



L.A. Care
HEALTH PLAN®

For A Healthy Life

FALL 2019

live
well

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

 **L.A. Care**
Cal MediConnect
(Medicare-Medicaid Plan)

Elevate Your
BENEFITS

lacare.org

You have likely seen our exciting L.A. Care Health Plan brand campaign in the community as we continue to unfold it throughout Los Angeles County. We are committed to our goal of revitalizing L.A. Care in the hearts and minds of our communities by raising awareness of the excellent care we offer.

We are, and will always be, dedicated to providing access to health care to L.A. County residents. Our programs and service help improve the

quality of life of our members and the community through our health education classes, our Family Resource Centers, and informative staff who are here to support you.

Look for our exciting campaign in your neighborhood! You will find it on billboards, bus stops and other on-the-go places across Los Angeles. L.A. Care:
Elevating Healthcare for all of L.A.!



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



Ask the Doc: Immunizations Are for Everyone

Q: What are shots?

A: No matter what you call them, immunizations, vaccines or shots, they are medicines given to children and adults to help them stay healthy and keep them from getting sick.

Q: Who needs to get shots?

A: Infants and small children need a series of shots starting at birth up until about two years old. School-age children must be up-to-date with their shots before entering kindergarten. California schools are required to check immunization records (yellow card) for new students from kindergarten through 12th grade and all students entering 7th grade.

Q: Should adults get shots also?

A: Yes, adults need shots, too. As you get older you could be at risk for certain diseases.

Q: Can shots cause you to get a disease such as measles or the flu?

A: Shots do not make you get a disease.

Q: When should adults get a shot?

A: Adults should get a flu shot every year before flu season starts in the fall. They should also get a Tdap shot, which protects from three diseases – diphtheria, tetanus and whooping cough. If you are 19 years, or older, and have never had the shot, you should get it. If you are 60 years old, or older, you might need other shots. Some shots your doctor may recommend are Pneumococcal, Shingles (Zoster), or the measles, mumps and Rubella (MMR).



Your doctor is the best source of health information for you and your family. Ask your doctor what shots he or she recommends. Make sure you have all the shots you need so you can stay healthy. Don't wait until you're sick to go to the doctor. Seeing the doctor when you're well allows the doctor to focus on *you* rather than your illness. Well visits are a time for preventive care including age-appropriate vaccinations.



It is health that is real wealth and not pieces of gold and silver.

- Mahatma Gandhi

Flu Myths

MYTH: The flu shot can give me the flu.

FALSE: The flu shot is made from an inactivated (dead) virus that can't make you sick. It takes weeks to get protection from the flu shot. If you get the flu after the shot, you were going to get sick anyway.



MYTH: You don't need to get the flu shot every year.

FALSE: You should get a flu shot every year as each year's flu strain is different. The flu shot protects against the most common strains of flu for the current year.

MYTH: Getting the flu shot is the only way to protect yourself from getting the flu.

FALSE: Although getting the flu shot is the best way to prevent the flu, you can also protect yourself by washing your hands, eating healthy foods, and staying away from sick people.

Protect yourself and your family from the flu. Getting a flu shot is easy and free for L.A. Care members. Just go to your doctor or local pharmacy and show your L.A. Care **member ID card**.

Changes to the Fresh Program

The CalFresh Program (formerly known as food stamps), helps you buy a variety of foods at many markets, farmers' markets, and food stores. CalFresh can help improve your health and well-being by giving you access to healthy foods that meet your nutritional needs.

The 'cash-out' policy that bans SSI recipients from receiving CalFresh ended on May 31. This change means that as of June 1, SSI recipients may apply for the CalFresh Program.

You can apply or get more information in three ways:

1.



By phone at
1.866.613.3777

2.



Online at **yourbenefits.laclrs.org**
or **getcalfresh.org**

3.



In person at your local
Department
of Social Services Office

If approved, you will get an EBT card and the CalFresh benefit will be loaded onto your card each month.

Medications to Your Doorstep: New Mail Order Pharmacy Vendor



Great news - L.A. Care now offers mail order pharmacy service through Kroger Mail Order Pharmacy! Kroger works with Postal Prescriptions Services (PPS) to offer a convenient mail order service to get your prescriptions to your door. The service is optional and at no additional cost. Sign up with PPS, then have your doctor call in, mail, fax or e-prescribe orders directly to PPS. L.A. Care members must register and create an account to use this service.

What Are the Benefits?

- If your doctor writes prescriptions for **90 days'** worth of your medication, Kroger Mail Order Pharmacy can fill prescriptions for **90 days** and send them straight to your doorstep.
- Standard shipping is **free!**
- You can save time by decreasing visits to the pharmacy.
- No extra costs – just your usual pharmacy co-pay! Please refer to your benefits plan for co-pay information.
- Prescriptions will arrive within 7-10 days of placing your order.

