



L.A. Care
HEALTH PLAN®

For A Healthy Life

WINTER 2018
live
well

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

New Year, New You!

As the New Year begins we often make plans to get healthier. It is a time to reset our routine and let go of any unhealthy habits. Following are some tips to help you see 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 **1.855.856.6943** to learn about in-person workshops and online self-paced programs and resources. Talk to your doctor about medication covered by your health plan 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 lbs a week, instead of 20 lbs a 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 don't 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'll likely stick to it if you enjoy it. L.A. Care's **Family Resource Centers** offer Zumba® and other exercise classes. For more information, please visit lacare.org/frc or call **1.877.287.6290**.
- **Go to bed at a reasonable time** – Sleep is important for our body to feel good, to restore itself and for concentration. Sleep increases our energy. Set a regular bed time that allows you to get 7-8 hours of deep sleep. Don't use electronics before bed – cell phones, television, laptops, etc. They stimulate brain activity and make it harder to get to sleep.

Be sure to make an appointment to get an annual checkup from your doctor. Staying healthy is one of the best New Year's resolutions we can make. Get healthy today!



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



Ask the Doc: What You Need to Know About a Sore Throat

Q: When are sore throats most common and do I need to see a doctor?

A: Sore throats are common in winter and can be the first sign of a cold, flu or strep throat. Depending on what's causing your sore throat, you may, or may not need to see your doctor. Colds and flu are caused by viruses and can often be treated at home.

Q: How long will a sore throat last with a cold and what are the symptoms?

A: If you have a cold, your sore throat will go away in a day or two. You will likely have other symptoms such as a runny nose, sneezing, and coughing. Treat yourself at home with plenty of rest, fluids, and over-the-counter cold medicines.

Q: How long will a sore throat last if I have the flu and what are the symptoms?

A: If you have the flu, you will likely have fever, muscle aches, chills, sore throat, and a stuffy nose. Most people get better at home in 5-7 days. The flu can be very dangerous for some people, including babies, pregnant women and older adults. They should see their doctor to prevent any complications. To help avoid the flu, get a flu shot each year.

Q: What causes strep throat?

A: Strep throat is caused by bacteria and may require treatment with antibiotics. But how can you tell what's causing your sore throat? Sore throats caused by strep are very painful and do not go away. They come on suddenly and are accompanied by high fever and white patches in the throat. It is best to see your doctor if you think you have strep throat. You may need antibiotics to get better.



Q: Should I go to an Emergency Room for treatment?

A: If you do need to see your doctor this winter, think about the best place to get care. Emergency rooms are for life-threatening situations. Colds, flu and strep throat can be treated at your doctor's office. If your doctor's office is closed when you call, listen to the instructions for getting after-hours care. Save the emergency room for true emergencies.

Flu season is here!

Get a FREE flu shot to prevent getting sick. It's simple. Go to your doctor or to local pharmacies and show your L.A. Care member ID card. Questions? Call **1.888.839.9909** (TTY **711**).

Healthy Living – Yes, You Can!



L.A. Care offers health education services as unique and individual as you are. No matter what your health needs, or how you like to learn, we have something for you. If you enjoy meeting people and talking face-to-face, join an in-person group workshop. Busy schedule? We can connect 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. All our programs are fun, engaging and solely focused on you.

Not sure what type of health education you need? Talk to your doctor. If you haven't had your first visit with your doctor (called an Initial Health Assessment), make an appointment today. As part of this first visit, you will be asked to fill out the Staying Healthy Assessment (SHA). This form helps your doctor learn about your needs so he or she can connect you to the right resource. You can also get easy-to-read written health information in your preferred language at your doctor's office.

To learn more about health education call us at **1.855.856.6943** or visit us online at **lacare.org/healthy-living/health-resources/health-education**.



Cancer Screening Saves Lives

A great way to honor those we have lost to cancer is to take care of our own health and get screened.

Your doctor can schedule tests for many types of cancer including breast, cervical and colorectal cancer. Screening tests can look for problems early, when they are easier to treat, which may save your life. Talk to your doctor about what type of screening is right for you. Screening tests are at **no cost to you** – so don't wait, take action today for a healthy life!

