

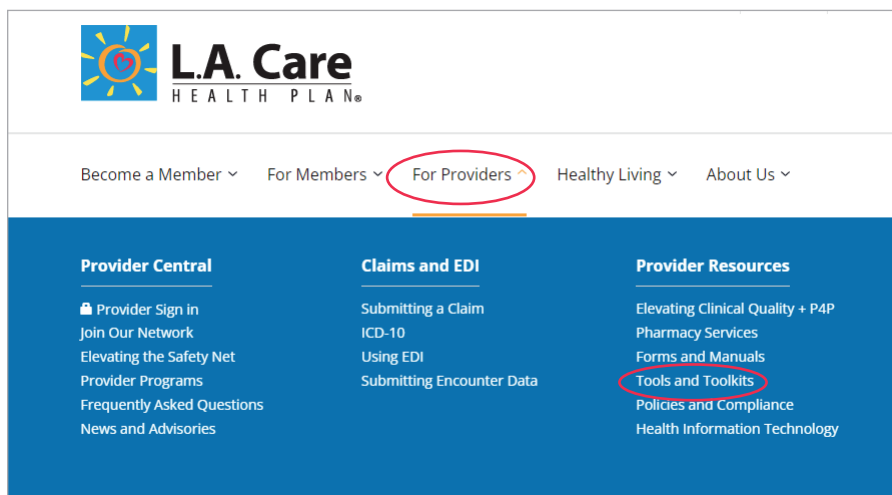


Health Education, Cultural & Linguistic Materials Portal User Guide

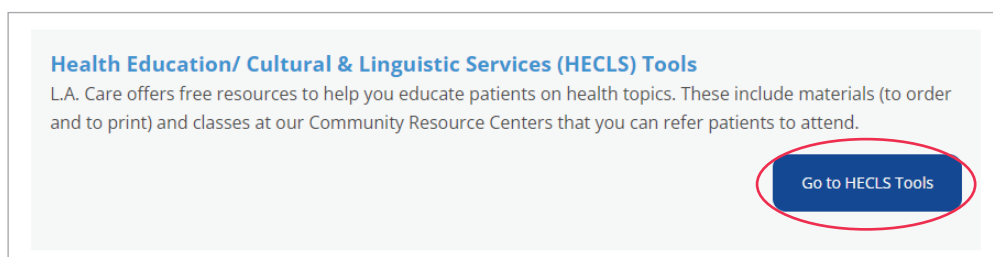
This guide is intended to help L.A. Care Health Plan staff and contracted providers navigate the material portal.

STEP 1 Go to www.lacare.org

STEP 2 Under the “For Providers” tab, in the third column **Provider Resources**, select “**Tools and Toolkits**” link.



Scroll to **Health Education and Cultural Linguistic Services (HECLS) Tools** and select “**Go to HECLS Tools**”



This is the landing page for **Health Education/ Cultural & Linguistic Services Tools**. Please, take a moment to read about our services.

When you are ready: select the hyperlink **“Order health education and Cultural & Linguistic materials.”**

■ Health education materials for your patients

We proudly offer health education materials that are medically accurate, culturally sensitive and linguistically appropriate.

To order materials please visit our self-service portal. If you are a first time user, you will need to create a new account. (this is different from your L.A. Care Provider Portal account).

All contracted providers may order these health education materials at no cost.

- [Order health education and Cultural & Linguistic materials.](#)

Note: You can request written health education material in your patients preferred language or alternative formats such as large print.

STEP 3

You will be re-directed to an external site. Bookmark for future use!
The direct address is: <http://healtheducation.chi.v6.pressero.com/login>

Welcome to the L.A. Care Health Education/Cultural & Linguistic Materials Portal

If you are a first time user, you will need to create a new account. All contracted providers/staff may order health education materials at no cost.

Have questions or need help? Contact our Health Education Department at 1-855-856-6943

LOGIN

Email or Username

Password

LOGIN

[Reset password](#) [Create an account](#)

You will need to create a new account. *These login credentials are different from your L.A. Care Provider Portal account*

Browse our health education library. You may search by **Title, Topic or PCN**. Material is available for print and PDF view.



The screenshot shows the website's header with navigation links: Home, Cultural & Linguistic Resources, Profile, Contact Us, and Logout. Below the header is a banner with three photos of diverse people and the text: "L.A. Care Health Plan Health Education and Cultural & Linguistic Materials Portal".