How Do I Sign Up?

- **Phone:** Call **1.800.552.6694** to sign up with a Kroger Mail Order Pharmacy representative. In most cases, Kroger can call your pharmacy and transfer your prescriptions within 48 hours.
- **Mail/Fax:** Fill out the form (available in English and Spanish), found on L.A. Care's website at **lacare.org**. Under the "**Members Services**" tab, click "**Pharmacy Services**". Mail it to the address below or fax to **1.800.723.9023**.

Kroger Mail Order Pharmacy:
Postal Prescription Services (PPS)
PO Box 2718
Portland, OR 97208-2718

- **Online:** Visit **ppsrx.com**, and make an online account to sign up for mail order services and track your prescriptions.

Questions?

- Contact the Kroger customer service line at **1.800.552.6694**. It is available Monday through Friday from 6 a.m. to 6 p.m., and Saturday from 9 a.m. to 2 p.m.
- You can also learn more about the mail order pharmacy on L.A. Care's website at **lacare.org** under the *For Members* tab, select Pharmacy Services.

Ready...Set...Quit!

If you're ready to quit smoking, or even thinking about it, the **Great American Smokeout** is for you! The American Cancer Society sets aside one day a year for smokers to commit to quit even for just one day.

This year, that day is **Thursday, November 21st**.



Quitting smoking may be one of the hardest things you'll ever do, but it's one of the best things for your health. You may have tried to quit once, twice, or many times before.

These attempts are not failures! They helped prepare you for the time you'll quit for good.

If you need help quitting, L.A. Care can help. Call **1.855.856.6943** to learn about in-person workshops and online self-paced programs and resources. Talk to your doctor about medication to help you quit. You can also call the California Smoker's Helpline, a free phone-based counseling service, at **1.800.NO.BUTTS (1.800.662.8887)**. You will be taking an important step towards a healthier life. One day at a time.

Fun Foods for Fall!



Fall is when the summer bounty of fresh fruits and vegetables starts to slow down, but keep serving those fruits and veggies! Get inspired with this year round favorite: spinach. It's packed with vitamins and minerals to keep you feeling your healthy best.

If you or your family are unsure about “green foods” try raw baby spinach in salads. Add sliced pears, orange slices, or dried cranberries to make it fun and tasty. Try a new recipe, such as the one which follows. It can be used as a side dish or as a snack that everyone will love!

Parmesan Spinach Creamy Bites

Ingredients:

- ✓ 20 ounces frozen chopped spinach, thawed and drained
- ✓ 3 large eggs
- ✓ 1 cup non-fat milk
- ✓ 1 cup white, whole wheat flour or whole wheat pastry flour
- ✓ 1 teaspoon baking powder
- ✓ 1 ½ cup (6 ounces) shredded Monterey Jack cheese or other cheese of your choice
- ✓ ½ cup grated Parmesan cheese

Instructions:

- ✓ Preheat oven at 350 degrees
- ✓ Oil a 13” x 9” dish with spray oil
- ✓ Mix eggs and milk in large bowl
- ✓ Add all other ingredients and mix
- ✓ Bake for 35 minutes or until edges begin to brown
- ✓ Let cool and cut into squares of desired size

Enjoy!

Call the L.A. Care **Health Education Unit** at **1.855.856.6943** to learn more about healthy eating.

Health Education Just for You

No matter what your health needs are, or how you like to learn, we have something for you. If you enjoy meeting people and talking face-to-face, join an in-person group workshop. Busy schedule? We can talk with you over the phone. Prefer to learn online? Go to L.A. Care's website at lacare.org and log into the member portal for online tools and resources. Like to read? We have health education materials on many health topics and in different languages.

To learn more about health education call us at **1.855.856.6943** or visit us online at www.lacare.org/healthy-living/health-resources/health-education.



