



L.A. Care®



YEARS STRONG

FALL 2022
live
well

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

L.A. Care Health Plan

Celebrating our 25th Anniversary serving Los Angeles County



The health plan was founded in April 1997 as part of California's two-plan model of Medi-Cal managed care in Los Angeles County.

Since then, L.A. Care has grown from a 100-person organization serving more than 200,000 Medi-Cal recipients to a plan that has more than 2,000 full-time employees and serves more than 2.5 million members in four product lines.

L.A. Care provides access to quality care for one in four L.A. County residents. We are proud of what we have accomplished over the past 25 years, and are looking forward to serving Angelenos for many years to come. We are here for you!

Celebrate this milestone with us by visiting our anniversary webpage at lacare.org/25years.



Ask the Doc: What are Flu Myths?

A myth is a widely held, but false belief or idea. There are myths about the flu shot that people think are true, but they are false. Here is the truth.



Q: Can the flu shot give me the flu?

A: The flu shot cannot give you the flu. The flu shot is made from an inactivated virus that cannot make you sick. It takes 1 - 2 weeks to get protection from the flu shot. If you get the flu after the shot, you were going to get sick anyway.

Q: Is getting the flu shot the only way to protect myself from getting the flu?

A: While getting the flu shot is the best way to protect yourself from getting the flu; it is not the only way. You can also protect yourself by washing your hands, eating healthy foods, and staying away from sick people.

Q: Is it true I do not need to get a flu shot every year?

A: You should **get a flu shot every year** because flu strains are different. The flu shot is made to protect against the most common strains of flu for that year.

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



Health is a state of body.
Wellness is a state of being.

J. Stanford

Start Your Quit Smoking Journey!



Have you been thinking about quitting smoking? Doing so takes time and a plan. You do not have to stop smoking in just one day. Why not let that first day of your journey be on the day of the **Great American Smokeout**? The American Cancer Society sets aside a day each year as a chance for people who smoke to commit to healthy, smoke-free lives and reduce the risk of cancer. This year, the Great American Smokeout is on **Thursday, November 17**.

Giving up smoking may be one of the hardest things you do. Success is higher with a good plan and support. Even if you have tried to quit more than once, remember to take it one day at a time. You can quit whether you smoke cigarettes, vape or chew tobacco.



If you need support to start your journey, call L.A. Care at **1.855.856.6943** (TTY 711) to learn more about telephone counseling and online self-paced programs and resources. Talk to your doctor about medication to help you quit. You can also call **Kick it California** at **1.800.300.8086** (English) and **1.800.600.8191** (Spanish) for free services such as one-on-one telephone coaching. Call or visit **kickitca.org** for more information.

Find a Provider Who is Right for YOU

As a L.A. Care member, you have many choices in receiving quality care. It all begins with choosing a provider that meets your needs, including your choice for language, gender, race and ethnicity. Our Customer Solution Center staff can help you find a doctor that speaks your language or a facility that has easy accessibility and parking spaces. Call the L.A. Care Customer Solution Center at **1.888.522.1298** (TTY 711).

You can also visit the L.A. Care website at **lacare.org** to use the online Provider Directory. Click on “Find a Doctor” from the L.A. Care home page to search for a doctor.



L.A. Care Proudly Introduces



Our New Dual Eligible Special Needs Plan (HMO D-SNP)

On January 1, 2023, current L.A. Care Cal MediConnect members will be automatically enrolled into the new L.A. Care D-SNP Plan, L.A. Care Medicare Plus, ensuring continuity of care.

No action is required. Members will get all their services through Cal MediConnect until December 31, 2022. Again, you do NOT need to do anything to enroll into the matching plan. Members will receive transition notices 90 and 45 days prior to being moved to the new L.A. Care D-SNP plan. These notices will explain that members can opt-out of the L.A. Care Medicare program if they choose.

L.A. Care Medicare Plus offers complete care that coordinates your Medicare and Medi-Cal benefits, this includes medical and home, and community-based services. It also includes medical supplies and medications. The new plan

helps with access to resources like housing and food, and offers additional benefits to help you stay fit and healthy at no cost.

Members have trusted L.A. Care Health Plan to provide access to high quality health care for more than 25 years. L.A. Care is here to stay and we are excited to introduce our new D-SNP product. We look forward to serving you for years to come!

