



**L.A. Care**  
HEALTH PLAN®

*For A Healthy Life*

SUMMER 2018  
**live**  
*well*

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

## Summer Health Tips: Beat the Heat

As we age, it is important that we are more aware of the potential health risks that may occur due to both our age and the changing seasons. While people of all ages face health risks, seniors have particular risks that need to be understood and monitored, especially in the heat of the summer. Here are some health tips as we head into the summer season:

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



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



# Ask the Doc: Lower Your Diabetes Risk With L.A. Care's 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 new Diabetes Prevention Program?

**A:** The Diabetes Prevention Program (DPP) is a year-long 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. DPP is offered at no cost to some adult L.A. Care members.

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

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

- Be overweight
- Have a blood test result 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, please call **Member Services** at **1.888.522.1298** (TTY 711).

## Summer Health Tips: Beat the Heat

5. **Stay indoors during extreme heat.** In high heat and humidity, evaporation is slowed and the body must work extra hard to maintain a normal temperature.
6. **Air conditioning.** If you do not have air conditioning in your home, go somewhere that does. A movie theater, the mall, a friend or relative's home or a community senior center are all good options. Check to see if your city has "cooling centers" available.
7. **Avoid extreme outdoor heat.** If you need to get out of the house and don't drive, call a taxi, a friend or a transportation service. Do NOT wait for the bus in extreme heat.
8. **Take a cool shower or bath.** If you are absolutely unable to leave the house and do not have air conditioning, take a cool bath or shower to lower your body temperature on extremely hot days.
9. **Keep your home cool.** Temperatures inside the home should not exceed 85 degrees Fahrenheit for long periods of time.
10. **Signs of heat stroke.** Know the signs of heat stroke (e.g. flushed face, high body temperature, headache, nausea, rapid pulse, dizziness and confusion). Take immediate action if you feel ill.

### Who's At Risk?

According to the National Institute of Aging Health, lifestyle may raise the threat of a heat-related illness. These health factors may increase the risk for seniors:

- Poor circulation and changes in the skin caused by normal aging
- Heart, lung, and kidney diseases, as well as any illness that causes weakness or fever
- High blood pressure or other conditions that require changes in diet. For example, people on low-salt diets may face an added risk.
- The inability to perspire caused by some drugs, including diuretics, sedatives, tranquilizers, and certain heart and blood pressure medicines. Check with your doctor about any medications you are taking and their side effects.
- Taking several drugs at once for various conditions; don't just stop taking them, talk with your doctor.
- Being overweight or underweight
- Drinking alcoholic beverages

Be aware of these important tips to be safe and keep cool. Check on aging friends, loved ones and other seniors residing in your neighborhood. Do what you can to beat the heat this summer!



Being healthy and fit isn't a fad or a trend. It's a lifestyle.

-Heather Montgomery

# June Is Men's Health Month

L.A. Care encourages all members to make health a priority, but during Men's Health Month we especially want men to see their doctor for a health exam and screenings. Depression and heart disease affect millions of men—and many experience both. Depression is when feelings of hopelessness, sadness, loss or frustration interfere with activities of daily living.



## What is the connection between heart disease and depression?

Depression that lasts longer than a couple of weeks can lead to behaviors, such as abusing alcohol or not sleeping well, that put heart health at risk. People with depression are more likely to have other conditions that can lead to heart disease, including obesity and diabetes.

## How do they affect men?

Although both men and women can get depressed, men often have different symptoms than women, including feeling angry, acting aggressively, abusing drugs or alcohol, and having trouble sleeping. These symptoms can put men at risk for heart conditions by raising blood pressure and putting extra stress on the heart.

## For good mental and heart health throughout your life, try these steps:

- **See a professional.** If you have depression, talk to a mental health professional about treatment. If you have been diagnosed with a heart condition, talk to your doctor about medicines and healthy living habits that can help both your heart and your mental health.
- **Stay physically active.** Being active boosts your mood and keeps your blood vessels healthy. Exercise may be as effective as medicine in reducing symptoms of depression.
- **Watch what you eat and drink.** Eat plenty of fresh fruits and veggies. Avoid caffeine, foods high in sodium (salt) and alcohol.
- **Do not smoke.** Tobacco is linked to both depression and heart disease. If you do smoke, learn how to quit.
- **Get support from loved ones.** Talk to trusted family or friends about what you are feeling. Loved ones can help by being exercise partners or reminding you to take your medicines.

Take care of your health, this month and every month! If you need more information, please call **Member Services** at **1.888.522.1298** (TTY 711). If you have a medical emergency and need help right away, dial **911** or go to your nearest emergency room.

