



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

## Summer Travel: Don't Forget Your Medicine!

Travel creates excitement as we look forward to taking a trip to see family or visit a new place. It takes preparation before you head out on the road. Remember, if you take medications make sure you have enough to last throughout your trip.



### Tips for Preparing Your Medication for Travel

- At least a week before traveling, check your prescriptions. If you need a refill, make a trip 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 pillbox, keep your medications in the original container until you arrive at your destination. You can put them in your pillbox then.
- Keep your medications in your carry-on bags. If checked luggage is lost or delayed, you will still have what you need. Do not 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.
- Always travel with your medical insurance card.
- If you run out of your medicine or lose it, call **Member Services** at **1.888.522.1298** (TTY 711), 24 hours a day, 7 days a week.

L.A. Care is encouraging Cal MediConnect members to fill a 100-day supply of their chronic medications. By doing so you will not need to go to the pharmacy as often and can help keep your health conditions under control easier. There is no additional cost to get a 100-day supply of your medications.



# Ask the Doc: Lower Your Diabetes Risk with the Diabetes Prevention Program



## Q: What is prediabetes?

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

## Q: What is the Diabetes Prevention Program?

**A:** The **Diabetes Prevention Program (DPP)** is a free yearlong class to lower the risk of diabetes. In a fun and caring way, trained Lifestyle Coaches help you make changes in the foods you eat and how much you move your body. These changes work together to prevent diabetes.

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

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

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

## Q: What will I learn?

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

## Q: How do I sign up?

**A:** To learn more about the DPP, go to [solera4me.com/lacare](https://solera4me.com/lacare) or call **1.866.690.6202 (TTY 711)**, Monday through Friday, 6 a.m. – 6 p.m.

## Q: Can I join the DPP on my smart phone?

**A:** Yes, you can now join the DPP from the comfort of your phone. L.A. Care has partnered with Solera Health to offer this program using a digital app.

## Q: Does L.A. Care offer any resources that will help me with the DPP?

**A:** You will have access to a health coach and after four weeks in the program, you can get a free Fitbit to help you track your exercise.



## Easy Fruity Frozen Treats

What could be better during the hot summer months than a fruity frozen treat? Try these fun, easy recipes. No Popsicle molds or blender needed!

### Frozen Chocolate Dipped Bananas

- Cut four ripe bananas in half, and slide a lollipop stick into the end of each one. Put bananas on a tray lined with parchment paper. Freeze for two hours.
- In a microwave safe bowl, add one cup of dark chocolate chips, microwave for 30 seconds and stir. Repeat the process until the chocolate melts.
- Dip frozen bananas into the chocolate. Sprinkle with nuts or a crushed cereal topping of your choice.
- Enjoy! Freeze the rest for later.

### Yogurt Dipped Frozen Grapes Skewers

- Stick 2-3 grapes on a tooth pick. Place grape skewers on a tray lined with parchment paper. Freeze for two hours.
- Dip in your favorite yogurt. Put the dipped grape skewers back into the freezer for 15 minutes to take shape.
- Remove from the freezer and enjoy!

Frozen treats can be stored in the freezer for up to one week.

To learn more about healthy eating, please visit the “Healthy Eating” page on the L.A. Care website, [lacare.org](https://lacare.org) and watch our “My Plate Success” video.



## Medi-Cal Redetermination

Are you enrolled in Medi-Cal? Has your contact information changed in the past two years? Give your county office your updated contact information so you can stay enrolled in Medi-Cal. Go to **benefitscal.com** or call the Los Angeles County Department of Public Social Services at **1.866.613.3777** (TTY **1.800.660.4026**).



# 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. Care Health Plan **Member Services** at **1.888.522.1298 (TTY 711)**, 24 hours a day, 7 days a week, including holidays.

## Affordable Home Internet

As a Medi-Cal member, your household can get help through the federally funded Affordable Connectivity Program to pay for home high-speed internet service. You can get a \$30 per month discount. You can also receive a one-time discount of up to \$100 to purchase a computer or tablet from participating providers, if they pay more than \$10 and less than \$50, toward the purchase price.

Learn more by visiting [ACPBenefit.org](https://www.acpbenefit.org). The Federal Communications Commission (FCC) offers the program.