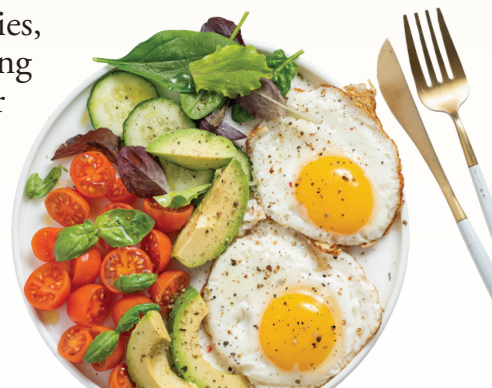
If you have any questions about L.A. Care Medicare Plus, or require additional information, please contact L.A. Care **Member Services** at **1.833.522.3767** (TTY 711) 24 hours a day, 7 days a week.

Ten Ways to Add Veggies to Breakfast

As the weather cools down you may start thinking about having warm hearty meals. One good way to do it in a healthy way is to add veggies to your breakfast.

Here are 10 ways to do so:

1. Add vegetables to scrambled eggs or omelets. Chopped spinach, mushrooms, bell peppers, diced tomatoes and leftover veggies work great.
2. Top a breakfast sandwich with cucumbers, tomatoes, pickled carrots, spinach or roasted peppers.
3. Make a new favorite by adding grated carrots or zucchini to your pancake or muffin batter.
4. Drink smoothies that are at least 75% veggies.
5. Make a breakfast burrito that is packed with veggies by adding tomatoes, onions, peppers, tomatillos and cilantro.
6. Toast an English muffin; add low-fat cheese, tomato sauce, oregano and a mound of veggies for a tasty breakfast pizza.
7. Toss a salad, top it with a poached or a hard boiled egg and your favorite sauce or dressing.
8. Poach eggs in a spicy, chunky tomato and bell pepper sauce.
9. Place roasted or steamed veggies in a bowl. Top with hard boiled eggs and a drizzle of olive oil for a filling breakfast bowl.
10. Improve any favorite breakfast by adding a side of fresh sliced or sautéed veggies, including making your oatmeal or grits savory.



A Healthy Smile Never Gets Old: Medi-Cal Provides Dental Coverage for Seniors

Our teeth and gums are an important part of our overall health. As we get older, changes in our bodies increase our risk for developing dental problems like cavities and gum disease. No matter your age, you can keep your gums and teeth healthy and strong by practicing these good oral health habits:

1. See your dentist for a check-up once a year. Dental visits are covered for Medi-Cal members.
2. Brush your teeth twice a day and floss daily.
3. Eat a healthy, well-balanced diet.
4. If you have dentures, clean them daily with a denture cleaner. Remember to brush your gums with a soft toothbrush.

Visit the “Seniors” tab on the Covered Services page of **SmileCalifornia.org** for more oral health information and to find a dentist accepting new patients in your area!

Don't Miss Your Dental Visit

Regular dental visits are important to prevent problems. Dental check-ups can help find cavities, gum disease, and other problems before they lead to more serious issues like pain, infection, and tooth loss.

As a Medi-Cal member, your benefits include dental coverage at little or no cost to you. Visit **SmileCalifornia.org/Seniors** to learn about your covered dental services.



Does Your Smile Need a Ride to the Dentist?

Medi-Cal offers transportation to and from appointments for services. Visit **SmileCalifornia.org/Common-Questions** to learn more about transportation services available or call the Telephone Service Center phone line at **1.800.322.6384**.

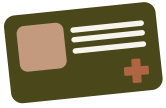
We're In This Together

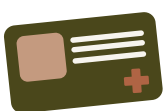
Do you ever feel down, easily angered or unmotivated? You may be feeling the lasting effects of shared trauma as a response to the global events that have affected us all. This includes the effects of COVID-19 and other tragedies, such as war. Fortunately, you are not alone and you can get help for your mental health and emotional needs.

Call **Beacon Health Options** at **1.877.344.2858** (TTY **1.800.735.2929**) where you will be connected to staff who can provide you with a referral to a therapist or psychiatrist who are trained to help you. Call today to take the first step towards improving your mental well-being!



Medi-Cal Renewal



 During the COVID-19 public health emergency (PHE), you have likely been able to keep your coverage regardless of changes. However, once the COVID-19 PHE ends, the L.A. County Department of Public Social Services (DPSS) office will check to see if you still qualify for free or low-cost Medi-Cal. If you or someone in your household receives a letter from the county asking for information about your Medi-Cal coverage, please provide it.

