



### Who can use this application?

You may use this application to apply for coverage directly with **L.A. Care Health Plan for the L.A. Care Covered Direct™ Plan**.

- If you want coverage for your family on the same L.A. Care Covered Direct™ benefit plan, please complete one (1) application for the entire family.
- If a dependent wants a different benefit plan, he or she must complete a separate application.
- Dependents must be under age 26. If a dependent is over 26, they should complete their own application.
- You are eligible to apply for an L.A. Care Covered Direct™ Individual and Family Plan if you **reside** in Los Angeles County.

*To enroll in or modify coverage obtained through Covered California™, and/or to apply for premium assistance through the State Exchange, please contact Covered California™ directly at coveredca.com.*

### Who is the primary applicant?

- In an individual plan, the primary applicant is the person who will be covered by the benefit plan.
- In a family plan, the primary applicant is the family member who is authorized to make changes to the account.
- If this application is only for a child under 18, the child is the primary applicant.
- The primary applicant is the Subscriber of the benefit plan account.

### How to choose a plan

- The Summary of Benefits and Coverage (SBC) tells you what a plan covers and what it costs. It is only a summary. The Evidence of Coverage (EOC, also called your Member Handbook) is a legal document that explains your health care plan and will answer many important questions about your benefits. To download the SBC or EOC, visit [lacare.org](http://lacare.org), scroll to the very bottom of the page, and click on “Plan Documents” to access the SBC and EOC for any L.A. Care Covered Direct™ benefit plan.

### How to choose a doctor

- You must select a Primary Care Physician (PCP) and Medical Group or L.A. Care will assign one close to you. To find the most up-to-date list of L.A. Care contracted physicians and medical groups, visit [lacare.org](http://lacare.org) and click on “Locate a Doctor, Pharmacy, or Facility”. You’ll find a complete listing of our Individual & Family Plan network physicians, and you can search by specialty, city, city, medical group, language or hospital affiliation. You can also call **1.855.222.4239** (TTY 711) to request provider information.

### Billing and payment information

- To obtain a monthly premium quote, please contact an L.A. Care Covered Direct™ representative at **1.855.222.4239** (TTY 711). **Note that your final monthly premium amount may vary due to enrollment status changes upon reviewing and processing your application.**

- L.A. Care sends bills to only one address per subscriber.
- After we process your complete application, we will send you a letter with information to make your first monthly premium.
- Please wait for your first bill to make your first payment.
- The first payment is due within 1 month following your effective date of coverage [i.e., if your effective date is January 1, the first payment is due no later than February 1].
- Your subsequent monthly premium payments are due at the end of each month for coverage in the next month [i.e., payment due on January 31<sup>st</sup> for health coverage in February].
- **Do not send cash or deliver payment to L.A. Care with this application. You will receive a bill later.**

### Application

- Get a copy of the application at [lacare.org](http://lacare.org) and return your completed application to L.A. Care.
- We are required by the Affordable Care Act to obtain your Social Security number or tax ID number to confirm with the IRS that you have health insurance so that you can avoid any penalty.
- Upon receipt of your complete and signed application, we will send you an Enrollment Notice with important information along with your first bill.

### Things to remember

- This application must be typed or completed in blue or black ink.
- You must apply for coverage by the 15<sup>th</sup> of the month in order for coverage to be effective the first of the following month. If you apply between the 16<sup>th</sup> and last day of the month, coverage will be effective the first day of the second following month.
- Effective dates for Special Enrollment period may be different than during Open Enrollment (see Step 7).
- Full premium(s) must be paid by the due date before coverage becomes effective.
- To avoid being double billed, if you are enrolled in a plan through Covered California™, you must cancel your current Covered California™ plan on or before the effective date of your new L.A. Care Covered Direct™ plan.
- Please make sure you answer all questions as completely and accurately as possible. If your application is incomplete, or if we don’t receive your first month’s premium by the due date, the effective date of your enrollment may be delayed or your application may be canceled.
- Submit ALL pages, including other supporting documents by mail or fax.

Mail your signed application to:

L.A. Care Health Plan Attn: Sales – Application  
1200 West 7th Street, 2nd Floor, Los Angeles, CA 90017

Or send by secure fax to:

L.A. Care Health Plan: 1.213.438.5699

### Need help?

- For help completing this application, please call **1.855.222.4239** (TTY 711)
- We will provide language assistance at no cost to you.