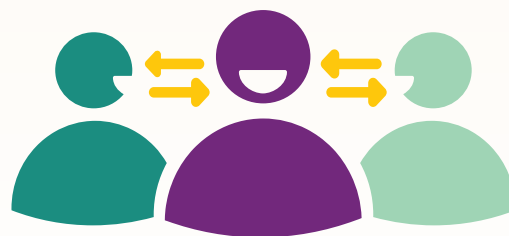


## We Speak Your Language

L.A. Care has a Language Assistance Program to help you talk to your doctor or health care providers in your preferred language. This service is at no cost. Through the Language Assistance program, you can:

- Use an interpreter when you talk with your doctor or any health care provider. You don't need to use family or friends as interpreters
- Use an interpreter to talk with an L.A. Care representative
- Receive L.A. Care written materials in your language
- Have materials read to you in your language

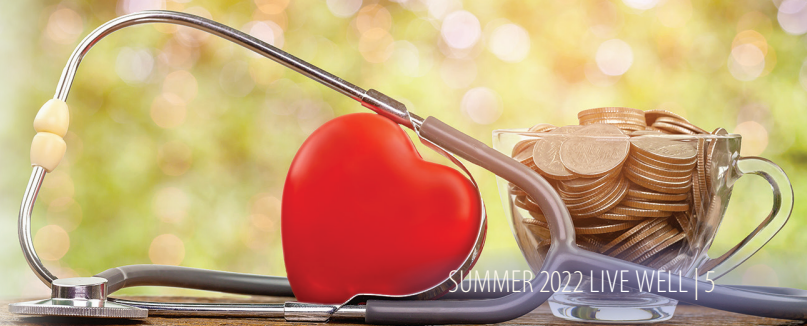
To access interpreting services, call L.A. Care **Member Services** at **1.888.522.1298** (TTY 711), 24 hours, 7 days a week, including holidays. Call at least 10-15 days in advance, if you would like to request an in-person or sign language interpreter for your doctor's appointment at no cost.



Also, please remember to call to let us know what language you prefer to speak and read, and your race and ethnicity. This information is protected and used only to improve the services we provide for you. Rest assured that L.A. Care is committed to protecting your private information. It will not be used to decide your health care benefits, coverage or the cost of coverage.

The greatest wealth is health.

— Virgil, Roman Poet





# L.A. Care Has Programs to Help You Manage Your Medications

Do you have many long-term health challenges for which you take medications? Does it feel like taking your medications are sometimes too much to handle? At L.A. Care Health Plan we understand that it can be hard to know when and how to take your medications. To help you take better control of your health, L.A. Care has partnered with Navitus Clinical Engagement Center to offer the Medication Therapy Management (MTM) program and a new medication adherence program, called Pharmacoadherence.

If you qualify for the MTM program, we will send you a letter about it and how to join. Joining the MTM program is up to you and will not change your Medicare drug coverage. After you join, a pharmacist or a licensed clinician will call you to review your medications, vitamins, and supplements, and make suggestions to you and your doctor. To see if you qualify, please visit: <http://calmediconnectla.org/members/part-d-prescription-drugs>. Scroll down to Medication Therapy Management.

The MTM program is a free service that you may find helpful:

- Get better results by working with your doctor and other health care workers
- Learn how to set goals for your health
- Identify side effects and unnecessary medication therapy
- Get your questions answered by a medication expert.
- A pharmacist or a licensed clinician can talk to you and/or your loved ones about any concerns

If you qualify for the Pharmacoadherence program, you will also get a letter and a call to go over your daily medications. A pharmacist or licensed clinician will talk about helpful tips for you to stay on top of your medication refills so that you will not run out in the future.

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

## What Members Are Saying About Us....



The care has been fantastic and very beneficial to my health.

– **Pedro Martinez**

Since I enrolled in this program (CMC), it meets my expectations, and I get follow-ups for my health needs on time. I feel safe with the services I receive.

– **Cecilio Hernandez**

Because of the plan, I pay more attention to my health, eat healthier and do more exercise.

– **Elizabeth Mitchell**

They (L.A. Care) always make you feel you are part of the family; it gives me a sense of belonging. If you have an important question, they will get you the answer; they always call back.

– **Helen Smokinski**





## Have You Seen Your Doctor Lately?



If you have put off having a well-visit because of COVID-19, you are not alone. Summer is a great time to reconnect by seeing your doctor. Even when you are feeling well, it is a big part of staying healthy. Your doctor will make sure you are up to date on needed tests and vaccines. You may even be able to have your doctor visit by telehealth - over the phone or video.