Please report any changes in your household, such as your income, disability status, phone number, email address or mailing address. It is important that the county has your current contact information, so that you can stay updated about your Medi-Cal coverage. You should also report if someone in your household becomes pregnant, if someone moves in, or anything else that may affect your eligibility. Reporting changes may help you continue to receive Medi-Cal coverage after the end of the COVID-19 PHE.

If you have any questions, or need help with your Medi-Cal coverage, or if your Medi-Cal was stopped, please call DPSS at **1.866.613.377** (TTY **711**). You can also update your information online at **benefitscal.com**.

Staying Healthy During the Holidays



Enjoy the holidays with loved ones by taking care of your health.

- Checkups, or well-care visits, are the best way to prevent health issues.
- Checkups can help catch issues early when they may be easier to treat.
- You will learn what shots or tests are due.

Make sure you see your doctor once a year for a checkup.

- Well-care visits are at no cost to you.
- If you are a new member, visit your doctor right away. This is the Initial Health Assessment (IHA) and should be done within three months of joining L.A. Care.
- Your doctor can show you how to make health changes, which may help keep you healthy, and able to enjoy the holidays.

Talk with your doctor to learn what health services are right for you.

Visit the L.A. Care website at **lacare.org** to see a “Shots and Tests Needed” chart by age. View it under, *For Members, Getting Care, Routine Exams*. In the *Resource* section on the right side of the page are brochures for Children and Teens, Adults and Older Adults.



Free Wi-Fi for Telehealth Appointments at Our Community Resource Centers

Do you need to see a doctor, but are not able to get to the doctor's office?

One way to stay healthy is by speaking with your doctor about your health care needs through telehealth! The L.A. Care and Blue Shield Promise Community Resource Centers offer free Wi-Fi and private rooms so you can connect with your doctor by phone or video. If you do not have a smartphone or tablet, do not worry, you can use one of our devices. This may be a faster or more convenient way to have a doctor visit.

You can get virtual care for common illnesses, mental health services and consultations. Contact our telehealth partner, Teladoc® by calling **1.800.835.2362** (TTY 711), 24 hours a day, 7 days a week to schedule an appointment. Members do not need pre-approval.

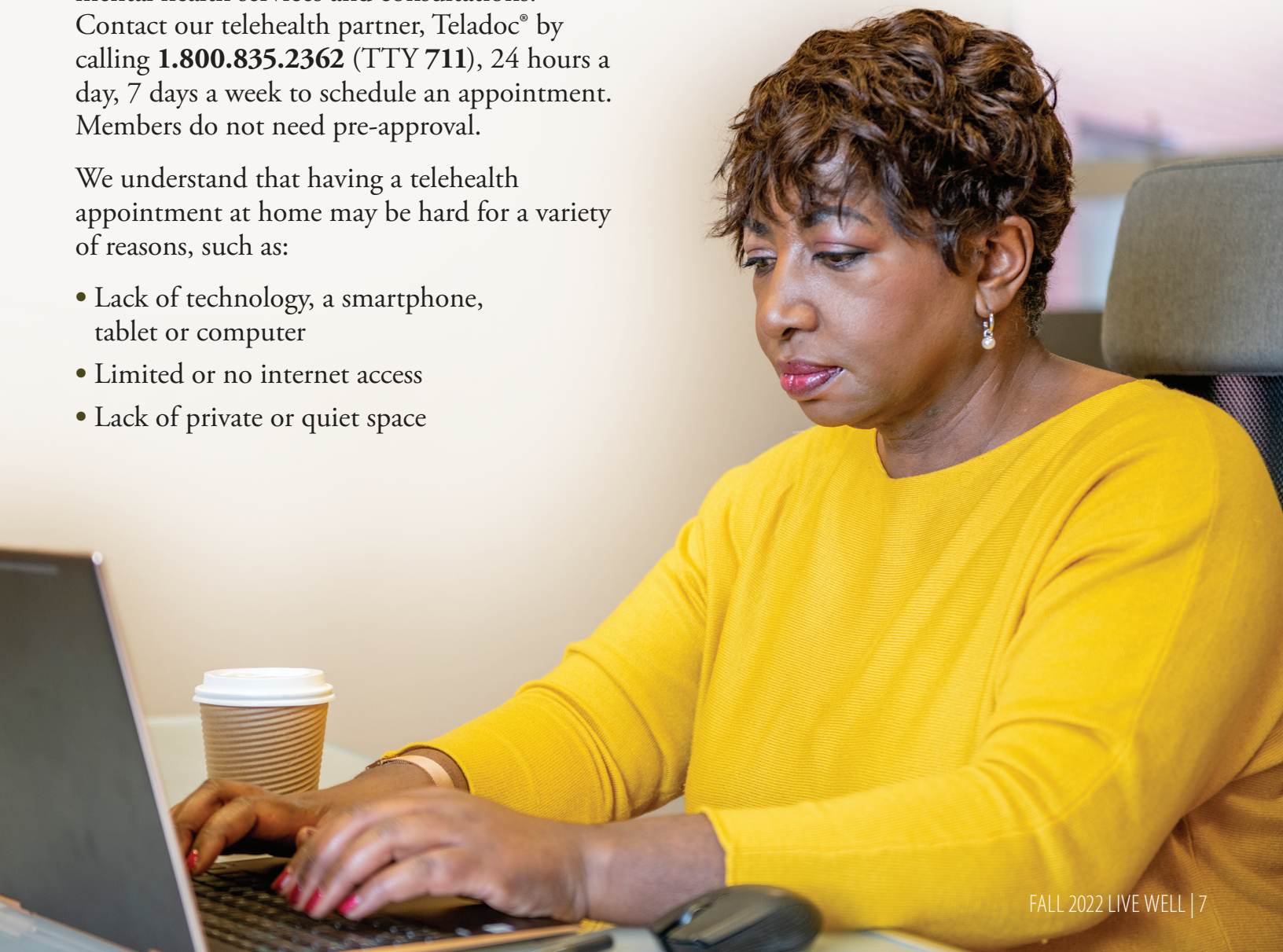
We understand that having a telehealth appointment at home may be hard for a variety of reasons, such as:

