



**L.A. Care**  
HEALTH PLAN®

**For A Healthy Life**

WINTER 2020

**live**  
*well*

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

## Staying Healthy in the New Year

As one year ends and the new year begins, we often look at ways to improve our health and shed extra pounds gained from enjoying our favorite foods and treats over the holidays. It is a time to reset our routine and let go of unhealthy habits. Following are some tips to help you have long-lasting success and improve your health:

- **Stop unhealthy habits** – If you smoke, take steps to quit. If you need help to quit, call L.A. Care at **1.855.856.6943** to learn about in-person workshops and online self-paced programs and resources. Talk to your doctor about medications covered by your health plan that can help you quit smoking. Limit your alcohol use.
- **Set easy goals** – Break your goals into small parts that you can do easily. Aim to lose 1-2 pounds a week, instead of 20 pounds a month. Walk or run for 20 minutes a day to build up to reaching a goal of walking or running a marathon.
- **Reboot your diet** – Clean out your cabinets and refrigerator. Get rid of fattening, sugary foods and snacks like chips and sodas. Buy healthier foods and snacks such as fruits and vegetables. Enjoy lean protein meats and dairy. Choose turkey or chicken and low-fat yogurt. Snack on air-popped popcorn, crunchy celery and carrots. Drink more water.
- **Get moving!** – You don't have to join a gym; you can take a walk during lunch or after dinner to get exercise. Plan time daily to do something fun and



physical. You'll have more success if you enjoy it. L.A. Care's **Family Resources Centers** offer Zumba and other exercise classes. For more information, please visit [lacare.org](http://lacare.org) or call **1.877.287.6290**.

- **Go to bed and get some zzz's** – Sleep is important for our body to feel good, have more energy and better concentration. Set a regular bed time that allows you to get 7-8 hours of deep sleep. Don't use electronics before bed – watch television, use your cell phone, laptop, etc. They stimulate brain activity and may make it harder to get to sleep.

Be sure to make an appointment to get an annual checkup from your doctor. Practicing healthy habits is one of the best New Year's resolutions we can make. Cheers to good health!



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



# Ask the Doc: Heart Health

## Q: What is heart disease?

**A:** Your heart pumps blood to your whole body. This blood is carried in tubes called arteries and veins. Heart disease is when blood can no longer travel smoothly through your heart or its tubes.

## Q: What is a heart attack?

**A:** A heart attack is when the blood flow to the heart is blocked by a clot. Most people survive their first heart attack and return to their normal lives. But healthy changes have to be made to prevent further damage.

## Q: What risk factors increase the chance of getting heart disease?

**A:** Some risk factors for heart disease cannot be controlled, such as age. Other risk factors, such as smoking, weight and exercise, stress, and blood pressure can be controlled.



You can reduce the risk of heart issues by adopting a healthy lifestyle – eating nutritious foods, getting regular exercise and getting enough rest. See your doctor for regular screenings.

## ! Risk Factors for Heart Disease

**Blood Pressure:** High blood pressure is when blood pushes too hard against the tubes that carry your blood. It raises your risk of heart attack and stroke.

**Cholesterol:** This is a fatty substance in your blood. It can build up and block blood flow.

**Diabetes:** This is when you have too much sugar (glucose) in your blood, which makes you more likely to have a heart attack with no symptoms.

**Smoking:** Increases your risk of heart disease, stroke, lung disease and cancer.

**Stress:** Bad feelings, such as stress and anger, have been linked to heart disease.

**Unhealthy Diet:** Eating foods high in salt and fat increases the risk of heart conditions. Eat foods low in salt and fats. Include more fresh fruits and vegetables in your diet.

**Weight and Exercise:** Being overweight and not exercising make other risk factors more likely.

# Vaping – More Dangerous Than You Think

Vaping is inhaling vapor from an e-cigarette, pen, or other device. These devices work by heating a liquid containing nicotine, marijuana, or other drugs. Candy-like flavors add to their appeal. Vaping is on the rise and many people think it is less harmful or addictive than cigarettes. The truth is vaping is more dangerous than you think.



Research into the long-term effects of vaping are ongoing and there is much we don't know. Here is some of what we do know.

- E-cigarettes are just as addictive as regular cigarettes. In fact, nicotine levels in vape products vary. You might be getting as much nicotine in one vape pod as a whole pack of cigarettes!
- Vaping won't help you quit smoking. Instead of switching, some people end up using both. About 60% of e-cigarette users also smoke.
- Vaping is harmful to brain growth in teens and young adults. Yet these groups are drawn to vaping due to the flavors and “cool” devices.