If you are new to L.A. Care, the first doctor visit is called an Initial Health Assessment or IHA. During the IHA (and some well visits thereafter), you will be asked to fill out a form called the Staying Healthy Assessment (SHA). It helps your doctor learn about your lifestyle, such as whether you eat enough fruits and vegetables.

If you have not seen your doctor in the past year, or are new to L.A. Care, making an appointment is easy! Please call the number on your ID card.

## There Are Brighter Days Ahead

Summer is here, but sometimes it can feel like the sun is not shining as brightly on you. L.A. Care offers help for members who feel like they are living under gloomy skies. Did you know that L.A. Care has programs to connect you with a trained professional that you can talk to if you are feeling anxious or down? You can be checked and treated for stress, relationship issues, anxiety, anger and/or depression, among other behavioral health challenges.

If you call the L.A. Care behavioral health partner, **Beacon Health Options** at **1.877.344.2858** between 8 a.m. - 5 p.m., Monday through Friday, staff will provide you with a referral to a therapist or psychiatrist to begin the process. Calling after hours? No problem. Beacon Health is available 24 hours, 7 days a week to take your information and staff will give you a follow-up call during office hours.



Call today to take the first step towards improved mental health!





## Community Resource Center



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

L.A. Care Health Plan and Blue Shield of California Promise Health Plan Community Resource Centers' (CRC) doors are open again and we are here to serve you. Enjoy our in-person health and wellness classes that are fun, free and open to everyone. We are dedicated to the health and safety of our visitors.

Get access to a variety of virtual health care and community resources such as health, nutrition and fitness classes. Please remember you can also participate in free on-demand classes such as exercise, healthy cooking and more at [youtube.com/activehealthyinformed](https://youtube.com/activehealthyinformed). Call **1.877.287.6290** (TTY 711) for more information or drop by so that our CRC staff can help you get the services you need!

### Building Active, Healthy & Informed Communities

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

## 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](https://lacare.org) and click on "Member Sign In" to log on.

# 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.



## Telehealth: Care When You Need It in the Comfort of Your Home



Telehealth is a L.A. Care benefit offering urgent care visits with a licensed doctor via phone or by video chat. 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. Members do not need pre-approval.

## 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.

# 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 the L.A. Care 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
- Submitting a complaint

## Special Programs

L.A. Care has the following special programs:

- **Quality Improvement Programs** improve equitable quality of care, safety, and services for our members. These programs measure our

progress so that we can meet our goals and provide equitable quality services and decide what we may need to change

- **Care Management Programs** for members who have challenging 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 voice your concerns if 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 at [lacare.org](https://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)

**1.888.522.1298** (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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SUMMER 2022  
**live well**