Source: cdc.gov



## No Joke: Laughter Is Good for Your Health!

A good sense of humor can't cure all ailments, but data is mounting about the positive things laughter can do. It is enjoyable, it's free *and* it's good for you. Research studies have found that laughter can benefit our health in many ways.

### Physically, laughter can:

- Help your body take in air
- Stimulate circulation in the heart, lungs and muscles
- Ease pain and help us relax
- Release infection-fighting antibodies for our immune system
- Help protect against heart attacks by lowering stress levels

### Mentally, laughter can:

- Boost your mental health
- Improve mood by releasing chemicals in the brain that help us feel good
- Ease worries and help us put problems into perspective
- Add joy and happiness to life
- Ease anxiety and tension

### Socially, laughter can:

- Promote teamwork
- Strengthen relationships
- Help resolve conflicts
- Attract others to us

How can you bring more laughter into your life? Start by smiling. Then try laughing, even if it feels forced at first. Find silly items like cartoons or photos and put them where you'll see them. Watch a funny movie or video. Take a laughter yoga class. Share a funny joke or story. Spend time with people who find the humor in daily life. Try goofing around with children, who generally laugh a lot and are naturally in touch with their funny bones.

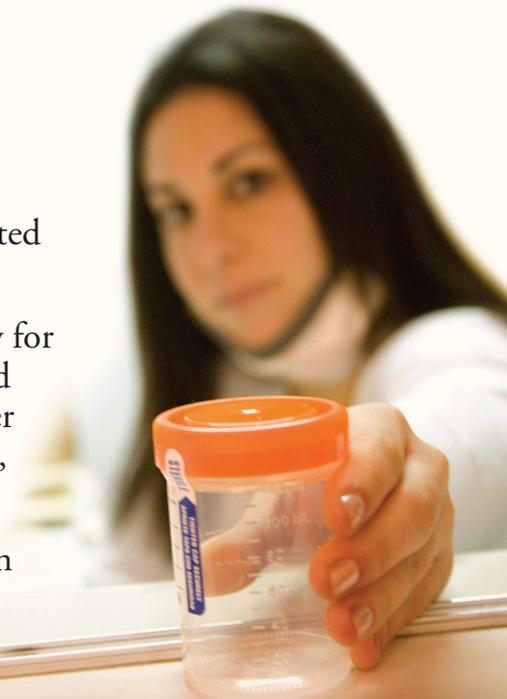
Laughter is contagious and easily shared; spread some around. It really is good medicine for what ails your body, mind and soul!

## Don't wait. Don't stress. Test.

Chlamydia is a sexually transmitted disease (STD). It is very common and can infect both men and women. According to the Centers for Disease Control and Prevention (CDC), it is the most frequently reported infectious disease in the United States.

Most people with chlamydia have no symptoms. The only way to know for sure if you have chlamydia is to have a screening test. Testing is easy and painless with a simple urine test. All sexually active young women under 25 years old need to get tested **each year**. If you are older than 25 years, talk to your doctor about how often you need to get tested.

Chlamydia is easy to treat with antibiotics. If not treated, chlamydia can make a woman unable to have children later. Find and treat chlamydia before it leads to health problems.



# Help in Your Language Is Only a Call Away

L.A. Care wants to make sure that you have access to the services you need, when you need them, and in your language.



You can get services 24 hours a day, 7 days a week, including no-cost interpreting services and American Sign Language.

It is better to use a professional interpreter at your medical appointment. You should not use friends, family, or children to interpret for you, except in an emergency.

## Want an interpreter?

- Please call **Member Services** at **1.888.522.1298** (TTY 711) **at least 10 business days before** your appointment. The more time we have, the more likely we are to find an interpreter for you.

- Provide accurate and complete information:

**Who:** Is the appointment for you, a family member 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 this appointment for? Follow up? Consultation? Medical visit?

Be sure to let **Member Services** know if your appointment changes. We are available 24 hours a day, 7 days a week, including holidays to assist you.

## Want materials in your language or format?

- Call **Member Services** to help you get documents in the language and format you want, such as large print or audio.



# Filling Your Prescriptions With L.A. Care Is Easy!

When your doctor gives you a prescription, please fill it right away. L.A. Care has a network of pharmacies ready to help. You can find a list of pharmacies near you on L.A. Care's website at [lacare.org](http://lacare.org). If you need help, call L.A. Care **Member Services** at **1.888.522.1298** (TTY 711).

Taking your prescription drugs as instructed by your doctor will help you feel and stay healthy.