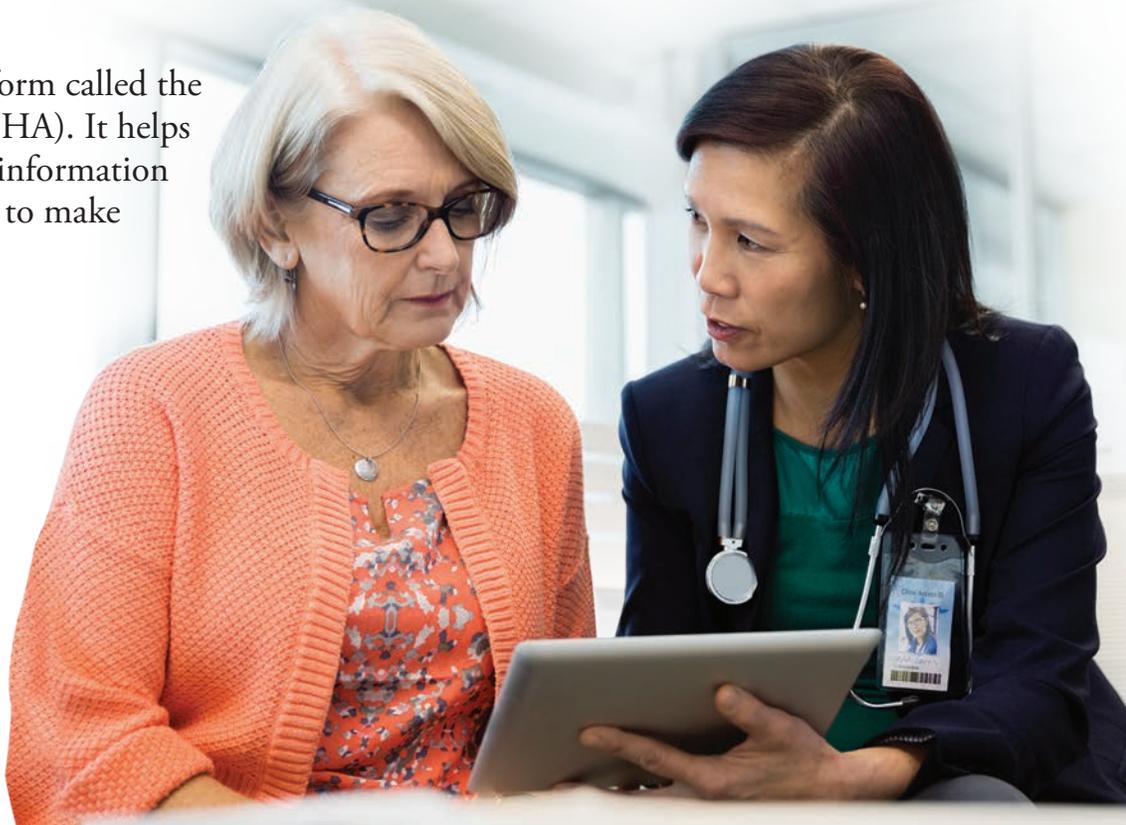
Your First Doctor Visit

New to L.A. Care? If so, please call the doctor's office listed on your member I.D. card to make an appointment for your first visit as soon as possible, which is called an Initial Health Assessment (IHA). It is a time for your doctor to get to know you and better understand your health needs.

You will be asked to fill out a form called the Staying Healthy Assessment (SHA). It helps the doctor offer counseling or information on lifestyle choices. Call today to make your first doctor appointment!

Not sure if you need this visit? Call your doctor to check. Even if you already had your first visit and you feel fine, you should still see your doctor each year for a checkup. This will help your doctor catch problems early and he/she may have lab work done to help you stay healthy.

For more information, please contact **Member Services** at **1.888.522.1298 (TTY 711)**, 24 hours a day, 7 days a week and holidays.



Quality Improvement Organization Address Change

California has an organization called Livanta Medicare Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO). This is a group of doctors and other health care professionals who help improve the quality of care for people with Medicare. Livanta Medicare Beneficiary and Family Centered Care Quality Improvement Organization (BFCC-QIO) is not connected with L.A. Care Health Plan.

Recently, Livanta changed its address. If you need to get in touch with them in writing, you can reach them at:

- Livanta BFCC-QIO Program
10820 Guilford Road, Suite 202
Annapolis Junction, MD 20701
- You can also call them at **1.877.588.1123** (TTY: **1.855.887.6668**), or visit their website at **livantaqio.com**.

Please note this information has also been updated in the Cal MediConnect Evidence of Coverage (EOC) found on L.A. Care's website.

Occupational, Physical, Speech Therapy Available

L.A. Care Health Plan provides supportive services for members between ages 0-21 with developmental disabilities. We offer the following:

- Occupational therapy
- Speech therapy
- Physical therapy

Call your doctor if you think you need any of these services. Your doctor will do tests to see if you can benefit from having them. Based on the results, your doctor may make a referral.

Occupational therapy can help you with learning self-help and daily living skills. Speech therapy can help you speak more clearly using words, gestures or signs. Physical therapy can help you with walking, sitting, running or simply moving.

For more information, please contact **Member Services** at **1.888.522.1298** (TTY 711), 24 hours a day, 7 days a week and holidays.



Your Centers for Health and Wellness!



**Family
Resource
Centers**

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**

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.

* Waiting time for a particular appointment may be extended if the referring or treating provider has determined (acting within the scope of their practice and consistent with professional standards of practice) and noted in the relevant medical record that a longer time will not have a detrimental impact on the health of the member.



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. Remember, if you have a medical emergency and need help right away, dial **911** or go to your nearest emergency room.