Step 1: Tell Us When You Are Applying (Boxes should be marked as follows [X])

Select one option:

- Open Enrollment, New enrollment, Benefit plan transfer, Open Enrollment – add dependent(s) to existing coverage, Special Enrollment/qualifying life event-by checking this box, you are certifying that to the best of your knowledge, you are eligible for Special Enrollment. You must apply within 60 days from the triggering event to elect coverage under Special Enrollment.

If adding dependent(s) to existing coverage, please provide existing subscriber's L.A. Care member ID number:

Applicant requested effective date: Date of qualifying event triggering Special Enrollment:

Please explain qualifying event type for Special Enrollment: (see Step 7 for qualifying events)

Step 2: Choose Your Benefit Plan

Choose one (1) L.A. Care Covered Direct Plan. If any dependents are applying for different benefit plans, please submit a separate application form for each plan. When a dependent(s) chooses a different benefit plan, that member will be covered under their own coverage contract.

L.A. Care Covered Direct Plans (check one box only):

- Platinum 90 HMO, Gold 80 HMO, Bronze 60 HMO, Minimum Coverage HMO

Minimum Coverage Plan HMO

The minimum coverage plan is a high deductible plan option for applicants under the age of 30 and certain individuals age 30 and older. If you or any dependents are age 30 or older, each individual may only apply for this minimum coverage plan if you submit an Exception Certificate Number (ECN) for each person with your completed application. An Exception Certificate Number (ECN) indicates lack of affordable coverage or financial hardship.

Step 3: Enter Your Information Primary applicant information (Subscriber)

Social Security number/Tax ID number:

Last Name: First Name: MI:

Identifying Gender: Male Female Married: Yes No Date of birth (month/day/year):

Home phone number: Work phone number: Cell phone number:

Email address:

Home address (No P.O. Box): Apt. No:

City: State: ZIP code:

Mailing address (if different from home):

City: State: ZIP code:

Preferred method of contact (check one): Home phone Work phone Email Standard mail

Cell phone | By providing my cellphone number and submitting this application, I consent to receive calls and messages from L.A. Care for my protected healthcare and other services at my cell number provided, including calls and messages from an automatic dialing system. Yes No [check one].

Indicate spoken language preference: English Spanish Other:

Indicate written language preference: English Spanish Other:



Race/Ethnicity (optional):

Ethnicity – is the Subscriber Hispanic or Latino?  Yes  No

Race – No matter what you selected above, continue to answer the following by selecting one box to indicate what race you most closely identify with (optional).

- White or Caucasian  Asian  Black or African American  American Indian or Alaska Native  Other  Hispanic  Native Hawaiian or Other Pacific Islander  Two or more races (Mix Race)

Check here if you have previously had coverage with L.A. Care.

Primary Care Physician (PCP)/Clinic Name: [text box]

Medical Group Name: [text box] Site ID: [text box]

Spouse/domestic partner information (skip if no spouse/domestic partner)

A domestic partner is a person registered and legally recognized as your domestic partner by California.

Spouse  Domestic partner Identifying Gender:  Male  Female Date of birth (month/day/year): [text box]

Social Security number/Tax ID number (Required): [text box]

Last Name: [text box] First Name: [text box] MI: [text box]

Is the spouse/domestic partner’s residence the same as the primary applicant?  Yes  No

If no, write the spouse/domestic partner’s address, including state and ZIP code: [text box]

Primary Care Physician (PCP)/Clinic Name: [text box]

Medical Group Name: [text box] Site ID: [text box]

Dependents to Be Covered (skip to Step 4 if no dependents)

Dependent children must be under age 26. If more than four (4) dependents are applying for coverage, please attach a supplemental page providing all information listed below, your signature, and date. Check here if a supplemental page is attached.