If you are taking medicine for chronic conditions like high blood pressure, diabetes or heart problems, make sure that you don't run out. Don't stop taking your medicine unless your doctor tells you to do so.

## Tips to Stay on Track With Your Medicine

- Always fill your prescriptions a few days before they run out.
- When you pick up your medicine(s) from the pharmacy, check the bottle to see if you have refills left. If you need help figuring it out, ask your pharmacist.
- If you run out of refills, call your doctor or, again, ask your pharmacist. They can also call your doctor about a refill.
- If you have side effects or questions about your medicine, talk to your doctor or pharmacist.
- At least a week before leaving for vacation, check your prescriptions to be sure you have enough to last throughout your travels. If not, have your prescription(s) refilled before you go.

To find out more about the L.A. Care list of covered drugs called the Formulary, and monthly Formulary updates, visit the L.A. Care website at [lacare.org](http://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 Formulary procedures.



# Let's Choose Health Together!



The L.A. Care **Family Resource Centers (FRCs)** are *Your Centers for Health and Wellness!* They are vibrant spaces for the community to come together and learn new, healthy skills. The centers offer health education and exercise classes that are **free** and **open to everyone**. You and your family can take CPR, Dance, Healthy Cooking, Yoga, Zumba® classes and much more at your nearest center. L.A. Care members can attend an orientation, request a member ID card, and get help choosing a doctor or making an appointment.

There are five FRCs conveniently located throughout Los Angeles County. View the calendar of activities on our website at [lacare.org/frc](http://lacare.org/frc) or call **1.877.287.6290**.

## Boyle Heights

(The Wellness Center at the Old General Hospital)  
Phone: 213.294.2840

## Inglewood

(Corner of Century & Crenshaw)  
Phone: 310.330.3130

## Lynwood

(Plaza Mexico)  
Phone: 310.661.3000

## Pacoima

(Corner of San Fernando Rd. & Van Nuys)  
Phone: 213.438.5497

## Palmdale

(In the Towne Square)  
Phone: 213.438.5580

## **Coming in Fall 2018!**

### **East Los Angeles**

4803 E. Whittier Blvd.  
Los Angeles, CA 90022



# Learn About Your Coverage

When you first join L.A. Care, and then every year after, you will get a package of important information about your health care coverage. Please read it and call us if you have any questions. You can visit L.A. Care's website at [lacare.org](http://lacare.org) for the information listed below and more:

## Basic Information

- What benefits and services *are* covered
- What benefits and services *are not* covered
- How your health plan makes decisions about when new treatments will become benefits
- What care you can and cannot get when you are out of Los Angeles County or the L.A. Care network
- How to access care when you are out of Los Angeles County
- How to change or get care from your primary care physician (PCP)
- How to get information about doctors
- How to get a referral for specialty care, behavioral healthcare services or to go to the hospital
- What to do when you need care right away or when the office is closed
- What to do if you have an emergency
- How to get prescriptions filled, other pharmacy program information and updates
- Co-payments and other charges
- What to do if you get a bill
- How to keep you and your family healthy guide
- How your health plan evaluates new technology to decide if it should be a covered benefit

## Special Programs

L.A. Care has the following special programs:

- **Quality Improvement Programs** to tell us how we can improve quality of care, safety, and services for our members. These programs tell us how to measure our progress so that we can meet our goals and provide quality services and decide what we may need to change

- **Care Management Programs** for members with medical needs that require additional care
- **Programs to better manage diseases**, like diabetes and/or 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

## Member Issues

- Your rights and responsibilities as a health plan member
- How to complain when you are unhappy
- What to do if you are disenrolled from your plan
- How L.A. Care protects and uses your personal health information
- How to get help if you speak a different language

If you would like paper copies, please call **Member Services** at **1.888.522.1298 (TTY 711)**, 24 hours a day, 7 days a week and holidays.

# Medical Identity Theft: Protect Yourself!

If someone gets your medical ID or Social Security number, you could become a victim of medical identity theft. Once they have it, they can use it to see the doctor, buy prescription drugs, or submit fake bills in your name. Medical identity theft can also damage your credit rating and harm your health. If false information gets into your medical records, you may get the wrong treatment. Here are some ways to protect yourself against medical identity theft:



- 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** at **1.888.522.1298** (TTY 711).

## Nurse Advice Line: Available to Help You With Your Health Care Needs

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. You can also use the audio library to learn more about many different health topics. Call **1.800.249.3619** (TTY 711) or chat with a nurse online for free. Please visit **lacare.org** and log onto the member sign-in, to access the nurse chat function.



