

Be Healthy in the New Year!

As we often do at this time of the year, many of us focus on getting healthier. It is a time to reset our routine and create healthy habits. Following are some tips to help you identify areas for improvement for long-lasting success and better health:

- **Stop unhealthy habits** – If you smoke, take steps to quit. If you need help quitting smoking, L.A. Care can help. Call the L.A. Care **Health Education Unit** at **1.855.856.6943** to learn about workshops and online self-paced programs and resources. Talk to your doctor about medication covered by L.A. Care that can help you quit smoking. Limit alcohol use.
- **Set easy goals** – Break goals down into small parts that you can do easily. Aim to lose 1-2 pounds per week, instead of 20 pounds per month. Walk or run for 20 minutes a day to build up to reaching a goal of walking or running a marathon.
- **Eat healthy** – Clean out your cabinets and refrigerator. Get rid of fattening, sugary foods and snacks like chips and sodas. Buy healthier foods such as fruits and vegetables, lean protein meats and dairy. Choose turkey, air-popped popcorn, crunchy celery and carrots or low-fat yogurt as snacks. Drink more water and less sugary drinks.



- **Get moving!** – You do not have to join a gym; you can take a walk during lunch or after dinner to get exercise. Do something fun and physical daily. You will likely stick to it if you enjoy it. Our Community Resource Centers offer Zumba and other exercise classes. We also offer free, on-demand virtual classes – including fitness, healthy cooking and mental health support. Visit **Youtube.com/activehealthyinformed** to check out our exciting video releases and classes. For more information, please visit **lacare.org** or call **1.877.287.6290**.

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Ask the Doc: Heart Health

Q: What is heart disease?

A: Your heart pumps blood to your whole body. The blood flows through tubes called arteries and veins. Heart disease occurs when blood can no longer travel smoothly through your heart or its tubes.

Q: What is a heart attack?

A: A heart attack happens when a clot blocks the blood flow to the heart. Most people survive their first heart attack and return to their normal lives. However, to prevent further damage healthy changes must be made.

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

A: Some risk factors for heart disease, such as age, cannot be controlled. 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 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, are 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.

It is never too early or too late to work towards being the healthiest you! – Anonymous



A Little Information Can Go a Long Way

We all have individual needs. L.A. Care will sometimes ask questions to help us understand our members' particular needs, such as, "What is your race?" or "What is your preferred written or spoken language?" Sharing this information is always voluntary, but it helps L.A. Care better understand your needs, create new programs, and improve services for all members.

State law requires that L.A. Care collect information about race, ethnicity and language preference. We may also ask about your sexual orientation or whether you have a disability. Sharing this information with L.A. Care is optional, but it can help you receive the care you need, when you need it.

It can also help us know if you need access to services, such as receiving written materials in your preferred language or format. You can also get access to our no-cost interpreting services, including American Sign Language, available 24 hours a day, 7 days a week.

You may wonder, "Is my information safe?" The answer is yes. L.A. Care values and protects your privacy, and is only allowed to use or disclose this information for limited purposes to authorized users. Your privacy is as important to us as your health.



Remember: the information you provide is never used to deny coverage or benefits. L.A. Care does not use member demographic data to perform underwriting, set rates, or determine benefits. Your race, ethnicity and language preferences are only used to help us provide you with care tailored to your individual needs.

Questions about the use of personal information or want to provide updated information? Please call Member Services at **1.888.839.9909** (TTY 711) for help.

Get a **FREE** Smartphone and **FREE** Text/Talk!



Did you know you could qualify for a free cell phone and low-cost phone plan? The program is called Lifeline Assistance. There are five Lifeline cell phone providers in California, but only one, Safelink Wireless, offers **FREE** smart phones, unlimited talk and text with 3GB of data each month at no charge. You do not need to sign a contract. You will never get a bill. To learn more or to see if you qualify, call SafeLink at **1.800.723.3546** or go to **SafeLink.com/LACARE**.

Flu Myths Busted!

Have you ever heard that you can get the flu from the flu shot? This is a myth — a widely held, but false, belief. Let us look at some myths about the flu and learn the truth!

Myth 1: The flu shot gave me the flu!

Truth: The flu shot cannot actually give you the flu because the strains are dead or weak. Vaccination is the best way to protect yourself and those you love.

