



**L.A. Care**  
HEALTH PLAN®

*For A Healthy Life*

SUMMER 2020  
**live**  
*well*

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

## Summer Health Tips: Beat the Heat

Everyone faces additional health risks during the heat of the summer, but seniors have risks that need to be understood and monitored. Here are some health tips as we head into the summer season:

1. **Drink plenty of liquids.** Make water your drink of choice. Drink at least eight 8-ounce glasses of healthy liquids daily to stay hydrated. Talk to your doctor or a registered dietitian to determine the amount of water that's right for you.
2. **Avoid caffeinated and alcoholic beverages.** Alcohol, soda, coffee, sugary drinks and even tea can leave you dehydrated quickly. Reduce the amount of these beverages, especially during hot weather. Plain or flavored water is a good substitute.
3. **Dress appropriately.** Wear loose-fitting clothes in natural fabrics like cotton. Dress in light colors that will deflect the sun and heat instead of darker colors that will attract them.
4. **Sunblock.** When outdoors, protect your skin from damage by wearing hats, sunglasses and a sunscreen of SPF 30 or higher.
5. **Stay indoors during extreme heat.** In high heat and humidity, evaporation is slowed and the body must work extra hard to maintain a normal temperature.



6. **Air conditioning.** If you do not have air conditioning in your home, go somewhere that does. A movie theater, the mall, a friend or relative's home or a community senior center are all good options. Check to see if your city has "cooling centers" available.
7. **Avoid extreme outdoor heat.** If you need to get out of the house and don't drive, call a taxi, a friend or a transportation service. Do **NOT** wait for the bus in extreme heat.
8. **Take a cool shower or bath.** If you are absolutely unable to leave the house and do not have air conditioning, take a cool bath or shower to lower your body temperature on extremely hot days.

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**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.

## Q: How can I manage stress?

**A:** Recognizing your symptoms and their triggers, what makes you anxious, 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 less stressed and more relaxed. 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, bicycling or gardening. Exercise can help release stress and be 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**).

# Disability Services and the Americans With Disabilities Act (ADA)

L.A. Care Health Plan ensures equal access to health care that is respectful and responsive to the needs of people with disabilities.

The Americans with Disabilities Act (ADA) protects people with disabilities. ADA is a law that says people with disabilities must have equal opportunities to participate in all areas of community life.

Doctors, specialists and health plans must follow the ADA guidelines so that people with disabilities have their needs met. Let your doctor know if you need any accommodations. Your doctor or clinic must provide:

- Accessible parking spaces, ramps or loading zones.
- Elevators, “stair-free” routes from parking spaces to building entrances.
- Accessible routes of travel in and around buildings. Entrances, including doorways wide enough for people using mobility aids such as wheelchairs, etc.
- Restrooms with enough space, including grab bars and accessible toilets, sinks and drinking fountains.
- Service counters low enough for people in wheelchairs, scooters, and people short of stature.
- Appropriate exam rooms, tables and scales.



- Braille, American Sign Language services and equipment aids to assist with communication if you have a hearing, vision, or speech impairment.

To find providers that meet your needs, please call L.A. Care at **1.888.522.1298**. Talk to your doctor about your requirements.

Also, if you believe your doctor or provider is not following the ADA rules, please contact L.A. Care. Rules apply for Accessibility Assessment Reviews based on ADA rules and guidelines.

For more information on the Americans with Disabilities Act (ADA), you can contact the U.S. Department of Justice ADA Information Line at **1.800.514.0301** or visit **ADA.gov**.



Be Active.

Be Healthy.

Be Happy!



# You and Your Doctor Are a Team!

Having a good relationship with your doctor is one of the best ways to take care of your health.

Your doctor will get to know you and your health needs starting with your very first visit. If you are a new L.A. Care member, you should see your doctor as soon as you can. Just call the doctor's number on your Member ID card to set up a visit.

At this first visit, called the Initial Health Assessment (IHA), your doctor will ask you to complete a form called the Staying Healthy Assessment (SHA). This form helps the doctor learn about your lifestyle such as whether you smoke, wear a seatbelt, or eat enough fruits and vegetables. You should see your doctor at least once a year, even if you feel fine, to make sure you are up to date on needed tests and vaccines. If you haven't seen your doctor in the past year, or are new to L.A. Care, call your doctor today!

## Make the Most of Your Doctor Appointment

Sometimes going to the doctor can be stressful. To get your questions answered and make the most of your doctor visit, try these easy tips.

- **Be prepared.** Before your appointment, think about what you need during your visit.