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** or TTY **1.800.368.4424**

**Care1st Health Plan: 1.800.609.4166** or TTY **1.800.735.2929**

**Kaiser Permanente: 1.888.576.6225**



# Start Your Day With This Delicious, Healthy, Fruit-packed Juice Recipe!

## Ingredients

- ✓ 1 cup fresh raspberries
- ✓ 1 cup fresh blackberries
- ✓ 1 cup fresh blueberries
- ✓ 2 apples

## Instructions

1. Wash all the fruit.
2. Core the apples and cut into quarters.
3. Put the fruit into a blender for about 5 minutes or until well blended.
4. Pour the mixture through a strainer to remove the pulp.
5. Stir and serve chilled.



## 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 our 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**, Monday – Friday, 8 a.m. – 5 p.m.



# 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 **www.lacare.org/live-well** to receive it by email. Be sure to like us on Facebook, Twitter and LinkedIn.



## 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**  
**1.888.522.1298 (TTY 711)**

**PASC-SEIU 1.844.854.7272**  
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**

**L.A. Care Covered™**  
**1.855.270.2327**

**L.A. Care Compliance Helpline**  
(to report fraud or abuse)  
**1.800.400.4889**  
24 hours a day, 7 days a week and holidays

**L.A. Care Language/Interpreter Services**  
**1.888.522.1298 (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

### MEDI-CAL PLAN PARTNERS

**Anthem Blue Cross**  
**1.888.285.7801**  
**Care1st Health Plan**  
**1.800.605.2556**  
**Kaiser Permanente**  
**1.800.464.4000**

**Plan Partners' Nurse Advice Lines**  
(for non-emergency medical advice)  
**Kaiser Permanente: 1.888.576.6225**  
**Care1st Health Plan: 1.800.609.4166**  
(TTY **1.800.735.2929**)

**Anthem Blue Cross: 1.800.224.0336**  
(TTY **1.800.368.4424**)

**OTHERS**  
**LogistiCare**  
(No Cost Medi-Ride to the Doctor)  
**1.866.529.2141**  
(Spanish **1.866.529.2142**)  
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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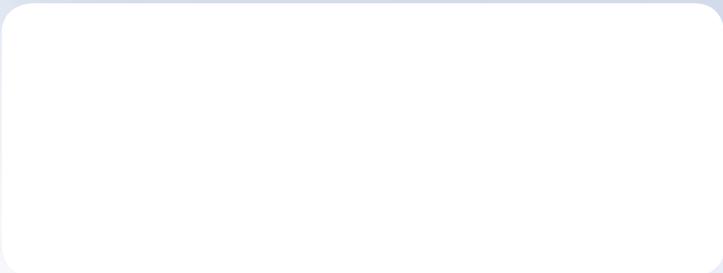
SUMMER 2018  
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PSRT STD  
U.S. POSTAGE  
**PAID**  
LOS ANGELES, CA  
PERMIT NO. 3244