Dependent 01 information

Identifying Gender:  Male  Female Relationship (e.g. son/daughter): [text box] Date of birth (month/day/year): [text box]

Social Security number/Tax ID number (Required): [text box]

Last Name: [text box] First Name: [text box] MI: [text box]

Is the dependent’s residence the same as the primary applicant?  Yes  No

If no, write the dependent’s address, including state and ZIP code: [text box]

Primary Care Physician (PCP)/Clinic Name: [text box]

Medical Group Name: [text box] Site ID: [text box]



Dependent 02 information

Identifying Gender:  Male  Female Relationship (e.g. son/daughter):  Date of birth (month/day/year):

Social Security number/Tax ID number (Required):

Last Name:  First Name:  MI:

Is the dependent's residence the same as the primary applicant?  Yes  No

If no, write the dependent's address, including state and ZIP code:

Primary Care Physician (PCP)/Clinic Name:

Medical Group Name:  Site ID:

Dependent 03 information

Identifying Gender:  Male  Female Relationship (e.g. son/daughter):  Date of birth (month/day/year):

Social Security number/Tax ID number (Required):

Last Name:  First Name:  MI:

Is the dependent's residence the same as the primary applicant?  Yes  No

If no, write the dependent's address, including state and ZIP code:

Primary Care Physician (PCP)/Clinic Name:

Medical Group Name:  Site ID:

Dependent 04 information

Identifying Gender:  Male  Female Relationship (e.g. son/daughter):  Date of birth (month/day/year):

Social Security number/Tax ID number (Required):

Last Name:  First Name:  MI:

Is the dependent's residence the same as the primary applicant?  Yes  No

If no, write the dependent's address, including state and ZIP code:

Primary Care Physician (PCP)/Clinic Name:

Medical Group Name:  Site ID:



Step 4: Identify Financially Responsible Party

To be completed by the parent or legal guardian if the applicant is under age 18, or by the financially responsible party if this is someone other than the primary applicant.

Identifying Gender: Male Female Date of birth (month/day/year): Last Name: First Name: MI: Relationship to primary applicant: Spouse/Domestic partner Parent/Legal Guardian Other: Same address as the primary applicant? Yes No If no, provide address (no P.O. Box): Apt. No: City: State: ZIP code: Main phone number: Indicate spoken language preference: English Spanish Other: Indicate written language preference: English Spanish Other:

Step 5: Sign the Application Agreement

Applicant verification of accuracy

Please read the following carefully. Each applying family member age 18 and older is required to review the completed application and provide his/her own signature. By signing, the financially responsible party agrees to be responsible for paying all premiums, co-payments, co-insurance, and deductibles for all applicants listed on this form. Please keep a copy of this application for your records. I (applicant) alone am responsible for the accuracy and completeness of the information provided on this application. I have personally reviewed all information provided on this application, even if I did not fill out the application myself. To the best of my knowledge and belief, all information on this application is accurate, true, and complete. If L.A. Care determines that there is fraud (by act, practice, or omission) or an intentional misrepresentation of material fact in the information on this application, I understand that coverage may be rescinded, as allowed by law.

For applicants with a language preference other than English: If I indicated in Step 3 of this application that I have a language preference other than English and have completed the English version of this application (or version other than in my language preference), I confirm that I understand the questions on this application.

Primary applicant/parent or legal guardian Today's date Print name (and relationship if applicant is a minor) Spouse/domestic partner (if applying) Today's date Print name Dependent age 18 and over (if applying) Today's date Print name Dependent age 18 and over (if applying) Today's date Print name Dependent age 18 and over (if applying) Today's date Print name Dependent age 18 and over (if applying) Today's date Print name



### Privacy Information

This application is for healthcare coverage with L.A. Care Covered Direct™ provided through L.A. Care. The information you provide is personal and confidential. L.A. Care requires the information to process your application and to administer our program.

We are required by the Affordable Care Act to obtain your Social Security number to confirm with the IRS that you have health insurance so that you can avoid any penalty.

L.A. Care will use and share your information with others as allowed and required by law. For information on how L.A. Care may use or share your information and your rights regarding your information, please log on to [lacare.org](http://lacare.org) and click “Privacy” located at the bottom of the page to review our Notice of Privacy Practices or call **1.855.222.4239** (TTY 711).

### Step 6: Sign the Authorizations Terms and Conditions

Please read the following terms and conditions carefully. Each applicant age 18 and older is required to review the completed application and provide his/her own authorization and signature. Please keep a copy of this application for your records.