- Lack of technology, a smartphone, tablet or computer
- Limited or no internet access
- Lack of private or quiet space

Providing free internet access and private rooms so you can speak with your doctor is one more way we can help you get the health care you need.

First, schedule your telehealth appointment with your doctor, or with Teladoc®. Then reserve your spot in a private telehealth room at a Community Resource Center near you.

Call us at **1.877.287.6290** (TTY 711)
or visit **ActiveHealthyInformed.org**
for more information.





Community Resource Center



In-Person Classes Are Back at Our Community Resource Centers!

Building Active, Healthy, & Informed Communities

L.A. Care Health Plan and Blue Shield of California Promise Health Plan are here to serve you! Our Community Resource Centers (CRCs) are now open and offer in-person health and wellness classes that are fun, free for everyone. We are dedicated to the health and safety of our visitors.

Come see the great things we have to offer. Our friendly staff are committed to creating a safe space that is warm and welcoming. We are here for the community, whether it is for your first dance class or you need help with health care.

- Free Food Pantries
- Free Wi-Fi for Telehealth Services
- Linkage to Assistance Programs
- Enrollment Support for Medi-Cal and Other Health Coverage Programs

Please visit your local CRC or call **1.877.287.6290** (TTY 711), Monday-Friday, 9 a.m. – 5 p.m. You can also visit **activehealthyinformed.org**.

Please remember you can enjoy free on-demand classes such as exercise, healthy cooking and more at **youtube.com/activehealthyinformed**.

Chronic Conditions Are Eligible for a 100-Day Medicine Supply



As of January 1, you can now fill your prescription up to a 100-day supply at a time for many of your chronic medications. It is important to take your medications daily, just as the doctor ordered! By switching to a 100-day supply, you will not need to go to the pharmacy as often. This can make it easier to keep your health conditions under control.

Below are other medication tips to help you stay healthy:

- Use our free mail order service to deliver your medications to your doorstep. Please call the Ralphs Pharmacy at **1.213.452.0830** and let them know that you are a L.A. Care member.
- Take your medications at the same time every day with a daily routine like brushing your teeth or getting ready for bed.
- Use a calendar or a reminder and note each time you take a dose.
- Use a pill container or a pillbox and refill it weekly at the same time.
- Always have enough of your medications so that you never run out.