Myth 2: The flu shot does not work...I still got sick!

Truth: There are many types of viruses, including the common cold and COVID-19. The flu shot protects against the most common strains of flu in any given year, but does not protect against all viruses.

Myth 3: The flu is not serious, so I do not need to be vaccinated.

Truth: Most people recover from flu in a week or two, but some people are at high risk of flu complications including kids under five years old and pregnant women. The flu shot is safe at any stage of pregnancy and will protect the baby once born.

It is more important than ever to protect yourself and get the flu shot because of COVID-19. Getting the flu could mean a trip to the hospital where beds and resources may be scarce.

Now that you know the truth, please take the time to get a flu shot. It is up to each of us to do our part to help stop the spread.

1. Stay away from those who are sick and stay home when you are sick.
2. Practice physical distancing and wear a mask when you go out.
3. Wash your hands often or use an alcohol-based hand sanitizer.
4. Cover your coughs and sneezes.
5. Avoid touching your eyes, nose and mouth.

To learn more about the flu, visit L.A. Care's Fight the Flu webpage at lacare.org/flu.



Cancer Screenings: Prevention Is Power!

L.A. care and your health care provider remind you about the importance of cancer screenings.

Breast Cancer: Women ages 50-74 should have a mammogram done every two years. It is an X-ray that screens for breast cancer.

Cervical Cancer: Women between the ages of 21-65 should have a Pap test done every three years to screen for cervical cancer. Women over the age of 30 should ask about other testing options.

Colorectal Cancer: Everyone 50 years or older should talk to their health care provider about a screening for colon cancer and how to schedule it. The two common screenings are stool tests and colonoscopies. Screening options, and how often to be tested, depend on risk factors and family history. Your health care provider will help choose the right screening for you.

Your health care team is taking extra steps to keep you safe from COVID-19 during visits.

Take time out of your busy schedule for your health. Your loved ones will thank you!



Medi-Cal Renewal

Some Medi-Cal beneficiaries must renew their Medi-Cal benefits each year to keep their health care coverage active. Keep your Medi-Cal benefits by renewing on time.



If you get Medi-Cal renewal forms from the Los Angeles County Department of Public Social Services (DPSS), it is important for you to complete and submit required forms to DPSS before the due date to avoid losing Medi-Cal benefits. If you have questions about renewing your health care coverage, please call DPSS. Here is important DPSS contact information to help you with your renewal.

1. YourBenefitsNow! (YBN) website: **yourbenefits.lacrs.org/ybn**
YBN is a website for L.A. County Residents to apply for and to view their benefits online for CalWORKs, CalFresh, General Relief, and Medi-Cal applications.
2. DPSS website: **dpss.lacounty.gov/en.html**
Helpful resources including links to Customer Service Center info and YBN online application site.

3. DPSS Customer Service Center (CSC) telephone numbers:

Toll Free

1.866.613.3777

Local numbers

**1.626.569.1399 | 1.310.258.7400 |
1.818.701.8200**

Hours of Operation

The CSC is available to assist you:

- Monday – Friday from 7:30 a.m. – 7:30 p.m.
- Saturdays from 8 a.m. – 4:30 p.m.
- Excluding holidays

Coping as a Caregiver

Caregiving of a loved one makes a big difference in their quality of life. It is a special gift that can also be hard work, and especially difficult with COVID-19. However, there are ways to help make caregiving more rewarding.



Make the Day Simpler

To help make the day go more smoothly, have a routine - do the same things at the same time every day, such as waking up, meals, bathing and bedtime. Let the person you are caring for know what to expect even if you are not sure they understand what you are saying. Speak slowly and clearly. Take a break if you feel yourself getting angry. Allow yourself, and your loved one, to talk about how you are each feeling.

Get Active

Try to involve your loved one as much as you can in daily activities such as taking a walk around the block or even sitting on the porch for some fresh air. Find things they like and can do, such as knitting, light exercises or even a Zoom call with their friends.

Plan a Support Network

Planning a support network for yourself as a caregiver is of great value, too. Caregiving can take a toll on your mental and physical health. Take steps to keep yourself well.

- **Reach out to family, friends, churches or groups for help.** When someone offers to help, let them do so.