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

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

## Health and wellness or prevention information



|            |   |
|------------|---|
| English    | ATTENTION: If you need help in your language call <b>1.888.839.9909</b> (TTY: 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call <b>1.888.839.9909</b> (TTY: 711). These services are free of charge.  |
| Spanish    | ATENCIÓN: si necesita ayuda en su idioma, llame al <b>1.888.839.9909</b> (TTY: 711). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al <b>1.888.839.9909</b> (TTY: 711). Estos servicios son gratuitos.  |
| Arabic     | يرجى الانتباه: إذا احتجت إلى المساعدة بلغتك، فاقصص بـ <b>1.888.839.9909</b> (TTY: 711). تتوفر أيضاً المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بريد و الخط الكبير. اتصل بـ <b>1.888.839.9909</b> (TTY: 711). هذه الخدمات مجانية.   |
| Armenian   | Ուշադրություն: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, գանգահարեք <b>1.888.839.9909</b> (TTY: 711): Կան նաև օգնական միջոցներ ու ծառայություններ հաշմանդամություն ունեցող անհատ հասար, օրինակ՝ Բրայլի գրատպիով ու խոշորատառ տպագրված նյութեր: Ջանգահարեք <b>1.888.839.9909</b> (TTY: 711): Այդ ծառայություններն անվճար են:   |
| Cambodian  | ចំណាំ: បើអ្នក ត្រូវ ការជំនួយ ជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ <b>1.888.839.9909</b> (TTY: 711)។ ជំនួយ និង សេវាកម្ម សម្រាប់ ជនពិការ ដូចជា ឯកសារសរសេរជាអក្សរធំ សម្រាប់ជនពិការភ្នែក ឬឯកសារសរសេរជាអក្សរពង្សី ក៏អាចរកបានផងដែរ។ ទូរស័ព្ទទៅលេខ <b>1.888.839.9909</b> (TTY: 711)។ សេវាកម្មទាំងនេះមិនគិតថ្លៃឡើយ។  |
| Chinese    | 请注意: 如果您需要以您的母语提供帮助, 请致电 <b>1.888.839.9909</b> (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 <b>1.888.839.9909</b> (TTY: 711)。这些服务都是免费的。   |
| Farsi      | توجه: اگر می‌خواهید به زبان خود کمک دریافت کنید، با <b>1.888.839.9909</b> (TTY: 711) تماس بگیرید. این خدمات رایگان ارائه می‌شوند. همچنین خدمات و خدمات مخصوص افراد دارای معلولیت، مانند نسخه‌های خط بزرگ و چاپ با حروف بزرگ، نیز موجود است. با <b>1.888.839.9909</b> (TTY: 711) تماس بگیرید.  |
| Hindi      | ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो <b>1.888.839.9909</b> (TTY: 711) पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और बड़े फॉन्ट में भी दस्तावेज़ उपलब्ध हैं। <b>1.888.839.9909</b> (TTY: 711) पर कॉल करें। ये सेवाएं नि: शुल्क हैं।   |
| Hmong      | CEEBOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau <b>1.888.839.9909</b> (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 <b>1.888.839.9909</b> (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 <b>1.888.839.9909</b> (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。 <b>1.888.839.9909</b> (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 <b>1.888.839.9909</b> (TTY: 711) 번으로 문의하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. <b>1.888.839.9909</b> (TTY: 711) 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.   |
| Laotian    | ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໄດ້ທ່ານບໍ່ <b>1.888.839.9909</b> (TTY: 711). ຍັງມີຄວາມຊ່ວຍເຫຼືອແລະການບໍລິການສ່ວນບໍລິຫານການເຊັນ ເຊັ່ນ ຄວາມສາມາດໃນການອ່ານບັນດາໂຕອັກສອນໄທໃຫ້ໄດ້ທ່ານບໍ່ <b>1.888.839.9909</b> (TTY: 711). ການບໍລິການເຫຼົ່ານີ້ບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ.   |
| Mien       | LONGCH HNYOUV JANGX LONGX OC: Beiv taux meih qiemx longx mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux <b>1.888.839.9909</b> (TTY: 711). Liouh lorx jauvlouc tengx aengx caux nzie gongx bun taux ninh mbuou wuaaie fangx mienh, beiv taux longx benx nzangc-poke bun hlou mbiute aengx caux aamz mborgv benx domh sou se mbenc nzoih bun longx. Douc waac daaih lorx <b>1.888.839.9909</b> (TTY: 711). Naav deix nzie weih gong-bou jauv-louc se benx wang-henh tengx my zuqe cuotv nyaanh soc. |
| Punjabi    | ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਡੀ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ <b>1.888.839.9909</b> (TTY: 711). ਅਧਾਰਨ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਅਤੇ ਵੱਡੇ ਫਾਓਂਟ ਵਿਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ <b>1.888.839.9909</b> (TTY: 711)। ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।  |
| Russian    | ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру <b>1.888.839.9909</b> (TTY: 711). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру <b>1.888.839.9909</b> (TTY: 711). Такие услуги предоставляются бесплатно.  |
| Tagalog    | ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa <b>1.888.839.9909</b> (TTY: 711). Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa malaking print. Tumawag sa <b>1.888.839.9909</b> (TTY: 711). Libre ang mga serbisyo ng ito.  |
| Thai       | โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข <b>1.888.839.9909</b> (TTY: 711) นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่พิมพ์อักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข <b>1.888.839.9909</b> (TTY: 711) ไม่มีค่าใช้จ่ายสำหรับการเหล่านี้  |
| Ukrainian  | УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер <b>1.888.839.9909</b> (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 <b>1.888.839.9909</b> (TTY: 711). Ці послуги безкоштовні.   |
| Vietnamese | CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số <b>1.888.839.9909</b> (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 <b>1.888.839.9909</b> (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 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.

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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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H8258\_15131\_2022\_LwWISmmr\_C\_Accepted