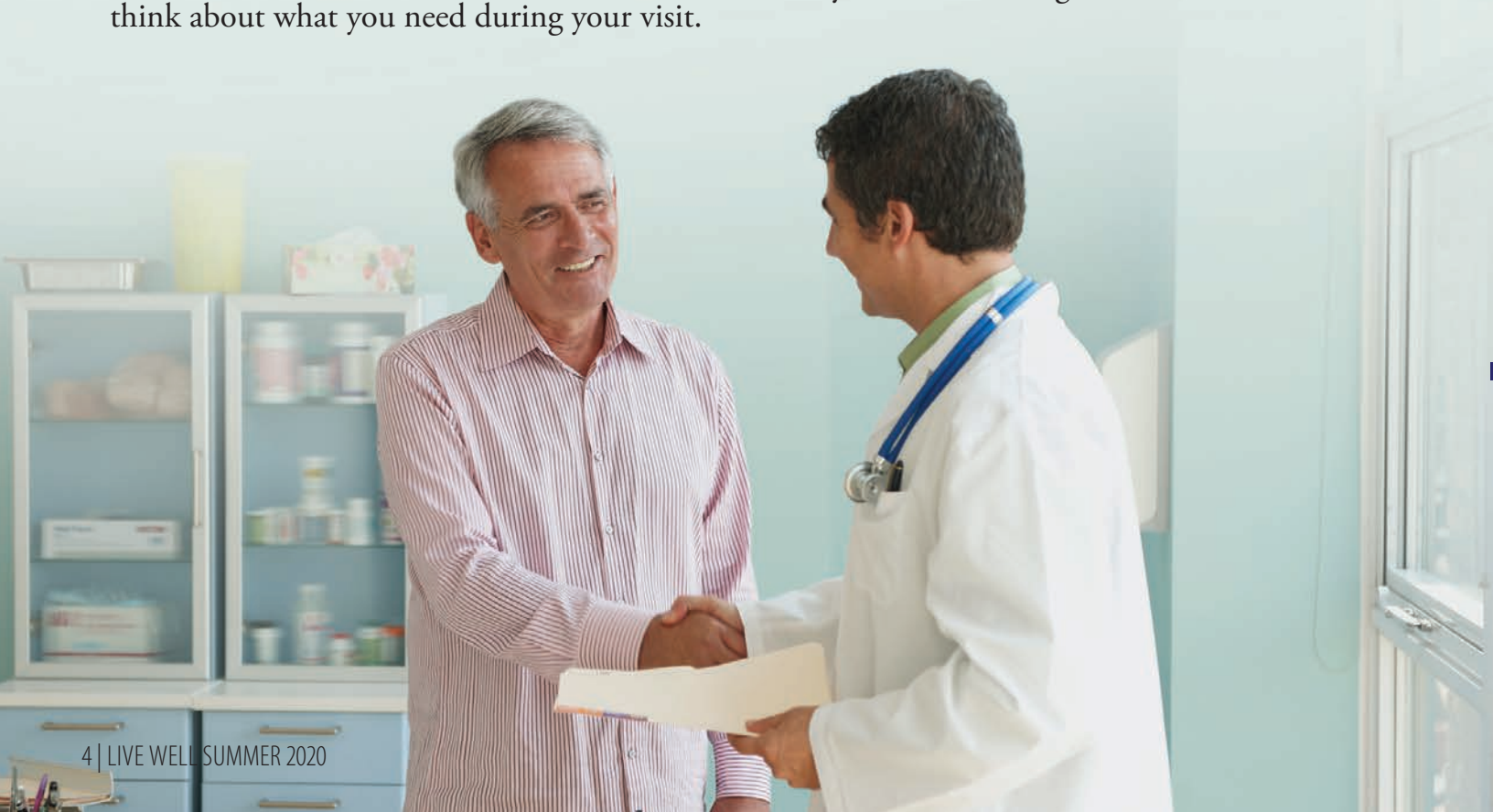
Make a list of concerns and questions that you have about your health. It may be helpful to show the list to your doctor.

- **Be flexible.** Doctors have many responsibilities and sometimes run late because they are seeing other patients or have an emergency. You may have to wait for your visit. Be understanding - the office is likely busy and the doctor will get to you as soon as possible.

*Tip:* If you're short on time, ask for the earliest appointment available in the morning.

- **Speak up!** Be sure to ask questions about your medications or anything you don't understand related to your care. Take a moment to think about whether you got everything you needed. Don't be afraid to ask your provider to repeat or re-explain something. Ask about your options and leave with a plan for your health care concerns.