- **Hire a homemaker worker from In-Home Support Services (IHSS) to help with daily needs.** For Medi-Cal and Cal MediConnect Members, L.A. Care will work with the county IHSS office to arrange for help.
- **Use Community-Based Adult Services (CBAS)** – CBAS centers have Temporary Alternative Services (TAS) like delivered meals, weekly COVID-19 wellness checks, telephonic nurse check-ins on health issues, and a social worker for those who are eligible.
- **Join a support group.** Connecting with others who understand what you are going through can help with feelings of fear and hopelessness.
- **L.A. Care offers training for IHSS Providers.** They can learn skills such as CPR/First Aid, Infection Control, and Nutrition and Diet through a program with California Long-Term Care Education Program (CLTCEC). To learn more, call **1.213.985.1694** (English and Spanish) or **1.844.725.8232** (all other languages).

If you would like to find a support group for those caring for seniors 60 and older, please reach out to one of the following agencies:

1. **City of Los Angeles Department of Aging Family Caregiver Support Programs – 1.800.510.2020.**
2. **USC Family Caregiver Resource Center (FCSC) – 1.855.872.6060**

For more information about support groups or any other related service, please contact the L.A. Care Managed Long-Term Services and Supports Department at **1.855.427.1223** or email us at **mltss@lacare.org** with your questions or concerns.

Population Needs Assessment

L.A. Care gathered input from members about its first ever 2020 Population Needs Assessment (PNA). The purpose of the PNA is to make sure L.A. Care is meeting members' needs.

The PNA focuses on:

- Culture and language
- Health education
- Access to care
- Health disparities

Here is what members told us:

- L.A. Care is meeting members' overall needs.
- There is a desire to learn more about community resources.
- Some members believe the flu shot can give you the flu.
- Doctors need to know more about cultural competency.
- Members need to know how to get an interpreter.



In response to PNA findings, L.A. Care will be working towards goals in these areas:

- Care after a woman has a baby
- Asthma medications
- Flu shot safety



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- **Go to bed at a reasonable time** – Sleep is important for our body to feel good, to restore itself and for concentration. Set a regular bedtime that allows you to get 7-8 hours of deep sleep. Do not use electronics before bed – cell phones, television, laptops, etc.

Make an appointment for an annual checkup. Staying healthy is one of the best New Year's resolutions we can make.





Community Resource Center

Drive-Thru Events

The COVID-19 pandemic led to the physical closing of our Community Resource Centers last March, but it did not stop L.A. Care from its ongoing work to provide critical resources to communities who need them most. The unprecedented job losses resulting from the pandemic caused many families to struggle. To lessen the negative impact, L.A. Care's network of resource centers quickly mobilized to hold a series of events during the summer and fall to help communities with some of their most pressing needs.

We recognize that COVID-19 made many existing barriers to ideal health worse. The resource centers partnered with a number of community organizations to host drive-thru events designed to maintain social distancing and protect everyone's health. We held more than 30 food pantries, seven back-to-school events that provided free backpacks, school supplies and books to students, and more than 10 flu shot clinics. More than 20,000 individuals throughout Los Angeles County were served by these efforts.

New Community Resource Center Opens in Metro L.A.

Resource Centers Are Now Open for Select Services by Appointment Only

Last fall, L.A. Care announced a unique partnership with Blue Shield of California Promise Health Plan to open new Community Resource Centers across Los Angeles County. We are excited to share the newest addition to our network is the Community Resource Center in Metro L.A.! The resource center, located at 1233 S. Western Ave. in Los Angeles, opened its doors to the public in November. Like all the other resource centers, it is now open to our members and the public for select services by appointment only. To learn more about the Community Resource Centers, including how to make an appointment, visit activehealthyinformed.org.



Please remember you can enjoy free on-demand classes such as Exercise, Healthy Cooking and more at youtube.com/activehealthyinformed.

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/be-well** to receive it by email. Be sure to like us on Facebook, Twitter and LinkedIn.



Prescription Drugs Listed on the L.A. Care Website

To find out more about L.A. Care 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.



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.

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.



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 wrongdoing.

- 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**.



