emergency or urgent services, as well as family planning and sexually transmitted disease services, outside of your health plan's network.
- You have the right to receive emergency treatment as follows:
 - **Medi-Cal and Cal MediConnect members:** Emergency care services are covered at all times anywhere in the United States, Mexico, and Canada. For Medicare-covered services, emergency is NOT covered outside of the United States and its territories. For Medicare-covered emergency care provided outside of the United States and its territories that are not covered by Medi-Cal, you may receive a bill from the provider.
 - **PASC-SEIU members:** Emergency care services are covered 24 hours a day, 7 days a week, anywhere.

Service and information in your language.

You have the right to request an interpreter at no charge. You have the right to get all member information in your language or in another format (such as audio or large print).

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, 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 that your providers and L.A. Care need in order to provide care.
- You are responsible for getting regular checkups 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 you and your doctor 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**, going to **lacare.ethicspoint.com** calling the **California Department of Health Care Services (DHCS) Medi-Cal Fraud and Abuse Hotline** toll-free at **1.800.822.6222**.



L.A. Care Receives NCQA Multicultural Health Care Distinction Award

The National Committee for Quality Assurance (NCQA) recently awarded L.A. Care with its Multicultural Health Care Distinction award for the fourth time since 2013. The award recognizes organizations that make an effort to improve culturally and linguistically appropriate services for all members.

L.A. Care earned this award by:

- Improving access to services to its diverse membership
- Providing members with documents in their preferred language and format
- Offering interpreting services at no cost, 7 days a week, 24 hours a day

John Baackes, L.A. Care’s CEO, said it best: “Given the tremendous cultural diversity of our members, we could not be more thrilled to earn this top honor. We are more energized than ever to continue delivering the highest quality care that our members deserve.”

The Multicultural Health Care Distinction award acknowledges L.A. Care’s commitment and dedication to providing accessible, high quality health care to its diverse membership.



Get fit for life. Not just for summer.

Can You Name Your Managed Long-Term Services and Support 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. (Answers follow the article.)

1. This service lets people hire a homecare worker to help with their daily needs at home. Some examples are: cooking, cleaning, and taking medicines.
 - a. In-Home Supportive Services
 - b. Long-Term Care
 - c. Community-Based Adult Services
 - d. Multipurpose Senior Services
2. This is a program that offers social and health care coordination services for people age 65 and older.
 - a. In-Home Supportive Services
 - b. Long-Term Care
 - c. Multipurpose Senior Services Program
 - d. Community-Based Adult 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
 - b. Multipurpose Senior Services Program
 - c. In-Home Supportive Services
 - d. Community-Based Adult Services
4. This service refers to ongoing care in a nursing home or other facility.
 - a. Multipurpose Senior Services Program
 - b. Long-Term Care
 - c. In-Home Supportive Services
 - d. Community-Based Adult Services Centers
5. L.A. Care's MLTSS team works with members to coordinate access to these services that can help people live independently.
 - a. Community-Based Adult Services
 - b. Long-Term Care
 - c. Multipurpose Senior Services Program
 - d. In-Home Supportive Services
 - e. All of the above

If you, a family member, or someone you care for could benefit from these services, call L.A. Care **Managed Long-Term Services and Supports (MLTSS)** at **1.855.427.1223 (TTY 711)** and ask to talk with a MLTSS team member.

ANSWERS: 1.A 2.C 3.D 4.B 5.E



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. Most people with chlamydia have no symptoms. The only way to know for sure if you have chlamydia is to get tested, which is easy and painless with a simple urine test.

Sexually active young women under 25 years old need to get tested **each year**. If you are older than age 25, talk to your doctor about how often you need to get tested.



Nurse Advice Line Can Help You

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. Get tips on avoiding the flu, treating the common cold and so much more. Use the audio library to listen to recorded messages on many different health topics. Call the L.A. Care **Nurse Advice Line** at **1.800.249.3619** (TTY 711) or chat with a nurse online for free. To access the nurse chat function, go to **lacare.org** and click on “Member Sign In” to log on.

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 TTY 1.800.368.4424

Blue Shield of California Promise Health Plan:

1.800.609.4166 TTY 1.800.735.2929

Kaiser Permanente:

1.888.576.6225

How to Access Interpreting Services



To request Interpreting Services, call **Member Services** at **1.888.839.9909** (TTY 711). Member Services is available 24 hours a day, 7 days a week, including holidays.

For in person interpreting services, please let us know:

WHO: Is the appointment for you, 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 the appointment for?
Follow up? Consultation? Medical Visit?

Please notify us at least 24 hours in advance of any changes in the date, time or location of the appointment, or if the appointment has been canceled.

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**.



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** (TTY 711), Monday – Friday, 8 a.m. – 5 p.m.



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 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 special care 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** improve quality of care, safety, and services for our members. These programs measure our progress so that we can meet our goals and provide quality services and decide what we may need to change

- **Case Management Programs** for members who have difficult medical problems
- **Programs to better manage diseases**, like diabetes and 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 of your health care coverage, please call us at **1.888.839.9909 (TTY 711)**, 24 hours a day, 7 days a week and holidays.