1. **Application for coverage:** It is important to know that **L.A. Care** may decline your application for coverage if you do not meet the eligibility criteria. Your application must be approved by **L.A. Care**, and an effective date for coverage assigned, before coverage can become effective.
2. **First month's dues/premiums:** **L.A. Care** requires payment of first month's dues/premium for your coverage to become effective. **L.A. Care** will mail your first bill once your application is approved. Your first payment is due by the due date on your bill. To avoid cancellation of your application, you must make your first premium payment within one (1) month following your effective date of coverage. For example, if your effective date of coverage is January 1, you must make your first payment by February 1 to avoid cancellation of your application. If you do not pay your first full premium within one month following your effective date of coverage, your application will be canceled and you will be required to reapply for enrollment in L.A. Care Covered Direct™. If you miss your first month's dues/premiums, your effective date of coverage will then begin the first of the following month of the receipt of payment. Your monthly premium rate may also increase based on any updated information. Your future monthly premium payments are due on the last day of each month. Refer to the “Billing and payment information” section on page one of this application. Please note that the processing of your first month's payment does not constitute approval of your application with **L.A. Care**. If you do not qualify for coverage, the dues/premium you submit to **L.A. Care** will be returned.
3. **Dues/premiums:** Dues/premiums are to be paid in full by the due date. Coverage will be terminated for failure to pay dues/premiums in a timely manner as set forth in the health service agreement/policy and as allowed by law.
4. **Effective date of coverage:** If you qualify for coverage, **L.A. Care** will notify you of your effective date of coverage. If **L.A. Care** cannot honor your requested effective date, or is unable to issue coverage before your requested date, coverage will begin as soon as possible (coverage will begin on the first of the month after all requirements have been met). If additional dues/premiums are owed, payment must be received before coverage becomes effective. Any charges incurred for services received prior to your effective date or after termination of coverage are not covered. Effective dates for a Special Enrollment period may be different than for an Open Enrollment period. These effective dates are assigned by **L.A. Care** and may be as early as the 1st of the month following the receipt of the Special Enrollment period, as required by regulation, or as early as the date of birth in the case of a newborn. For information on Special Enrollment period application effective dates, please see Step 7).
5. **Acceptance of application:** You understand that only **L.A. Care** can accept your application and issue coverage for an Individual and/or Family Plan requested on this application. Your agent or broker cannot enroll you for coverage or change any terms or conditions of coverage.





- 6. **Parents/guardians:** If you are the parent or legal guardian of an applicant who is a minor, please sign below on behalf of the applicant. As the parent or legal guardian, you are identified as the person who may make inquiries and act on behalf of the applicant regarding this coverage (as allowed by law). In addition, you are agreeing to assume all responsibility for payments of dues/premiums and for following the terms and conditions for coverage. If you are **not** the **parent** of the applicant, please attach the court documents that appoint you as the guardian of this minor. Mark one of the following boxes and identify the individual authorized to act on behalf of the minor (applicant):
  - Legal guardian only  (include name and relationship). Or
  - My designee  (include name and relationship). Or
  - Qualified medical child support order designee  (include name and relationship).
  - Mark this box if **L.A. Care** is to only make changes to the contract upon written request by the person identified above.
- 7. **Authorization for spouse/domestic partner to make changes:** If you are an applicant whose spouse/domestic partner is also applying for coverage, please specify if you authorize your spouse/domestic partner to make changes to the contract/policy on your behalf. You may discontinue this authorization at any time by sending a written request to **L.A. Care**.  Yes  No
- 8. **Process to authorize L.A. Care to release personal protected health information to a third party:** If you would like to authorize your spouse, domestic partner, or a third party to access your personal protected health information, please complete the form titled Authorization for Use and Disclosure of Protected Health Information to a Third Party. To obtain this form, contact us at **1.855.222.4239** (TTY 711).
- 9. **Response to requested information:** You agree to cooperate with **L.A. Care** by providing, or by providing access to, documents and other information requested (such as court orders to provide dependent coverage, etc.) to corroborate information provided in this application for coverage. You acknowledge and agree that failure or refusal to provide these documents or the information requested may be cause to rescind or cancel your coverage.
- 10. **Authorization to receive materials and communications electronically:** Check here if you agree to receive required benefit plan and coverage-related materials and communications via email (i.e. enrollment information, evidence of coverage and health service agreement/policy, explanation of benefits (EOB), annual privacy notice, etc) in place of mailed printed copies, unless required by law.