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)

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 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

**IN CASE OF EMERGENCY,
CALL 911**



L.A. Care
HEALTH PLAN®

SALES & MARKETING DEPARTMENT

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WINTER 2021

live well

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

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Health and wellness or prevention information

English	Free language assistance services are available. You can request interpreting or translation services, information in your language or in another format, or auxiliary aids and services. Call L.A. Care at 1.888.839.9909 (TTY 711) , 24 hours a day, 7 days a week, including holidays. The call is free.
Spanish	Los servicios de asistencia de idiomas están disponibles de forma gratuita. Puede solicitar servicios de traducción e interpretación, información en su idioma o en otro formato, o servicios o dispositivos auxiliares. Llame a L.A. Care al 1.888.839.9909 (TTY 711) , las 24 horas del día, los 7 días de la semana, incluso los días festivos. La llamada es gratuita.
Arabic	خدمات المساعدة اللغوية متاحة مجاناً. يمكنك طلب خدمات الترجمة الفورية أو الترجمة التحريرية أو معلومات بلغتك أو بتسقيق 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 1.888.839.9909 (TTY 711) در 24 ساعت شبانه روز و 7 روز هفته شامل روزهای تعطیل تماس بگیرید. این تماس رایگان است.
Hindi	मुफ्त भाषा सहायता सेवाएं उपलब्ध हैं। आप दुभाषिया या अनुवाद सेवाओं, आपकी भाषा या किसी अन्य प्रारूप में जानकारी, या सहायक उपकरणों और सेवाओं के लिए अनुरोध कर सकते हैं। आप L.A. Care को 1.888.839.9909 (TTY 711) नंबर पर फोन करें, दिन में 24 घंटे, सप्ताह में 7 दिन, छुट्टियों सहित। कॉल मुफ्त है।
Hmong	Muaj kev pab txhais lus pub dawb rau koj. Koj tuaj yeem thov kom muab cov ntaub ntawv txhais ua lus lossis txhais ua ntawv rau koj lossis muab txhais ua lwm yam lossis muab khoom pab thiab lwm yam kev pab cuam. Hu rau L.A. Care ntawm tus xov tooj 1.888.839.9909 (TTY 711) , tuaj yeem hu tau txhua txhua 24 teev hauv ib hnub, 7 hnub hauv ib vij thiab suab nrog cov hnub so tib si, tus xov tooj no hu dawb xwb.
Japanese	言語支援サービスを無料でご利用いただけます。通訳・翻訳サービス、日本語や他の形式での情報、補助具・サービスをリクエストすることができます。L.A. Careまでフリーダイヤル 1.888.839.9909 (TTY 711) にてご連絡ください。祝日を含め毎日24時間、年中無休で受け付けています。
Khmer	សេវាជំនួយខាងភាសា គឺមានជាយុត្តិធម៌។ អ្នកអាចស្នើសុំសេវាបកប្រែផ្ទាល់មាត់ ឬការបកប្រែ ឆ្លើយតបតាមសំណួរ ជាភាសាខ្មែរ ឬជាអក្សរអង្គរ។ ប្រសិនបើអ្នកមិន ចង់ស្នើសុំ ទេ សូមស្នើសុំ 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	ເລື່ອງການຊ່ວຍເຫຼືອດ້ານພາສາໂດຍບໍ່ເສຍຄ່າ. ທ່ານສາມາດຂໍບໍລິການນາຍພາສາ ຫຼື ແປພາສາໄດ້, ລຳວັບຂໍ້ມູນໃນພາສາຂອງທ່ານ ຫຼື ໃນຮູບແບບອື່ນ, ຫຼື ເຄື່ອງມືຊ່ວຍເຫຼືອ ຕະຫລົກ ບໍລິການເຮັດ. ໃຫ້ໂທຫາ L.A. Care ໄດ້ທີ່ 1.888.839.9909 (TTY 711) , 24 ຊົ່ວໂມງຕໍ່ມື້, 7 ມື້ຕໍ່ອາທິດ, ວວມເຖິງວັນພັກຕ່າງໆ. ການໂທແມ່ນບໍ່ເສຍຄ່າ.
Punjabi	ਪੰਜਾਬੀ: ਮੁਫਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਅਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਣਕਾਰੀ ਜਾਂ ਸਹਾਇਕ ਉਪਕਰਣਾਂ 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 pagsasaling-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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