Diabetes Awareness Month

November is Diabetes Awareness Month. There is no better time to talk with your doctor to find out if you are at risk. If you have diabetes, talk with your doctor to get the exams you need to keep diabetes in control.

L.A. Care has a program for members with diabetes to speak with a nurse for education, coaching and support. For more information on *L.A. Care's About Diabetes® Disease Management Program*, please call **1.877.796.5878**.

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 schedule Interpreting Services, please call **Member Services** at **1.888.522.1298 (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 cancelled.



Go Green and Get *Live Well* Electronically!

Would you like to get *Live Well* by email? Please sign up on our website at **lacare.org/live-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 **1.888.522.1298** (TTY 711), 24 hours a day, 7 days a week and holidays.

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 **1.888.522.1298** (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.





Healthy Eating Tips to Get Ready for the Holidays

L.A. Care dietitians counsel members throughout the year on healthy eating and lifestyle. Here are some tips for enjoying, but not overdoing, the holidays.

- Be careful with your food choices, but enjoy what you eat!
- Do not eat all the treats that come your way, eat only those that are really special.
- Look out for high calorie drinks. A cup of hot apple cider is 180 calories and the normal egg nog is 320 calories. Try smaller amounts or light versions of your favorite drinks.
- If you really want to try each food at a holiday event, get a doggy bag to take some food home for later. This will help you to eat less at one time.
- Think veggies, make sure half of your plate is veggies to keep calories down. You will also feel fuller.
- Make activity part of family events, plan a walk or play a sport.
- Do not over commit or stress yourself out; make sure you get enough sleep.
- At work and at home, make sure you have low calorie, healthy snacks available.



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

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FALL 2019
live well

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

PRSR STD
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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	Տրամադրվել 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 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 در 24 ساعت شبانه روز و 7 روز هفته شامل روزهای تعطیل تماس بگیرید. این تماس رایگان است. 1.888.839.9909 (TTY 711)
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 ntauw 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) にてご連絡ください。祝日を含め毎日24時間、年中無休で受け付けています。
Khmer	សេវាជំនួយខាងភាសា គឺមានជាយុត្តិធម៌។ អ្នកអាចស្នើសុំសេវាបំភ្លឺផ្តល់ព័ត៌មាន ឬការបកប្រែ ឬស្នើសុំព័ត៌មាន ជាភាសាខ្មែរ ឬជាទម្រង់មួយទៀត ឬជំនួយប្រាំមួយផ្សេងទៀត ដូចជា ទូរស័ព្ទ។ L.A. Care តាមលេខ 1.888.839.9909 (TTY 711) បាន 24 ម៉ោងមួយថ្ងៃ 7 ថ្ងៃ មួយអាទិត្យ រួមទាំងថ្ងៃបុណ្យផង។ ការបំភ្លឺគឺឥតគិតថ្លៃឡើយ។
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, ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໂດຍບໍ່ສອຄ່າ. ທ່ານສາມາດຂໍບໍລິການນາຍພາສາ ຫຼື ດັບພາສາໄດ້, ຊ່າວບໍ່ຂໍ້ມູນໃນພາສາຂອງທ່ານ ຫຼື ໃນຮູບແບບອື່ນ, ຫຼື ເຄື່ອງມືຊ່ວຍເຫຼືອ ຕ່ອນ ບໍລິການເສີມ. ໃຫ້ໃບທາງ L.A. Care ໄດ້ທີ່ 1.888.839.9909 (TTY 711) , 24 ຊົ່ວໂມງຕໍ່ມື້, 7 ມື້ຕໍ່ອາທິດ, ວວມຕັ້ງອັນເວັກຕ່າງໆ. ການໃບບໍ່ສອຄ່າ.
Punjabi	ਪੰਜਾਬੀ: ਮੁਫਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਅਪਣੀ 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, ਦਿਨ 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 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.

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, co-pays, 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 and/or co-payments may change on January 1 of each year.

To learn more, please call L.A. Care Member Services Department at **1.888.522.1298 (TTY 711)**, 24 hours a day, 7 days a week, and holidays. "The List of Covered Drugs and/or pharmacy and provider networks may change throughout the year. We will send you a notice before we make a change that affects you." *Live Well* is a member news publication by L.A. Care for L.A. Care's Senior 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 711)**. 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 **1.888.522.1298** para más información. Los usuarios que utilizan TTY deben llamar al **711**. El servicio está disponible las 24 horas del día, los 7 días de la semana, incluso los días festivos.

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.

Language Assistance Services in Your Language
ATTENTION: If you speak a language other than English, language assistance services, free of charge, are available to you. Call **1.888.522.1298 (TTY 711)**.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1.888.522.1298 (TTY 711)**.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電**1.888.522.1298 (TTY 711)**。



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