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 to receive it by email. Be sure to like us on Facebook, Twitter and LinkedIn.

Medical Identity Theft: How to Keep Yourself Safe

If someone gets your medical ID or Social Security number, you could become a victim of medical identity theft. They can use it to see the doctor, buy prescription drugs, or submit fake bills in your name. Your credit rating and your health could also be harmed by medical identity theft. If false information gets into your medical records, you may get the wrong treatment.



Tips to protect yourself against medical identity theft include:

- 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)**, 24 hours a day, 7 days a week and holidays.



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)

24 hours a day, 7 days a week and holidays

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 (TTY 711)

L.A. Care Covered™

1.855.270.2327 (TTY 711)

L.A. Care Compliance Helpline

(to report fraud or abuse)

1.800.400.4889 (TTY 711)

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

OTHERS

Transportation Services

(No Cost Medi-Ride to the Doctor)

1.888.839.9909 (TTY 711)

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

MEDI-CAL PLAN PARTNERS

Anthem Blue Cross

1.888.285.7801

Blue Shield of California (BSC)

Promise Health Plan

1.800.605.2556

Kaiser Permanente

1.800.464.4000

Plan Partners' Nurse Advice Lines

(for non-emergency medical advice)

Anthem Blue Cross: **1.800.224.0336**

(TTY **1.800.368.4424**)

Blue Shield California Promise

Health Plan: 1.800.609.4166

(TTY **1.800.735.2929**)

Kaiser Permanente: 1.888.576.6225

**IN CASE OF EMERGENCY,
CALL 911**



L.A. Care
HEALTH PLAN®

SALES & MARKETING DEPARTMENT

IN THIS ISSUE:

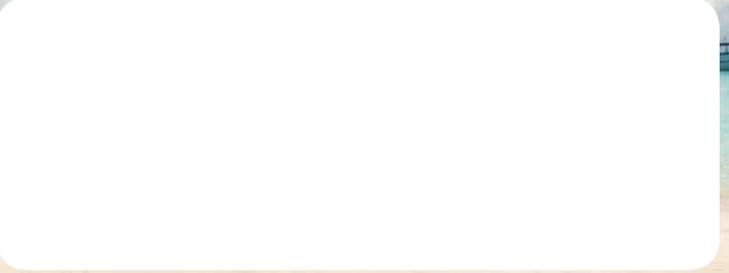
- Ask the Doctor: Coping With Stress | 2
- New! Diabetes Prevention Program | 3
- Health Education and Wellness Programs Available | 5
- Learn About Your Coverage | 10
- And More!

SUMMER 2019
be well

A Publication for L.A. Care Members

PSRT STD
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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 بتسقيق 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	Տրամադրելի են լեզվական օգնության անվճար ծառայություններ: Կարող եք խնդրել բանավոր թարգմանչական կամ թարգմանչական ծառայություններ, ձեր լեզվով կամ տարբեր ձևաչափով տեղեկություն, կամ օժանդակ օգնություններ և ծառայություններ: Զանգահարեք L.A. Care 1.888.839.9909 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 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 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 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 ntauw txhais ua lus lossis txhais ua ntauw 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) にてご連絡ください。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។ អ្នកអាចស្នើសុំសេវាបំភ្លឺប្រយោជន៍ ឬការបំភ្លឺ ឬស្នើសុំព័ត៌មាន ជាភាសាខ្មែរ ឬជាទម្រង់មួយទៀត ឬជំនួយប្រាំមួយដង និងសេវា។ សូមទូរស័ព្ទ L.A. Care តាមលេខ 1.888.839.9909 (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 1.888.839.9909 (TTY 711)번으로 문의하십시오. 이 전화는 무료로 이용하실 수 있습니다.
Lao	ພາສາອັງກິດ ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໂດຍບໍ່ເສຍຄ່າ. ທ່ານສາມາດຂໍບໍລິການນາພາສາ ຫຼື ແປພາສາໄດ້, ສຳລັບຂໍ້ມູນໃນພາສາຂອງທ່ານ ຫຼື ໃນຮູບແບບອື່ນ, ຫຼື ເຄື່ອງມືຊ່ວຍເຫຼືອ ດ້ວຍ ບໍລິການເວັບ. ໃຫ້ໂທຫາ L.A. Care ໄດ້ທີ່ 1.888.839.9909 (TTY 711), 24 ຊົ່ວໂມງຕໍ່ມື້, 7 ມື້ຕໍ່ອາທິດ, ວວມເຖິງວັນເລກຕ່າງໆ. ການໂທແມ່ນບໍ່ເສຍຄ່າ.
Punjabi	ਪੰਜਾਬੀ: ਮੁਫਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਅਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਣਕਾਰੀ ਜਾਂ ਸਹਾਇਕ ਉਪਕਰਨਾਂ ਅਤੇ ਸੇਵਾਵਾਂ ਲਈ ਬੇਨਤੀ ਕਰ ਸਕਦੇ ਹੋ। L.A. Care ਨੂੰ 1.888.839.9909 (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 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 karagdagang 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 ขอข้อมูลในภาษาของคุณหรือในรูปแบบอื่น 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.

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