Serious lung disease has been linked to vaping. See your doctor if you vape and you think it is making you sick. Most people need to be treated in the hospital. Many of these people are young. Symptoms include:

- Shortness of breath, cough
- Fatigue, body aches
- Vomiting and diarrhea

## Helpline Launches Dedicated Quit Vaping Line!



The California Smokers' Helpline has a **NEW** counseling line dedicated to people who want to quit vaping. The toll free number is **1.844.8.NO.VAPE (1.844.866.8273)**.

The Helpline has promotional materials available as well. For more info, please visit: **[nobutts.org/quitvaping](https://nobutts.org/quitvaping)**.

For more information about the Helpline's cessation services, including telephone counseling, mobile apps, online chat, and a texting program visit: **[nobutts.org/free-services](https://nobutts.org/free-services)**.

# Healthy Habits to Help Prevent Flu

The best way to prevent the flu is to get vaccinated each year. Other steps you can take, include:

- **Avoid close contact** with others who are sick.
- **Stay at home** when you are sick.
- **Cover your mouth and nose** when coughing or sneezing.
- **Keep your hands clean** by washing with soap or by using alcohol-based hand sanitizers.
- **Avoid touching your eyes, nose, or mouth.**



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 pharmacy and show your L.A. Care member ID card.

## 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](http://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

# L.A. Care Offers Health Education Services Just for You!



No matter what your health care needs are, or how you like to learn, L.A. Care has 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 in many health topics and languages.

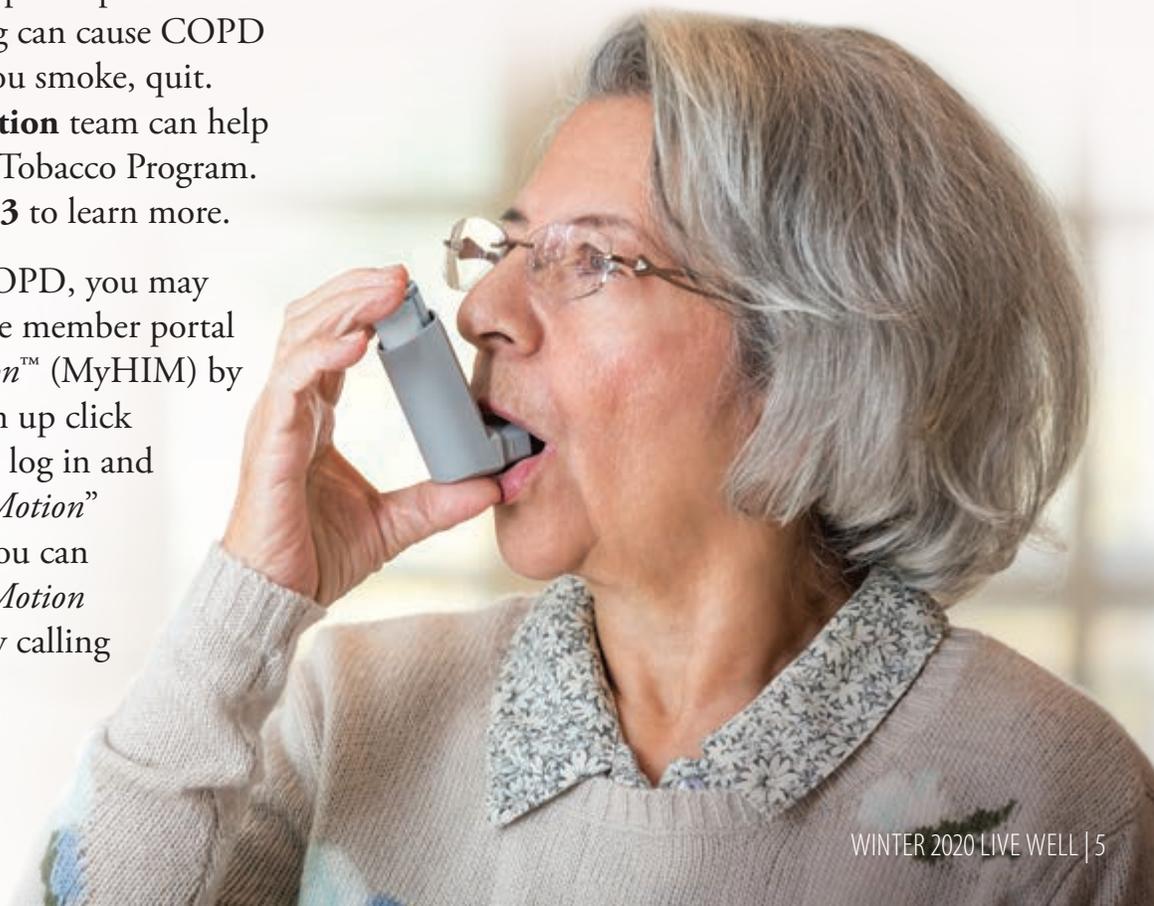
To learn more call **L.A. Care Health Education Unit** at **1.855.856.6943** or visit us online at <http://www.lacare.org/healthy-living/health-resources/health-education>.