If you have any questions, please call L.A. CareHealth Plan **Member Services** at **1.888.522.1298** (TTY 711), 24 hours a day, 7 days a week, including holidays.

How Long Should I Wait for My Appointment?

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

Primary Care Doctors

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

Specialists

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

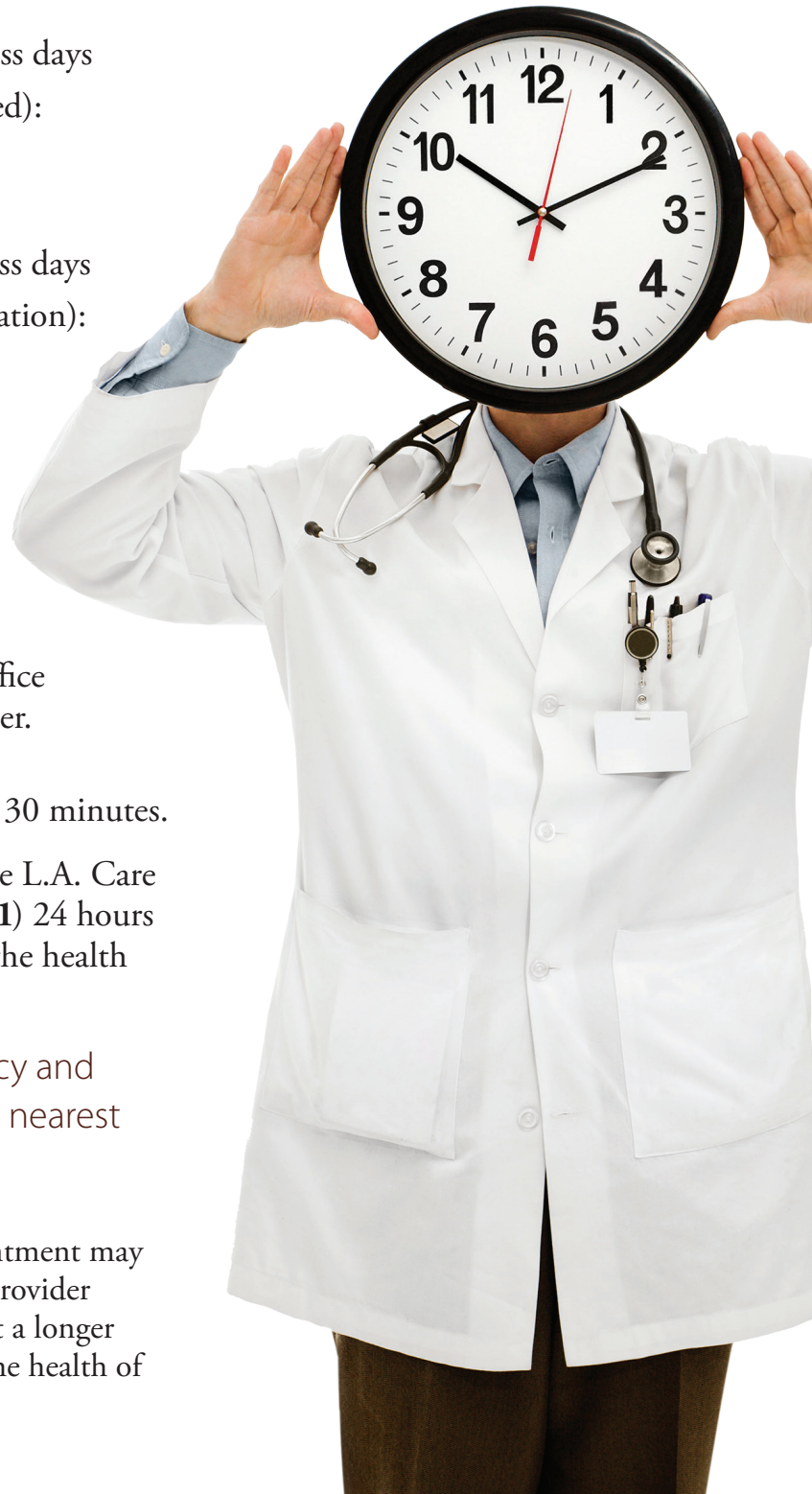
Did you know you can get health advice when your doctor's office is closed and on weekends or holidays?

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

If you have trouble reaching your doctor, call the L.A. Care 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.