*Tip:* Doctors sometimes take notes on a computer during your visit. Don't worry; they are still listening!



# Doctor's Orders: Take Your Medications as Prescribed

Did you know that medications are not taken correctly 50% of the time? Reasons why people stop taking their medications include: forgetting, not understanding what their doctor tells them, side effects, or thinking that their medication is not working.

Not taking medications as prescribed can be bad for your health, especially if you are taking them for health challenges such as high cholesterol, blood pressure, or diabetes. It can cause your health to worsen and you not to feel well.

## Tips to Help You Take Your Daily Medications

- **Take your medication at the same time every day.** Plan to take your medicine, for example, after brushing your teeth in the morning or before bed at night.
- **Set an alarm.** A reminder on your phone or watch can help you remember to take your medicine.
- **Use a pill box.** Refill your pill box at the same time each week such as every Sunday evening after dinner.
- **Keep a “medicine calendar.”** Mark on a calendar when you take your medications.
- **Sign up for a mail-order pharmacy service.** This can help you get your medications before you need them, delivered right to your doorstep. For information on L.A. Care's mail-order service, please refer to your Member Handbook.

- **Ask your doctor for a 90-day supply of medication.** A 90-day supply will lessen the number of times you need to go to the pharmacy.
- **Keep a list of all your medications, including supplements.** Be sure to take the list to your doctor visit so he will know what you are taking. Update your medication list every time there is a change in the type or how you should take them.

**Questions?** If you disagree or do not understand your medication, don't be shy. Ask your doctor or pharmacist why you are taking it, how to take it and any side effects.



## 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](http://lacare.org/live-well) to receive it by email. Be sure to like us on Facebook, Twitter and LinkedIn.

# Centers Temporarily Closed Due to COVID-19: Stay Healthy With Us Online!



**Family  
Resource  
Centers**

While our **Community Resource Centers / Family Resource Centers** are closed during this COVID-19 Stay-at-Home period, we are excited to announce that we are now offering free on-demand classes on our YouTube Channel + CRC YouTube Link at [bit.ly/activehealthyinformed](https://bit.ly/activehealthyinformed). Classes include fitness and exercise classes, as well as nutrition and healthy cooking classes.

We look forward to sharing with you online! When our doors are open again, join us at one of our convenient locations throughout Los Angeles County. For more information, please 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**

## Be Active, Healthy & Informed!



**Community Resource Center**



**blue**  
california  
Promise Health Plan

L.A. Care Health Plan and Blue Shield of California Promise Health Plan are here to serve you and your community. The **Community Resource Centers** offer a variety of free classes and programs, plus personalized services for L.A. Care and Blue Shield Promise members, to help you, your families and friends be active, healthy & informed.

### Tailored programs for members include:

- **In-Person Member Support** – Get personalized help with choosing your doctor, getting a temporary Member ID card, and setting up appointments.
- **Diabetes Prevention** – Qualified members can take part in our Diabetes Prevention Program with a trained lifestyle coach.
- **Care Management** – Learn how eligible members can get Care Management support at the Resource Centers.
- **Connection to Social Services** – Learn how to access social services assistance for housing, food, bills and more.
- **Health Technology Support** – Learn how to use health portals and apps to enhance your health.

Once we reopen our doors, come check out the **Community Resource Center** in Pomona at 696 W. Holt Avenue, Pomona, CA 91768. More locations are coming near you in 2020. For the latest updates, go to [activehealthyinformed.org](https://activehealthyinformed.org).

# 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.

## We Are Proud to Offer Members New Ways to Get Care in 2020!

Easy access to care with our new partners at Teladoc and Minute Clinic.

### How to Access Teladoc



1. Set up your account at **Teladoc.com**. You will need your Member ID number.
2. Ask for a visit through the Teladoc call center, member site or mobile app, at any time.
3. Talk to a doctor who can prescribe medication.

More Information: [LACare.org/Teladoc](https://www.lacare.org/Teladoc)

### How to Access Minute Clinic



1. Use the L.A. Care online provider directory to find a Minute Clinic near you.
2. View wait times and plan your visit on the Minute Clinic website.
3. Get care onsite at a Minute Clinic. You will need your Member ID card and a form of ID.

More Information: [lacare.org/minuteclinic](https://www.lacare.org/minuteclinic)

**Questions?** Call L.A. Care at **1.888.522.1298** (TTY 711).

Medi-Cal, Cal MediConnect and L.A. Care *Covered*™ members may use Teladoc. Members who also have Medicare may not be able to use Teladoc. All Teladoc services may not be covered by your health plan. Please refer to your plan handbook or call the number on your ID card.