## Management and Prevention of Chronic Obstructive Pulmonary Disease (COPD)

COPD is a lung disease that makes it hard to breathe. It builds slowly and gets worse over time. It causes lung damage that cannot be fixed, but medicines and self-care can help you feel better. Talk with your doctor about medicines that can help you with COPD.

It is important to fill your prescriptions and take your medication. Smoking can cause COPD symptoms to worsen. If you smoke, quit. L.A. Care's **Health Education** team can help you with our Smoke-Free Tobacco Program. Please call **1.855.856.6943** to learn more.

For support to manage COPD, you may also visit L.A. Care's online member portal called *My Health In Motion*™ (MyHIM) by visiting **lacare.org**. To sign up click on the "Member Sign In", log in and select the "*My Health In Motion*" tab to start your profile. You can also speak to a *Health In Motion* Certified Health Coach by calling **1.855.856.6943**.



# Loss and Behavioral Health

Grief is deep sorrow and a natural reaction to loss.

Saying goodbye to someone who has passed away can make you very sad. Sometimes you have the opportunity to make peace with the situation before the loss occurs. At other times it happens suddenly and you may be left with feelings of guilt and asking yourself “what more could I have done?”

Other endings such as divorce or a relationship, loss of health, a job, a friendship, or even loss of financial stability can cause feelings of grief. Shock, anger, sadness, and grief are all symptoms one can experience. There is no “normal” timetable or expiration date for grieving.

The feelings of loss can be overwhelming and unexpected emotions can arise. Sharing your feelings are important to heal from emotional pain. Turn to friends and family for support. Join a grief support group, talk to a therapist or a grief counselor. Maintain hobbies and interests and take care of your mental and physical health. With time and support from family, friends and professionals, you can manage your grief and begin to move forward towards acceptance.

## Hotlines and Support

- Behavioral health services are available by contacting **Beacon Health Options** at: **1.877.344.2858**
- Suicide Hotline: **1.800.273.8255**



## 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**. There you will 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.

# 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

# 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**.



# 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.

# Know Your Rights and Responsibilities

As a member of L.A. Care, you have the right to...

## Respectful and courteous treatment.

- You have the right to be treated with respect and courtesy by your health plan's providers and staff.
- You have the right to be free from consequences of any kind when making decisions about your care.

## Privacy and confidentiality.

- You have the right to have a private relationship with your provider and to have your medical record kept confidential.
- You also have the right to receive a copy of and request corrections to your medical record.
- If you are a minor, you have the right to certain services that do not need your parents' approval.

## Choice and involvement in your care.

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

## Receive timely customer service.

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

## Voice your concerns.

- You have the right to complain about L.A. Care, the health plans and providers we work with, or the care you get without fear of losing your benefits.
- L.A. Care will help you with the process. If you don't agree with a decision, you have the right to appeal, which is to ask for a review of the decision.
- You have the right to disenroll from your health plan whenever you want. As a Medi-Cal member, you have the right to request a State Fair Hearing.

## Service outside of your health plan's provider network.

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



### Service and information in your language.

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

### Know your rights.

- You have the right to receive information about your rights and responsibilities.
- You have the right to make recommendations about these rights and responsibilities.

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## As a member of L.A. Care, you have the responsibility to...

### Act courteously and respectfully.

- You are responsible for treating your doctor, all providers, and staff with courtesy and respect.
- You are responsible for being on time for your visits or calling your doctor's office at least 24 hours before the visit to cancel or reschedule.

### Give up-to-date, accurate, and complete information.

- You are responsible for giving correct information that your providers and L.A. Care need in order to provide care.
- You are responsible for getting regular checkups and telling your doctor about health problems before they become serious.

### Follow your doctor's advice and take part in your care.

- You are responsible for talking over your health care needs with your doctor, developing and agreeing on goals, doing your best to understand your health problems, and following the treatment plans you and your doctor agree on.

### Use the Emergency Room only in an emergency.

- You are responsible for using the emergency room in cases of an emergency or as directed by your doctor.

### Report wrong-doing.

- You are responsible for reporting health care fraud or wrongdoing to L.A. Care.
- You can do this without giving your name by calling the **L.A. Care Compliance Helpline** toll free at **1.800.400.4889**, going to **lacare.ethicspoint.com** calling the **California Department of Health Care Services (DHCS) Medi-Cal Fraud and Abuse Hotline** toll-free at **1.800.822.6222**



Healthy habits are learned in the same way as unhealthy ones – through practice!