*The applicable waiting time for a particular appointment may be extended if the referring or treating health care provider has determined and noted in the patient record that a longer waiting time will not have a detrimental effect on the health of the member.



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 free. To access the nurse chat function, go to **lacare.org** and click on “Member Sign In” to log on.

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, Instagram and LinkedIn.



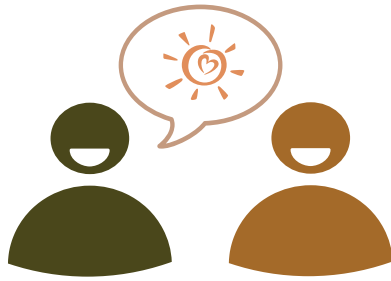
Looking for L.A. Care Members to Join the Community Advisory Committees

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.



What Members Are Saying About Us....



I receive follow-up calls from the plan, and I get the medical attention I need. By having good quality services, I've been able to stay in stable health. Yes, of course, I would 100% recommend L.A. Care to people, because it has excellent services. — **Pedro M.**

The plan is there for me, listens to me, and takes good care of me. — **Elizabeth 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 **1.888.522.1298** (TTY **711**) 24 hours a day, 7 days a week and holidays. Also, visit our website at **lacare.org**.



Important Numbers

Do you have questions about your benefits? Please see the contact information below to get help and answers.

L.A. CARE HEALTH PLAN

L.A. Care Medi-Cal Plan

1.888.839.9909 (TTY **711**)

24 hours a day, 7 days a week and holidays

L.A. Care PASC-SEIU Health Plan

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 Community Resource Centers

(Your Centers for Health and Wellness)

1.877.287.6290 (TTY **711**)

Monday – Friday, 9 a.m. – 5 p.m.

L.A. Care Covered™

1.855.270.2327 (TTY **711**)

Monday – Friday, 9 a.m. – 5 p.m.

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 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

Teladoc®

1.800.835.2362 (TTY **711**)

(Talk to a doctor for urgent care needs)

24 hours a day, 7 days a week and holidays

IN CASE OF EMERGENCY, CALL 911



L.A. Care
HEALTH PLAN®

SALES & MARKETING DEPARTMENT

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FALL 2022

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

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Health and wellness or prevention information

English ATTENTION: If you need help in your language call **1.888.839.9909** (TTY: 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call **1.888.839.9909** (TTY: 711). These services are free of charge.

Spanish ATENCIÓN: si necesita ayuda en su idioma, llame al **1.888.839.9909** (TTY: 711). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al **1.888.839.9909** (TTY: 711). Estos servicios son gratuitos.

Arabic يرجى الانتباه: إذا احتجت إلى المساعدة بلغتك، فاقصص بـ **1.888.839.9909** (TTY: 711). تتوفر أيضاً المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بريد و الخط الكبير. اتصل بـ **1.888.839.9909** (TTY: 711). هذه الخدمات مجانية.

Armenian Ուշադրություն: Եթե Զեզ օգնություն է հարկավոր Ձեր լեզվով, գանգահարեք **1.888.839.9909** (TTY: 711): Կան նաև օգնական միջոցներ ու ծառայություններ հաշմանդամություն ունեցող անհատ համար, օրինակ՝ Բրայլի գրատպիկով ու խոշորատառ տպագրված նյութեր: Ջանգահարեք **1.888.839.9909** (TTY: 711): Այդ ծառայություններն անվճար են:

Cambodian ចំណាំ: បើអ្នកត្រូវការជំនួយជាភាសាខ្មែរសម្រាប់សេវាផ្តល់ជូន 1.888.839.9909 (TTY: 711)។ ជំនួយនិងសេវាសម្រាប់ជនមានការរីកចម្រើនផ្លូវចិត្ត ឬជនមានការរីកចម្រើនផ្លូវចិត្តសម្រាប់ជនមានការរីកចម្រើនផ្លូវចិត្ត ក៏អាចទទួលបានដែរ។ ទូរស័ព្ទមកលេខ **1.888.839.9909** (TTY: 711)។ សេវាកម្មទាំងនេះមិនគិតថ្លៃឡើយ។

Chinese 请注意: 如果您需要以您的母语提供帮助, 请致电 **1.888.839.9909** (TTY: 711)。另外还提供针对残疾人士的帮助和服务, 例如文盲和需要较大字体阅读, 也是方便取用的。请致电 **1.888.839.9909** (TTY: 711)。这些服务都是免费的。

Farsi توجه: اگر می‌خواهید به زبان خود کمک دریافت کنید، با **1.888.839.9909** (TTY: 711) تماس بگیرید. کمکها و خدمات مخصوص افراد دارای معلولیت، مانند مستنداتی خط بزرگ و چاپ با حروف بزرگ، نیز موجود است. با **1.888.839.9909** (TTY: 711) تماس بگیرید. این خدمات رایگان ارائه می‌شوند.

