



L.A. Care®



YEARS STRONG

WINTER 2023  
**live**  
*well*

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

## Welcoming in the New Year with a New You!

As the New Year begins, we often make plans to get healthier and to let go of unhealthy habits. It is a time to reset our routine and create new and better health 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 to quit 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 your goals down in to 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. Make sure you stretch before and after you exercise!
- **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 will likely stick to it if you enjoy it. The L.A. Care and Blue Shield Community Resources Centers offer Zumba and other exercise classes. You can enjoy free on-demand classes at [youtube.com/activehealthyinformed](https://www.youtube.com/activehealthyinformed). For more information, please visit [lacare.org](https://www.lacare.org) 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 bedtime 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!



# Ask the Doc: Heart Health



## Q: What is heart disease?

**A:** Your heart pumps blood to your whole body. This blood is carried in tubes called arteries and veins. Heart disease is when blood can no longer travel smoothly through your heart or its tubes.

## Q: What is a heart attack?

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

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

**A:** Some risk factors for heart disease cannot be controlled, such as age. Other risk factors, such as smoking, weight and exercise, stress, and blood pressure can be controlled.

You can reduce the risk of heart issues by adopting a healthy lifestyle – eating nutritious foods, getting regular exercise and enough rest. See your doctor for regular screenings.

## Risk Factors for Heart Disease

- **Blood Pressure:** High blood pressure is when blood pushes too hard against the tubes that carry your blood. It raises your risk of heart attack and stroke.
- **Cholesterol:** This is a fatty substance in your blood. It can build up and block blood flow.
- **Diabetes:** This is when you have too much sugar (glucose) in your blood, which makes you more likely to have a heart attack with no symptoms.
- **Smoking:** Increases your risk of heart disease, stroke, lung disease and cancer.
- **Stress:** Bad feelings, such as stress and anger, have been linked to heart disease. Work on reducing stress.
- **Unhealthy Diet:** Eating foods high in salt and fat increases the risk of heart conditions. Eat foods low in salt and fats. Include more fresh fruits and vegetables in your diet. Drink more water and drink less alcohol.
- **Weight and Exercise:** Being overweight and not exercising make other risk factors more likely.



For more information about disease prevention, please contact the L.A. Care **Health Education Department** at 1.855.856.6943 (TTY 711), Monday – Friday, 9 a.m. – 5 p.m.



# Feel Better Soon – Without Antibiotics

Antibiotics are medications that treat infections caused by bacteria.

Antibiotics do not work against viruses such as the flu, common cold, or COVID. In fact, using antibiotics when they are not needed can cause them not to work as well later on.

Use antibiotics the right way by:

- Taking them only when prescribed by your doctor
- Not sharing them with others
- Finishing all the pills, even if you start to feel better; do not save some for later

The good news is there are things you can do to feel better soon, without antibiotics.

- Stay home from work or school and get plenty of rest

- Drink plenty of fluids
- Eat a healthy diet of fruits and vegetables
- Use over-the-counter cold and flu meds to manage symptoms, if needed



## Keep Your Doctor Informed



Your L.A. Care doctor is there for you, whether you feel well, have a chronic illness, or even if you have been in the hospital. Your doctor makes sure you get the right care in the right place at the right time. Please keep your doctor informed about your health issues. This is especially true if you have had a change in your health.

Even when you feel well, see your doctor at least once a year. This annual visit is necessary to make sure you are up to date on needed tests and vaccines. Let your doctor get to know you as a person as well as a patient.

You will most likely need to see your doctor more often if you have long-term health issues. Your doctor will make sure your treatment plan is working well or if changes need to be made.

Keep your doctor informed if you have had a hospital stay or an emergency room visit. Be sure to make an appointment to see your doctor after you leave the hospital so they can follow up on your health. Your primary care doctor can help prevent another trip to the hospital.

# What is Medication Reconciliation?

Medication Reconciliation is a review of all your medications and supplements. This is done by your health care team and should happen at each visit. Your doctor needs to know about new medications and changes to your current ones. If you have been hospitalized, see your doctor within 30 days after you leave the hospital.