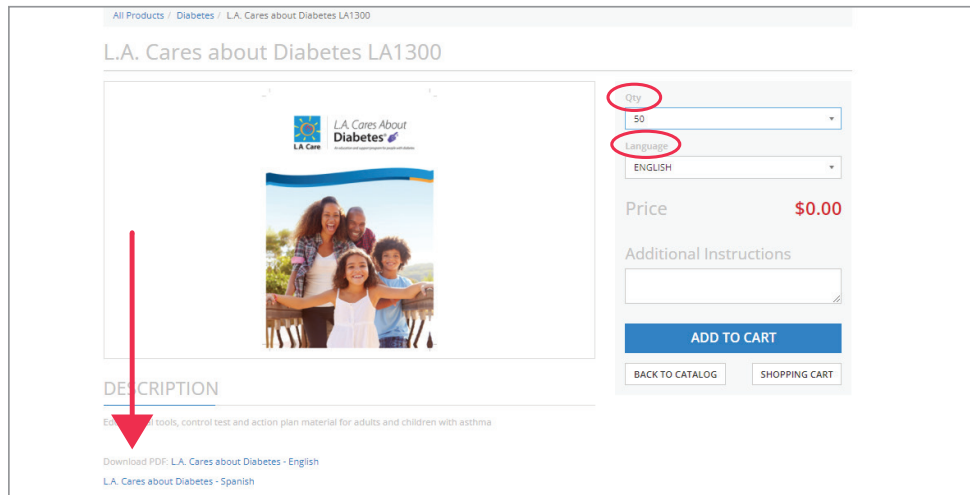
Below the banner is a search bar labeled "Product catalog root" with a red arrow pointing to it. To the right of the search bar are two icons: a grid icon and a list icon, with a red circle around them.

Below the search bar are three product cards:

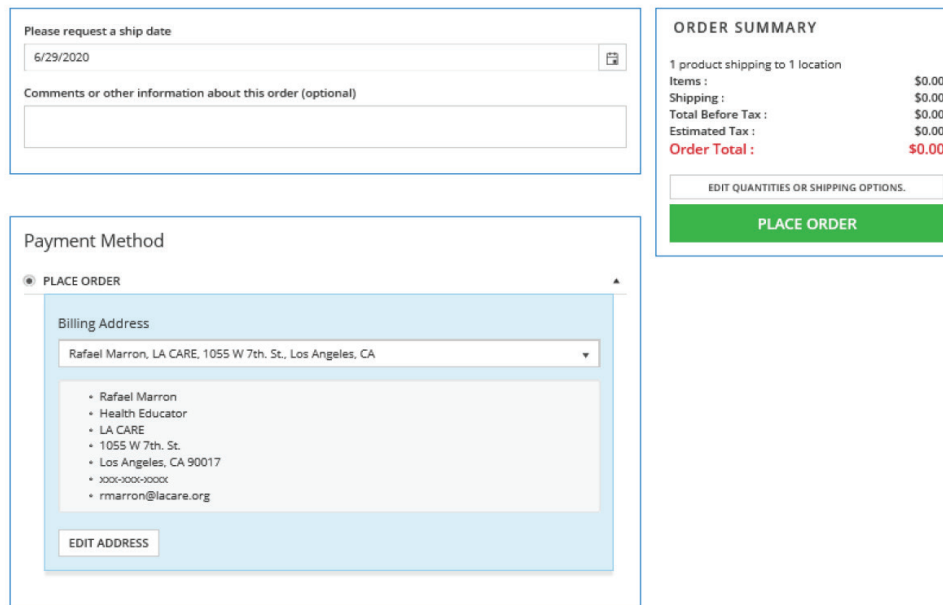
- Advanced Directives**: A card titled "California Advance Health Care Directive" with a thumbnail image.
- Antibiotics**: A card titled "Antibiotics and Other Drugs: Reasons for Safety" with a thumbnail image.
- Anticipatory Guidance**: A card titled "Driving Up Health" with a thumbnail image.

STEP 4

To place an order, select quantity **and** language then add to cart. If the material has specific needs, enter instructions in the appropriate field. Your request will be reviewed. *If we are unable to fulfill your request, you will receive an email.*



Be sure the materials in your cart are correct and proceed to checkout!



Please verify that your shipping address in the “Payment Method” box is correct before you place your order. Once order is processed, a confirmation email will be sent to account associated with the order that the order has been approved.

Note: Payment information is solely used to verify shipping address. ALL Material orders are free of charge.

Thank you for your interest in L.A. Care Health Education Materials. For questions or help with your order, please email HealthEd_Info_Mailbox@lacare.org or call **855.856.6943** M -F, 8 a.m.-5 p.m.

FAQ:

Q: When will I receive my order?

A: Once your order is approved, it usually takes about 6-10 working days to reach the designated address.

Q: I forgot to add an item! What should I do?

A: We are unable to edit orders once placed. Please start a new order.

Q: The order I received is not complete. I am missing items. What should I do?

A: Please allow additional time. Some material requires more attention. Orders are shipped as they become ready. If your order is urgent please email us.

Q: What if I don't receive my order?

A: Please verify that your shipping address is correct, if this does not resolve it, email HealthEd_Info_Mailbox@lacare.org

Q: What if I need material in a language not listed?

A: You can request written health education material in your patients preferred language or alternative formats such as large print. To begin the request for alternative format of written health education materials for members please email us.

Q: Is there a limit to how much I can order?

A: Generally, No. We encourage the active distribution of our Health Education materials.

Q: The education materials I need are not available on the portal.

A: We are continuously updating our library. Please visit often for new material.