**Health and wellness or prevention information**



- English** If you speak English, language assistance services, free of charge, are available to you. Call **1.888.522.1298** (TTY: 711), 24 hours a day, 7 days a week, including holidays. The call is free.
- Spanish** Si usted habla español, los servicios de asistencia con el idioma estarán disponibles para usted sin costo. Llame al **1.888.522.1298** (TTY: 711), las 24 horas del día, los 7 días de la semana, incluso los días festivos. La llamada es gratuita.
- Arabic** إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية، متوفرة لك، مجاناً. اتصل على **1.888.522.1298** (TTY: 711)، 24 ساعة في اليوم و 7 أيام في الأسبوع، بما في ذلك أيام العطلات. هذه المكالمات مجانية.
- Armenian** Եթե խոսում եք հայերեն, լեզվական աջակցության ծառայությունները հասանելի են Ձեզ անվճար: Ձանգահարեք **1.888.522.1298** հեռախոսահամարով (TTY: 711), օրը 24 ժամ, շաբաթը 7 օր, ներառյալ սոն օրերը: Հեռախոսազանգն անվճար է:
- Chinese** 如果您說中文，您可免費獲得語言協助服務。請致電 **1.888.522.1298** (TTY: 711)，服務時間為每週 7 天，每天 24 小時（包含假日）。這是免費電話。
- Farsi** اگر به زبان فارسی صحبت می کنید، خدمات کمک در زمینه زبان بطور رایگان در اختیار شما قرار دارد. می توانید در تمام 24 ساعت شبانه روز و 7 روز هفته، حتی روزهای تعطیل با **1.888.522.1298** (TTY: 711) تماس بگیرید. تماس رایگان می باشد.
- Hindi** अगर आप हिंदी बोलते हैं, तो मुफ्त में भाषा सहायता सेवाएं, आपके लिए उपलब्ध हैं। अवकाश के दिनों समेत, दिन के 24 घंटे, सप्ताह के 7 दिन **1.888.522.1298** (TTY: 711) पर कॉल करें। कॉल नि:शुल्क है।
- Hmong** Yog koj hais lus Hmoob, muaj kev pab txhais lus pub dawb rau koj, hu rau **1.888.522.1298** (TTY: 711), 24 teev hauv ib hnub, 7 hnub hauv ib asthiv, suav nrog cov hnub so tib si. Qhov hu no yog hu dawb xwb.
- Japanese** 日本語のサービスを無料でご利用いただけます。 **1.888.522.1298** (TTY: 711) までお電話ください。このサービスは年中無休（祝祭日を含む）でご利用いただけます。通話料は無料です。
- Khmer** បើអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយភាសា គ្មានបង់ថ្លៃ គឺមានស្រាប់ជួយអ្នក។ សូមទូរស័ព្ទទៅ **1.888.522.1298** (TTY: 711), 24 ម៉ោងក្នុងមួយថ្ងៃ 7 ថ្ងៃក្នុងមួយសប្តាហ៍រួមទាំងថ្ងៃឈប់ស្រមោក។ ការពារទូរស័ព្ទនេះគឺមិនគិតថ្លៃទេ។
- Korean** 한국어를 사용하실 경우 언어지원서비스를 무료로 이용하실 수 있습니다. 연중무휴로 이용할 수 있는 **1.888.522.1298** (TTY: 711) 번으로 전화하십시오. 통화료는 무료입니다.
- Lao** ຖ້າວ່າ ທ່ານເວົ້າພາສາລາວ, ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໃຫ້ທ່ານໂດຍບໍ່ເສັຍຄ່າ. ໂທອ **1.888.522.1298** (TTY: 711), ໄດ້ຕະຫຼອດ 24 ຊົ່ວໂມງ, 7 ວັນຕໍ່ອາທິດ, ວອມເຖິງ ວັນພັກຕ່າງໆ. ຕີບີໂທນີ້ແມ່ນບໍ່ເສັຍຄ່າ.
- Panjabi** ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਸੇਵਾ ਸਹਾਇਤਾ ਮੁਫਤ ਤੌਰ 'ਤੇ ਉਪਲਬਧ ਹਨ। ਛੁੱਟੀ ਵਾਲੇ ਦਿਨ ਸਮੇਤ 24 ਘੰਟੇ, 7 ਦਿਨ **1.888.522.1298** (TTY: 711) 'ਤੇ ਕਾਲ ਕਰੋ। ਕਾਲ ਮੁਫਤ ਹੈ।
- Russian** Если вы говорите по-русски, вы можете воспользоваться бесплатными услугами переводчика. Звоните по телефону **1.888.522.1298** (TTY: 711), круглосуточно, без выходных, включая праздничные дни. Звонок бесплатный.
- Tagalog** Kung nagsasalita ka ng Tagalog, magagamit mo ang mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **1.888.522.1298** (TTY: 711), 24 na oras sa isang araw, 7 araw sa isang linggo, kabilang ang mga piyesta opisyal. Libre ang pagtawag.
- Thai** หากท่านพูดภาษาไทย เรามีบริการช่วยเหลือด้านภาษาให้คนโดยไม่เสียค่าใช้จ่าย โปรดโทรฟรีที่หมายเลข **1.888.522.1298** (TTY: 711) ได้ตลอด 24 ชั่วโมง ทุกวัน ไม่เว้นวันหยุด
- Vietname** Nếu quý vị nói Tiếng Việt, hiện có các dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị. Gọi **1.888.522.1298** (TTY: 711), 24 giờ một ngày, 7 ngày một tuần, kể cả các ngày lễ. Cuộc gọi là 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.

**California Department of Managed Health Care**  
If you have been receiving care from a health care provider, you may have a right to keep your provider for a designated time period. Please contact your HMO's customer service department, and if you have further questions, you are encouraged to contact the Department of Managed Health Care, which protects HMO consumers, by telephone at its toll-free number: **1.888.HMO-2219 (1.888.466.2219)**, or at a TTY number for the hearing impaired at **1.877.688.9891**, or online at [hmohelp.ca.gov](http://hmohelp.ca.gov).

**California Department of Health Care Services (DHCS) Office of the Ombudsman**  
For help with Medi-Cal, you may call the California Department of Health Care Services (DHCS) Ombudsman Office at **1.888.452.8609**. The Ombudsman Office helps people with Medi-Cal make use of their rights and responsibilities.



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