Hindi ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो **1.888.839.9909** (TTY: 711) पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे ब्लैक और बड़े चर्टि में भी दस्तावेज उपलब्ध हैं। **1.888.839.9909** (TTY: 711) पर कॉल करें। ये सेवाएं नि: शुल्क हैं।

Hmong CEEB TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau **1.888.839.9909** (TTY: 711). Muaj cov kev pab txhawb thiab kev pab cuam rau cov neeg xiam oob qhab, xws li puav leej muaj ua cov ntawv su thiab luam tawm ua tus ntawv loj. Hu rau **1.888.839.9909** (TTY: 711). Cov kev pab cuam no yog pab dawb xwb.

Japanese 注意日本語での対応が必要な場合は **1.888.839.9909** (TTY: 711) へお電話ください。点字の資料や文字の拡大表示など、障がいをお持ちの方のためのサービスも用意しています。 **1.888.839.9909** (TTY: 711) へお電話ください。これらのサービスは無料で提供しています。

Korean 유의사항: 귀하의 언어로 도움을 받고 싶으시면 **1.888.839.9909** (TTY: 711) 번으로 문의하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. **1.888.839.9909** (TTY: 711) 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.

Laotian ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໄດ້ທ່ານ ການບໍລິການຊ່ວຍເຫຼືອແລະການບໍລິການສາວບໍລິມະຊົນ ເຊັ່ນ ຕາມການບໍລິການຂອງທ່ານ ຈະມີເຕັມໄປ ໃຫ້ໄດ້ທ່ານ **1.888.839.9909** (TTY: 711). ການບໍລິການເຫຼົ່ານີ້ບໍ່ຄ່າໃຊ້ຈ່າຍໃດໆ.

Mien LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiemx longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux **1.888.839.9909** (TTY: 711). Liouh lorx jauvlouc tengx aengx caux nzie gong bun taux ninh mbuo vuaaie fangx mienh, beiv taux longc benx nzange-poke bun hlou mbiute aengx caux aamz mborqv benx domh sou se mbenc nzoih bun longc. Douc waac daaih lorx **1.888.839.9909** (TTY: 711). Naav deix nzie weih gong-bou jauv-louc se benx wang-henh tengx my zuqe cuotv nyaanh oc.

Panjabi ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ **1.888.839.9909** (TTY: 711). ਅਧਾਰਨ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਦੋਂ ਕਿ ਬੁਨੇਦ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ **1.888.839.9909** (TTY: 711)। ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।

Russian ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру **1.888.839.9909** (TTY: 711). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру **1.888.839.9909** (TTY: 711). Такие услуги предоставляются бесплатно.

Tagalog ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa **1.888.839.9909** (TTY: 711). Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Tumawag sa **1.888.839.9909** (TTY: 711). Libre ang mga serbisyo ng ito.

Thai โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข **1.888.839.9909** (TTY: 711) นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่พิมพ์อักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข **1.888.839.9909** (TTY: 711) ไม่มีค่าใช้จ่ายสำหรับการเหล่านี้

Ukrainian УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер **1.888.839.9909** (TTY: 711). Люди з обмеженими можливостями також можуть скористатися допоміжними засобами та послугами, наприклад, отримати документи, надруковані шрифтом Брайля та великим шрифтом. Телефонуйте на номер **1.888.839.9909** (TTY: 711). Ці послуги безкоштовні.

Vietnamese CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số **1.888.839.9909** (TTY: 711). Chúng tôi cũng hỗ trợ và cung cấp các dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi Braille và chữ khổ lớn (chữ hoa). Vui lòng gọi số **1.888.839.9909** (TTY: 711). Các dịch vụ này đều 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 Medicare Plus Member Services or read the Cal MediConnect Member Handbook. Benefits and/or co-payments may change on January 1 of each year. To learn more, please call the 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 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.

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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).

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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