## Tips to help you deal with your medications:

1. Always carry a list of your current medications. Have the name, dose, and how often you take them. Include how and why you are taking them.
2. Write over-the-counter (OTC) medications on your list and include vitamins and herbs.

**Example case:** Luke went to the hospital. He had a heart attack and was given new medications. When Luke went home, he saw his doctor the next day. Luke shared his new medication list with his doctor who reviewed it and stopped an old medication. The doctor did this to prevent possible side effects from two medications that work the same way. Luke and his doctor worked together to keep him healthy.

Just as Luke did, be sure to talk with your doctor about your medications at each visit.



## Medi-Cal Renewal

During the COVID-19 public health emergency (PHE), you have been able to keep your coverage regardless of any changes in your circumstances.

However, once the COVID-19 PHE ends, your county will check to see if you still qualify for free or low-cost Medi-Cal. If you or someone in your household receives a letter from the county asking for information about your Medi-Cal coverage, please provide the requested information.

Continue to report any changes in your household. This includes changes to your income, disability status, phone number or mailing address. You should also report if someone in your household becomes pregnant, if someone moves in, or anything else that may affect your Medi-Cal eligibility. Reporting these changes may help you continue to receive Medi-Cal coverage after the end of the COVID-19 PHE.

It is important for the county to have your current contact information such as your phone number, email address, and home address.

Please report any changes so you do not miss important information about your Medi-Cal coverage. Contact your local county office online or by phone, email, fax or in person.

If you or someone in your household receives a letter from the county asking for information about your Medi-Cal coverage, please provide it. This will help the county ensure that your Medi-Cal coverage remains active.

If you have any questions, or need help with accessing your Medi-Cal coverage, or if your Medi-Cal was discontinued, please call the Los Angeles County Department of Public Social Services (DPSS) at **1.866.613.3777**. You can also update your information online at **benefitscal.com**.

## A New Number for Mental Health Support

Did you know there is a new number to call when you or someone you care for is having a mental health emergency?

As of Saturday July 16, 2022, individuals having a mental health crisis can dial **988** and are linked to a network of trained counseling professionals to provide support. The new three-digit number is easy to remember and can help you get connected to appropriate resources.

For ongoing mental health services, please call **Beacon Health Options** at **1.877.344.2858** where you will get connected to a live person who can refer you to a therapist or psychiatrist who is trained to help with your behavioral health needs.

## Enjoy Free Classes at Our Community Resource Centers!



L.A. Care Health Plan and Blue Shield of California Promise Health Plan Community Resource Centers' (CRC) doors are open and we are here to serve you. Enjoy our in-person health and wellness classes that are fun, free and open to everyone.

Get access to a variety of health care and community resources such as health, nutrition and fitness classes. Please remember you can also participate in free on-demand classes such as exercise, healthy cooking and more at [youtube.com/activehealthyinformed](https://www.youtube.com/activehealthyinformed). Call **1.877.287.6290** for more information or drop by so that our CRC staff can help you get the services you need!

### Building Active, Healthy & Informed Communities

- Free Food Pantries
- Free Wi-Fi for Telehealth Services
- Linkage to Assistance Programs
- Enrollment Support or Medi-Cal and Other Health Coverage Programs

## Doctor's Orders: Take Your Medications!

Do you have long-term health conditions and take many medications? Do you forget to refill your medications sometimes? You can now fill your chronic medications up to a 100-day supply at a time. Your co-pay, if you have any, will stay the same as a 30-day supply. It is important to take your medications daily! By switching to a 100-day supply, you will not need to go to the pharmacy as often. This can help keep your conditions under control and keep you be healthier.

### Helpful tips:

- Use our free mail order service to deliver your medications to your doorstep. If you are interested, please call Ralphs Pharmacy at **1.213.452.0830** and let them know that you are an L.A. Care member.
- Take your medications the same time every day, preferably with a daily routine like brushing your teeth or getting ready for bed.
- Use a calendar or a reminder and make a note each time you take a dose.