Cancer Screenings Available	When to go to the doctor*
Breast Cancer <i>Mammogram X-Ray of the breasts</i>	Women ages 50-74 years, should be screened every two years
Cervical Cancer <i>Pap Test</i>	Women ages 21-64 years, should be screened every 3-5 years
Colorectal Cancer <i>Several tests are available</i>	Men and women ages 50-75, should be screened every 10 years

*You may need other tests at an earlier age if you are at high risk for any of these diseases.



Play It Safe With Opioid Medications

L.A. Care can help with your pain and keep you safe.

Opioids are prescription drugs for strong pain.

Opioids can be dangerous if not taken as prescribed by your doctor. Too much of an opioid, or if it is taken incorrectly, can cause a person to stop breathing and even die. This is called an overdose. Opioid medications include: hydrocodone, oxycodone, hydromorphone, morphine, codeine, meperidine, methadone, and fentanyl. Opioids are dangerous if taken with alcohol or other prescription drugs called benzos (*diazepam, clonazepam, lorazepam, alprazolam, temazepam, triazolam, flurazepam, chloridazepoxine, oxazepam*) or if taken with muscle relaxants (*carisoprodol, cyclobenzaprine*).

Naloxone is the antidote for opioid drugs. It can cause one to breathe again and reverse the effects of an overdose. It must be used at the first signs of an overdose in order to work. And 911 should be called when naloxone is going to be used.

What You Should Know About Opioids:

- Treatment for strong pain
- Not for minor pain
- For short-term use; except for pain caused by cancer
- Never take more than prescribed by your doctor

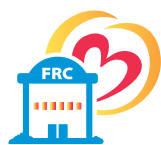


- Never share your prescriptions with others
- If you do not finish your prescription, it must be disposed of properly. Ask your pharmacist about the best way to do so.
- Talk to your doctor about other ways to treat pain (such as diet changes, exercise, non-steroidal anti-inflammatory drugs (NSAIDs), acupuncture, meditation and other tools for management).
- If your doctor writes a prescription for an opioid drug, play it safe and ask for a prescription for naloxone also. You can even ask your pharmacist for naloxone if you don't have a prescription from your doctor.



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

Let's Choose Health Together!



Family Resource Centers

The L.A. Care **Family Resource Centers (FRCs)** are *Your Centers for Health and Wellness!* Our FRCs are vibrant spaces for the community to come together and learn new 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:

Pacoima

In the Zocalito Plaza
10807 San Fernando Road
Pacoima, CA 91331

Phone: **1.213.438.5497**
Mon-Fri 10 a.m. – 7 p.m.
Sat 9 a.m. – 2 p.m.

Lynwood

In Plaza Mexico
3180 E. Imperial Highway
Lynwood, CA 90262

Phone: **1.310.661.3000**
Mon-Fri 10 a.m. – 6:30 p.m.
Sat 9 a.m. – 2 p.m.

Palmdale

In the Towne Square
2072 E. Palmdale Blvd.
Palmdale, CA 93350

Phone: **1.213.438.5580**
Mon-Fri 9 a.m. – 6 p.m.
Sat 9 a.m. – 1 p.m.

Inglewood

Corner of Century and Crenshaw
3111 W. Century Blvd. Ste., 100
Inglewood, CA 90303

Phone: **1.310.330.3130**
Mon-Thur 10 a.m. – 7 p.m.
Friday 9 a.m. – 6 p.m.
Sat 9 a.m. – 12 p.m.
8:30 a.m. – 2:30 p.m. every 4th Sat

Boyle Heights

The Wellness Center at
the Old General Hospital
1200 N. State St. Ste., 1069
Los Angeles, CA 90033

Phone: **1.213.294.2840**
Mon-Fri 8:30 a.m. – 5 p.m.
Sat 9 a.m. – 12 p.m.

Visit an L.A. Care **Family Resource Center** today or view the calendar of activities on our website at lacare.org/frc. For more information, call **1.877.287.6290**.