I have reviewed all responses pertaining to me in this application. I have read the Summary of Benefits and Coverage (SBC), and the terms and conditions of coverage and authorizations set forth above. With my own signature below, I represent that the information provided in this application is complete and accurate to the best of my knowledge, and I understand and agree to the terms and conditions of coverage and the authorizations I have provided.

(Important: Each adult applicant must provide their own signature.) I understand that I must inform **L.A. Care** if anything changes or is different from what I listed on this application before my coverage with **L.A. Care** begins.

<input type="text"/>	<input type="text"/>	<input type="text"/>
Primary applicant/parent or legal guardian	Today's date	Print name (and relationship if applicant is a minor)
<input type="text"/>	<input type="text"/>	<input type="text"/>
Spouse/domestic partner (if applying)	Today's date	Print Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
Dependent age 18 and over (if applying)	Today's date	Print Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
Dependent age 18 and over (if applying)	Today's date	Print Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
Dependent age 18 and over (if applying)	Today's date	Print Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
Dependent age 18 and over (if applying)	Today's date	Print Name

**Important: Return the application within 30 days of your date(s) and signature(s).**

**We must receive your application during the Open Enrollment Period or within 60 days from a Special Enrollment triggering event.**



**Step 7 - Special Enrollment Period**

In addition to the Open Enrollment Period, you and your dependents are eligible to enroll or change plans during a Special Enrollment period, which is within 60 days of certain qualifying events. Generally, for applications received between the 1st and 15th of the month, coverage will be effective the first day of the month following submission of application. For applications received between the 16th and month's end, coverage will be effective the first day of the second month following submission of application. **Exceptions to these effective dates include birth, adoption or placement for adoption being effective the date of the qualifying event, and marriage or loss of minimum essential coverage being effective the first day of the following month.** The application must be received within 60 days of the qualifying event. Proof of the qualifying event is required. Please write in the applicable qualifying event below and the name of the person to whom it applies. For additional dependents, please attach a separate sheet of paper.

Qualifying event # (see chart below)	Date of event	Primary applicant	Spouse/ Domestic partner	Dependent 01	Dependent 02	Dependent 03	Dependent 04

**Qualifying events for Special Enrollment periods for Individual & Family Plans**

Qualifying event	Submit required proof of qualifying event
1) The qualified individual, or his or her dependent, loses minimum essential coverage, which could be due to one of the following reasons (not including voluntary termination of your previous coverage or termination due to failure to pay premium): A. The death of the covered employee. B. The termination or reduction of hours, of the covered employee's employment. C. The divorce or legal separation of the covered employee from the employee's spouse. D. The covered employee becoming entitled to benefits under Medicare. E. A dependent child ceasing to be a dependent child under the generally applicable requirements of the plan. F. A proceeding in a case under Title 11 bankruptcy, commencing on or after July 1, 1986, with respect to the employer from whose employment the covered employee retired at any time. In this case, a loss of coverage includes a substantial elimination of coverage with respect to a qualified beneficiary (spouse/domestic partner, dependent child or surviving spouse/domestic partner) within one year before or after the date of commencement of the proceeding.	Copy of one of the following: <ul style="list-style-type: none"> <li>• Loss of coverage notice from former insurance carrier.</li> <li>• Loss of coverage notice from employer.</li> <li>• Front and back of former insurance carrier's ID card.</li> </ul>
G. Loss of minimum essential coverage for any reason other than failure to pay premiums or situations allowing for a rescission for fraud or intentional misrepresentation of material fact.	Documentation would depend on circumstance.
H. Termination of employer contributions.	Notice from employer of contributions termination.
I. Exhaustion of COBRA continuation coverage.	COBRA paperwork reflecting exhaustion of coverage.
2) The qualified individual gains a dependent or becomes a dependent through marriage, domestic partnership, birth, adoption, or placement for adoption.	Court documentation, copies of official documents or discharge records.