# L.A. Care Understands That Everyone Is Affected by Coronavirus (COVID-19)

## We Are Here to Support You

Your first choice when you need care is your doctor. Their number is on your Member ID card. If you cannot reach your doctor and you need care quickly, you can use L.A. Care's **free Nurse Advice Line** and **telehealth (Teladoc) services**. You can speak to a nurse or a doctor 24 hours a day, 7 days a week from the safety of your own home. You may also be able to use our **mail-order pharmacy service** to get a 90-day supply of your medicines.

Our partner, **Beacon Health Options**, does mental health and substance use treatment. They use telehealth in some cases to meet your needs during the coronavirus outbreak. If you need help in this way, please call **1.877.344.2858** to talk to a mental health expert.



We're also offering Angelenos access to **L.A. Care Community Link**. It is our online search tool where you can find free or low-cost social needs support like food and housing help.

If you or someone you know needs care or support, or if you would like to learn more about how to stay healthy during this time, please visit our website at **lacare.org**.

## Prescription Drugs Listed on the L.A. Care Website



To find out more about L.A. Care's 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 medication request process, drug preferences and procedures on how to use the Formulary.

## 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.







## How to Access Interpreting Services

To schedule Interpreting Services, please call **Member Services** at **1.888.522.1298** (TTY 711). They are 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.

## Latest Medi-Cal Member Handbook Available Online

The 2020 Medi-Cal L.A. Care Member Handbook, also called the Evidence of Coverage (EOC), is now online at **lacare.org**. You may view or print the Member Handbook which tells you about your coverage under L.A. Care. It will help you understand and use your benefits and services. It also explains your rights and responsibilities as a member of L.A. Care. If you have any questions about the Member Handbook, how to access it online or about benefits and services, please call L.A. Care **Member Services** at **1.888.522.1298** (TTY 711).

*Continued from page 1*

9. **Keep your home cool.** Temperatures inside the home should not exceed 85 degrees Fahrenheit for long periods of time.
10. **Signs of heat stroke.** Know the signs of heat stroke (e.g. flushed face, high body temperature, headache, nausea, rapid pulse, dizziness and confusion). Take immediate action if you feel ill.

Your health is L.A. Care's priority. Be aware of these important tips to be safe and keep cool. Check on aging friends, loved ones and other seniors residing in your neighborhood. If you have questions or need more information, please call **Member Services** at **1.888.522.1298** (TTY 711). Do what you can to beat the heat this summer!

# 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 specialty 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

- **Care Management Programs** for members who have ongoing medical needs
- **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, including external independent review.

## 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 **1.888.522.1298 (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**.



## 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 HEALTH PLAN**

#### **L.A. Care Health Plan**

**1.888.839.9909 (TTY 711)**

#### **L.A. Care PASC-SEIU 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 Covered™**

**1.855.270.2327 (TTY 711)**

### **L.A. Care Family Resource Centers**

(Your Centers for Health and Wellness)