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 **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 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

Care Management Is a Free Service for All Members



L.A. Care has Care Managers. They are nurses who can help you get the most from your health care plan. They can schedule doctor visits and find transportation to get you there. Care Management staff can also explain your health care benefits and help you understand your medication and health concerns. Plus, they can put you in touch with other resources such as food pantries, low-income housing, and clinics in your area.

For more information please call **1.888.522.1298** (TTY **1.888.212.4460**), 24 hours a day, 7 days a week and holidays. For free interpreting services and information in your language or in braille, large print or audio, call **Member Services** at **1.888.522.1298** or TTY **711**.

Cheers to a new and healthier year...and another chance to do better! May it be your best ever...

– Oprah Winfrey



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 **1.888.839.9909** (TTY **711**).

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 wrong-doing

- You are responsible for reporting health care fraud or wrong-doing 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**, or calling the California Department of Health Care Services (DHCS) Medi-Cal Fraud and Abuse Hotline toll-free at **1.800.822.6222**.

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 your 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.



Healthy Living!

Have fun searching for words that will help remind you of things you can do and eat for a healthier lifestyle.

N I E T O R P H T S P K
N L L X Y W E M U D E B
F M A O E A A O E N E M
W R G E L R I L T E L E
A A U T M T C R K I S D
T C H I I T U I B R K I
E Y B R T G A B S F A T
R R T S O H A O G E L A
C U S Y A C T I V E E T
N V E G E T A B L E S E
B F R E S H M I W S A F
I C Y T H W A S N A E B

Active	Oatmeal
Beans	Protein
Exercise	Rest
Fresh	Sleep
Friends	Swim
Fruit	Vegetables
Healthy	Walk
Kale	Water
Meditate	Yoga
Nutritious	Yogurt

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 **1.888.839.9909** (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.

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)

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
1.888.839.9909 (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

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: 1.888.576.6225
Care1st: 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

live well

WINTER 2018

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

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

IN THIS ISSUE:

- New Year, New You! | 1
- Ask the Doc: What You Need to Know About a Sore Throat | 2
- Healthy Living – Yes, You Can! | 3
- Play It Safe With Opioid Medications | 5
- Know Your Rights and Responsibilities | 8
- And More!



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 օգնությունները ծախսվածքով չեն հասանելի եւ Ձեզ անվճար: Զանգահարեք 1.888.522.1298 հեռախոսահամարով (TTY: 711), օրը 24 ժամ, շաբաթը 7 օր, ներառյալ տոն 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 اختیارتان 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	បើអ្នកនិយាយភាសា ខ្មែរ, សេវាជំនួយភាសា គ្មានបង្គំថ្លៃ គឺមានស្រាប់ជូនអ្នក។ សូមទូរស័ព្ទទៅ 1.888.522.1298 (TTY: 711), 24 ម៉ោងក្នុងមួយថ្ងៃ 7 ថ្ងៃក្នុងមួយសប្តាហ៍រួមទាំងថ្ងៃឈប់សម្រាក។ ការបញ្ចូលសេវាជំនួយភាសាគឺមិនគិតថ្លៃទេ។
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, ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໃຫ້ທ່ານໂດຍບໍ່ເສັຽຄ່າ. ໂທ 1.888.522.1298 (TTY: 711), ໄດ້ຕະຫຼອດ 24 ຊົ່ວໂມງ, 7 ອັນຕໍ່ອາທິດ, ລວມເຖິງ ອັນພັກຜ່າງ. ເບີໂທນີ້ແມ່ນບໍ່ເສັຽຄ່າ.
Punjabi	ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਮੇਲਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਫ਼੍ਰੀ ਟਾਲ ਚਿੱਠਾਂ 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 เรามีบริการช่วยเหลือด้านภาษาให้คุณโดยไม่เสียค่าใช้จ่าย โปรดโทรฟรีที่หมายเลข 1.888.522.1298 (TTY: 711) ตลอด 24 ชั่วโมง ทุกวัน ไม่เว้นวันหยุด
Vietnamese	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.

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