- Use a pillbox and refill it on a weekly basis.
- Always have enough medications with you so you never run out.
- Call our medication experts to get your questions answered. L.A. Care partners with Navitus Clinical Engagement Center to offer the Medication Therapy Management (MTM) program. It is FREE! If you're interested in this service, please call **1.213.584.2028** to see if you qualify or visit <https://medicare.lacare.org/members/part-d-prescription-drugs>

For more information, call **L.A. Care Medicare Plus Member Services** at **1.833.522.3767** (TTY: 711), 24 hours a day, 7 days a week, including holidays.

**L.A. Care Medicare Plus** (HMO D-SNP) is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees. Enrollment in **L.A. Care Medicare Plus** depends on contract renewal.

# L.A. Care Proudly Introduces



## Our New Dual Eligible Special Needs Plan (HMO D-SNP)

On January 1, 2023, current L.A. Care Cal MediConnect members will be automatically enrolled into the new L.A. Care D-SNP Plan, L.A. Care Medicare Plus, ensuring continuity of care. No action is required. Members will get all their services through Cal MediConnect until December 31, 2022. Again, you do NOT need to do anything to enroll into the matching plan. Members will receive transition notices 90 and 45 days prior to being moved to the new L.A. Care D-SNP plan. These notices will explain that members can opt-out of the L.A. Care Medicare program if they choose.

L.A. Care Medicare Plus offers complete care that coordinates your Medicare and Medi-Cal benefits, this includes medical and home,

and community-based services. It also includes medical supplies and medications. The new plan helps with access to resources like housing and food, and offers additional benefits to help you stay fit and healthy at no cost.

Members have trusted L.A. Care Health Plan to provide access to high quality health care for more than 25 years. L.A. Care is here to stay and we are excited to introduce our new D-SNP product. We look forward to serving you for years to come!

If you have any questions about L.A. Care Medicare Plus, or require additional information, please contact L.A. Care Member Services at **1.833.522.3767** TTY 711 24 hours a day, 7 days a week.

## Population Needs Assessment

Each year L.A. Care assesses the needs of its members in a report called the Population Needs Assessment (PNA). A big part of this report is asking members what they need to take care of their health. The goal of the PNA is to make sure L.A. Care is doing all we can to meet those needs.

### The PNA focuses on:

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

### Here is what we learned:

- Diabetes and heart disease are the most common chronic diseases in adult members
- Members want health education in clinics and waiting rooms
- Disparities exist in Black/African American members for diabetes and post-partum care
- The number of members who report using tobacco has doubled in the past year
- Half of members are not getting their yearly flu shot



### In response to PNA findings, L.A. Care will:

- Continue to offer wellness and prevention programs for chronic diseases like diabetes
- Continue to offer health education services at our Community Resources Centers
- Increase outreach and education efforts for Black/African American members.
- Send updated tobacco cessation resources to members who use tobacco
- Continue to promote annual flu shots



# Information at Your Fingertips: A Little Information Can Go a Long Way

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

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

It can also help us know if you need access to services, such as receiving written materials in your preferred language or format. You can also get access to our no-cost interpreting services, available 24 hours a day, 7 days a week, including American Sign Language. You may wonder, "Is my information safe?" The answer is yes. L.A. Care values and protects your privacy, and is only allowed to use or disclose this information for limited purposes to authorized users. Your privacy is as important to us as your health.



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

Questions about the use of personal information or want to provide us with updated information? Please call Member Services at **1.833.522.3767** (TTY 711), 24 hours a day, 7 days a week, including holidays, for help.



## Free and Low-Cost Dental Benefits for Adults 50+ in California

As of May 1, 2022, adults ages 50 and older can receive full scope Medi-Cal services. This includes free and low-cost dental services.

Immigration status does not matter. All other Medi-Cal eligibility rules still apply.

For more information visit [SmileCalifornia.org/OlderAdultExpansion](https://SmileCalifornia.org/OlderAdultExpansion).

## NONDISCRIMINATION NOTICE

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Discrimination is against the law. L.A. Care Health Plan follows State and Federal civil rights laws. L.A. Care Health Plan does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation.