3) The qualified individual's, or his or her dependent's, enrollment or non-enrollment in a health plan is unintentional, inadvertent, or erroneous and is the result of the error, misrepresentation, or inaction of an officer, employee, or agent of the Exchange or HHS, or its instrumentalities as evaluated and determined by the Exchange.	Documentation would depend on circumstance.
4) The health plan in which the enrollee, or his or her dependent, is enrolled substantially violated a material provision of its contract.	Documentation would depend on circumstance.
5) The qualified individual or enrollee, or his or her dependent, gains access to a new health plan as a result of a permanent move.	Copy of one of the following: <ul style="list-style-type: none"> <li>• Lease.</li> <li>• Mortgage statement.</li> <li>• First utility or phone bill.</li> </ul>
6) With respect to individuals enrolled in non-calendar year individual health insurance policies, a limited open enrollment period beginning on the date that is 30 calendar days prior to the date the policy year ends.	Termination/Cancellation notice from prior coverage.
7) He or she (references to "he" or "she" are to a qualified individual or a dependent) is mandated to be covered as a dependent pursuant to a valid state or federal court order.	Court documentation.
8) He or she has been released from incarceration.	Probation or parole paperwork.
9) He or she was receiving services under another health benefit plan, from a contracting provider who is no longer participating in that health plan, for any of the following conditions: (a) an acute condition (a medical condition that involves a sudden onset of symptoms due to an illness, injury, or other medical problem that requires prompt medical attention and that has a limited duration); (b) a serious chronic condition (a medical condition due to a disease, illness, or other medical problem or medical disorder that is serious in nature and that persists without full cure or worsens over an extended period of time or requires ongoing treatment to maintain remission or prevent deterioration); (c) a terminal illness (an incurable or irreversible condition that has a high probability of causing death within one year or less); (d) care of a newborn between birth and 36 months; or (e) a surgery or other procedure that has been recommended and documented by the provider to occur within 180 days of the contract's termination date, or within 180 days of the effective date of coverage for a newly covered insured, and that provider is no longer participating in the health plan.	Dated letter from primary care physician (PCP).
10) He or she demonstrates to the Exchange, with respect to health benefit-plans offered through the Exchange, or to the California Department of Managed Health Care, with respect to health benefit plans offered outside the Exchange, that he or she did not enroll in a health benefit plan during the immediately preceding enrollment period available to the individual because he or she was misinformed that he or she was covered under minimum essential coverage.	Documentation would depend on circumstance.
11) He or she is a member of the reserve forces of the United States military returning from active duty or a member of the California National Guard returning from active duty service under Title 32 of the United States Code.	Active duty status documentation.
12) Newly eligible or ineligible for advance payments of the premium tax credit, or change in eligibility for cost-sharing reductions.	Advanced Premium Tax Credit (APTC) paperwork that shows the premium assistance you are eligible for.
13) He or she loses medically needy coverage under Medicaid (not including voluntary termination of your previous coverage or termination due to failure to pay premium).	Medicaid documentation.
14) He or she loses pregnancy-related coverage under Medicaid (not including voluntary termination of your previous coverage or termination due to failure to pay premium).	Medicaid documentation.



**Discrimination is Against the Law**

L.A. Care Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. L.A. Care Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

L.A. Care Health Plan:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, and other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact our Member Services Department at **1.855.270.2327** (TTY 711).

If you believe that L.A. Care Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance/complaint with the Civil Rights Coordinator of L.A. Care Health Plan. You have two options in which you may file a grievance/complaint:

You may call in a complaint at:

Member Services Department – **1.855.270.2327** (TTY 711)

Or you may send in a written grievance/complaint to:

Civil Rights Coordinator  
c/o Compliance Department  
L.A. Care Health Plan  
1055 West 7th Street, 10th Floor  
Los Angeles, CA 90017  
Email: [civilrightscoordinator@lacare.org](mailto:civilrightscoordinator@lacare.org)

You can file a grievance/complaint in person, by mail, by telephone, or by email. If you need help filing a grievance/complaint, the Civil Rights Coordinator via the Member Services Department is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, **1.800.868.1019**, **1.800.537.7697** (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

**Getting Help in Other Languages**

English

To request free interpreting services, information in your language or in another format, call L.A. Care at **1.855.270.2327** or TTY **711**.

Spanish

Para solicitar servicios de interpretación gratuitos o información en su idioma o en otro formato, llame a L.A. Care al **1.855.270.2327** o al **711** para TTY.