- Dr. Wayne Dyer

# 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.



## 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 1.888.522.1298 (TTY 711)** 24 hours a day, 7 days a week and holidays.

# 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.



## 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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WINTER 2020

# live well

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

PRSR STD  
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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 مجانًا. يمكنك طلب خدمات الترجمة الفورية أو الترجمة التحريرية أو معلومات بلغتك أو بتسقيط 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** Տրամադրվելի են լեզվական օգնության անվճար ծառայություններ: Կարող եք խնդրել բանավոր թարգմանչական կամ թարգմանչական ծառայություններ, ձեր լեզվով կամ տարբեր ձևաչափով տեղեկություն, կամ օժանդակ օգնություններ և ծառայություններ: Զանգահարեք L.A. Care **1.888.839.9909** համարով (TTY 711), օրը 24 ժամ, շաբաթը 7 օր, ներառյալ տոնական օրերը: Այս հեռախոսազանգն անվճար է:

**Chinese** 提供免費語言協助服務。您可申請口譯或翻譯服務，您使用之語言版本或其他格式的資訊，或輔助援助和服務。請致電 L.A. Care 電話 **1.888.839.9909 (TTY 711)**，服務時間為每週 7 天，每天 24 小時（包含假日）。上述電話均為免費。

**Farsi** خدمات رایگان امداد زبانی موجود می باشد. می توانید برای خدمات ترجمه شفاهی یا کتبی، اطلاعات به زبان خودتان یا فرمت دیگر، یا امدادها و خدمات اضافی درخواست کنید. با L.A. Care 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 txhaus lus pub dawb rau koj. Koj tuaj yeem thov kom muab cov ntaub ntawv txhaus ua lus lossis txhaus ua ntawv rau koj lossis muab txhaus 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 ឬជាទម្រង់ផ្សេងទៀត ប្រសិនបើលោកអ្នកមានបញ្ហា ក្នុងការប្រើប្រាស់ L.A. Care តាមលេខ **1.888.839.9909 (TTY 711)** 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 요청하실 수 있습니다. 공휴일을 포함해 주 7일, 하루 24시간 동안 L.A. Care, **1.888.839.9909 (TTY 711)**번으로 문의하십시오. 이 전화는 무료로 이용하실 수 있습니다.

**Lao** ພາສາອັງກິດ ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໂດຍບໍ່ເສຍຄ່າ. ທ່ານສາມາດຂໍບໍລິການພາສາ ຫຼື ຕຳລາໄດ້, ຊ່າວບໍ່ຂໍ້ມູນໃນພາສາຂອງທ່ານ ຫຼື ໃບຮູບຕຽບອັນ, ຫຼື ເຄື່ອງມືຊ່ວຍເຫຼືອ ຕາມ ບໍລິການເສີມ. ໃຫ້ໂທຫາ L.A. Care ໄດ້ທີ່ **1.888.839.9909 (TTY 711)**, 24 ຊົ່ວໂມງຕໍ່ມື້, 7 ມື້ຕໍ່ອາທິດ, ວວມເຖິງວັນເວັກຕ່າງໆ. ການໂທແມ່ນບໍ່ເສຍຄ່າ.

**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 ਵਿੱਚ 24 ਘੰਟੇ, ਹਫ਼ਤੇ ਵਿੱਚ 7 ਦਿਨ, ਛੁੱਟੀਆਂ ਸਮੇਤ। ਕਾਲ ਮੁਫਤ ਹੈ।

**Russian** Мы предоставляем бесплатные услуги перевода. У Вас есть возможность подать запрос о предоставлении устных и письменных услуг перевода, информации на Вашем языке или в другом формате, а также вспомогательных средств и услуг. Звоните в L.A. Care по телефону **1.888.839.9909 (TTY 711)** 24 часа в сутки, 7 дней в неделю, включая праздничные дни. Этот звонок является бесплатным.

**Tagalog** Available ang mga libreng serbisyo ng tulong sa wika. Maaari kang humiling ng mga serbisyo ng pag-interpret o pagsasalang-wika, impormasyon na nasa iyong wika o nasa ibang format, o mga karagdagang tulong at serbisyo. Tawagan ang L.A. Care sa **1.888.839.9909 (TTY 711)**, 24 na oras sa isang araw, 7 araw sa isang linggo, kabilang ang mga holiday. Libre ang tawag.

**Thai** มีบริการช่วยเหลือภาษาฟรี คุณสามารถขอรับบริการการแปลหรือล่าม 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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