**1.877.287.6290 (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

**IN CASE OF EMERGENCY,  
CALL 911**



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# SUMMER 2020

# live well

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

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

## Health and wellness or prevention information



English	Free language assistance services are available. You can request interpreting or translation services, information in your language or in another format, or auxiliary aids and services. Call L.A. Care at <b>1.888.839.9909 (TTY 711)</b> , 24 hours a day, 7 days a week, including holidays. The call is free.
Spanish	Los servicios de asistencia de idiomas están disponibles de forma gratuita. Puede solicitar servicios de traducción e interpretación, información en su idioma o en otro formato, o servicios o dispositivos auxiliares. Llame a L.A. Care al <b>1.888.839.9909 (TTY 711)</b> , las 24 horas del día, los 7 días de la semana, incluso los días festivos. La llamada es gratuita.
Arabic	خدمات المساعدة اللغوية متاحة مجاناً. يمكنك طلب خدمات الترجمة الفورية أو الترجمة التحريرية أو معلومات بلغتك أو بتسقيق آخر أو مساعدات وخدمات إضافية. اتصل بـ L.A. Care على الرقم <b>1.888.839.9909 (TTY 711)</b> على مدار الساعة وطوال أيام الأسبوع، بما في ذلك أيام العطلات. المكالمات مجانية.
Armenian	Տրամադրվելի են լեզվական օգնության անվճար ծառայություններ: Կարող եք խնդրել բանավոր թարգմանչական կամ թարգմանչական ծառայություններ, ձեր լեզվով կամ տարբեր ձևաչափով տեղեկություն, կամ օմանդան օգնություններ և ծառայություններ: Զանգահարեք L.A. Care <b>1.888.839.9909</b> համարով (TTY 711), օրը 24 ժամ, շաբաթը 7 օր, ներառյալ տոնական օրերը: Այս հեռախոսազանգն անվճար է:
Chinese	提供免費語言協助服務。您可申請口譯或翻譯服務，您使用之語言版本或其他格式的資訊，或輔助援助和服務。請致電 L.A. Care 電話 <b>1.888.839.9909 (TTY 711)</b> ，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. <b>1.888.839.9909 (TTY 711)</b>
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 <b>1.888.839.9909 (TTY 711)</b> 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 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 ntauw tus xov tooj <b>1.888.839.9909 (TTY 711)</b> , 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 <b>1.888.839.9909 (TTY 711)</b> 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។ អ្នកអាចស្នើសុំសេវាបកប្រែផ្ទាល់មាត់ ឬការបកប្រែ ឆ្លើយសំណួរ ជាភាសាខ្មែរ ឬជាអង់គ្លេស ឬជាភាសាដទៃទៀត ប្រសិនបើអ្នកមិនចង់ប្រើភាសាខ្មែរ ឬអង់គ្លេស។ ទូរស័ព្ទ L.A. Care តាមលេខ <b>1.888.839.9909 (TTY 711)</b> បាន 24 ម៉ោងមួយថ្ងៃ 7 ថ្ងៃ មួយអាទិត្យ រួមទាំងថ្ងៃបុណ្យផង។ ការបកប្រែគឺឥតគិតថ្លៃឡើយ។
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 요청할 수 있습니다. 공휴일을 포함해 주 7일, 하루 24시간 동안 L.A. Care, <b>1.888.839.9909 (TTY 711)</b> 번으로 문의하십시오. 이 전화는 무료로 이용하실 수 있습니다.
Lao	ເລກສາອັງກິດ ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໂດຍບໍ່ເສຍຄ່າ. ທ່ານສາມາດຂໍບໍລິການນາຍພາສາ ຫຼື ແປພາສາໄດ້, ຊ່າວບໍ່ມີໃນພາສາຂອງທ່ານ ຫຼື ໃນຮູບແບບອື່ນ, ຫຼື ເຄື່ອງມືຊ່ວຍເຫຼືອ ແລະ ບໍລິການເຊັ່ນ. ໃຫ້ໂທຫາ L.A. Care ໄດ້ທີ່ <b>1.888.839.9909 (TTY 711)</b> , 24 ຊົ່ວໂມງຕໍ່ມື້, 7 ມື້ຕໍ່ອາທິດ, ວວມເຖິງວັນພັກຕ່າງໆ. 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 <b>1.888.839.9909 (TTY 711)</b> ਨੰਬਰ ਉੱਤੇ ਕਾਲ ਕਰੋ, ਦਿਨ ਵਿੱਚ 24 ਘੰਟੇ, ਹਫ਼ਤੇ ਵਿੱਚ 7 ਦਿਨ, ਛੁੱਟੀਆਂ ਸਮੇਤ। ਕਾਲ ਮੁਫਤ ਹੈ।
Russian	Мы предоставляем бесплатные услуги перевода. У Вас есть возможность подать запрос о предоставлении устных и письменных услуг перевода, информации на Вашем языке или в другом формате, а также вспомогательных средств и услуг. Звоните в L.A. Care по телефону <b>1.888.839.9909 (TTY 711)</b> 24 часа в сутки, 7 дней в неделю, включая праздничные дни. Этот звонок является бесплатным.
Tagalog	Available ang mga libreng serbisyo ng tulong sa wika. Maaari kang humiling ng mga serbisyo ng pag-interpret o pagsasalang-wika, impormasyon na nasa iyong wika o nasa ibang format, o mga karagdagang tulong at serbisyo. Tawagan ang L.A. Care sa <b>1.888.839.9909 (TTY 711)</b> , 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 <b>1.888.839.9909 (TTY 711)</b> ตลอด 24 ชั่วโมง 7 วันต่อสัปดาห์รวมทั้งวันหยุด โทรฟรี
Vietnamese	Có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Quý vị có thể yêu cầu dịch vụ biên dịch hoặc phiên dịch, thông tin bằng ngôn ngữ của quý vị hoặc bằng các định dạng khác, hay các dịch vụ và thiết bị hỗ trợ ngôn ngữ. Xin vui lòng gọi L.A. Care tại <b>1.888.839.9909 (TTY 711)</b> , 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)**。