L.A. Care Health Plan provides:

- Free aids and services to people with disabilities to help them communicate better, such as:
  - ✓ Qualified sign language interpreters
  - ✓ Written information in other formats (large print, audio, accessible electronic formats, other formats)
- 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 L.A. Care Health Plan 24 hours a day, 7 days a week, including holidays, by calling **1.833.522.3767**. If you cannot hear or speak well, please call **TTY 711**. Upon request, this document can be made available to you in braille, large print, audio cassette, or electronic form. To obtain a copy in one of these alternative formats, please call or write to:

L.A. Care Health Plan  
Member Services Department  
1055 West 7th Street, 10th Floor  
Los Angeles, CA 90017  
1.833.522.3767 TTY: 711

### **HOW TO FILE A CIVIL RIGHTS GRIEVANCE**

If you believe that L.A. Care Health Plan has failed to provide these services or unlawfully discriminated in another way on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation, you can file a grievance with L.A. Care Health Plan Chief Compliance Officer. You can file a civil rights grievance by phone, in writing, in person, or electronically:

- By phone: Contact L.A. Care Health Plan Chief Compliance Officer, 24 hours a day, 7 days a week, including holidays, by calling **1.833.522.3767**. Or, if you cannot hear or speak well, please call **TTY 711**.
- In writing: Fill out a complaint form or write a letter and send it to:

**L.A. Care Health Plan**  
**Chief Compliance Officer**  
**1055 West 7th Street, 10th Floor**  
**Los Angeles, CA 90017**

Email: [civilrightscoordinator@lacare.org](mailto:civilrightscoordinator@lacare.org)

- In person: Visit your doctor's office or L.A. Care Health Plan and say you want to file a civil rights grievance.
- Electronically: Visit L.A. Care Health Plan website at [www.lacare.org/members/member-support/file-grievance/grievance-appeal-form](http://www.lacare.org/members/member-support/file-grievance/grievance-appeal-form) or send an email to [civilrightscoordinator@lacare.org](mailto:civilrightscoordinator@lacare.org).

### **OFFICE OF CIVIL RIGHTS – U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES**

If you believe you have been discriminated against on the basis of race, color, national origin, age, disability or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

- By phone: Call **1.800.368.1019**. If you cannot speak or hear well, please call **TTY/TDD 1.800.537.7697**.
- In writing: Fill out a complaint form or send a letter to:

**U.S. Department of Health and Human Services**  
**200 Independence Avenue, SW**  
**Room 509F, HHH Building**  
**Washington, D.C. 20201**

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

- Electronically: Visit the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

L.A. Care Medicare Plus (HMO D-SNP) is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees. Enrollment in L.A. Care Medicare Plus depends on contract renewal.



# 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 their 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 (TTY 711)**, 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 **1.833.522.3767 (TTY 711)** 24 hours a day, 7 days a week and holidays. Also, visit our website at [lacare.org](http://lacare.org).



## Nurse Advice Line Can Help You



Do you have questions about your health? Need medical advice fast? The **Nurse Advice Line** is available 24 hours a day, 7 days a week. Registered nurses will answer your health questions and help you take care of your family. Get tips on avoiding the flu, treating the common cold and so much more.

Use the audio library to listen to recorded messages on many different health topics. Call the L.A. Care **Nurse Advice Line** at **1.800.249.3619 (TTY 711)** or chat with a nurse online free. To access the nurse chat function, go to [lacare.org](http://lacare.org) and click on “Member Sign In” to log on.

## 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](http://lacare.org/live-well) to receive it by email. Be sure to like us on Facebook, Twitter, Instagram and LinkedIn.



# 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 do not agree with a decision, you have the right to appeal, which is to ask for a review of the decision.
- You have the right to disenroll from your health plan whenever you want. As a Medi-Cal member, you have the right to request a State Fair Hearing

## Service outside of your health plan's provider network.

- You have the right to receive emergency or urgent services, as well as family planning and sexually transmitted disease services, outside of your health plan's network.
- You have the right to receive emergency treatment as follows:
  - **Medi-Cal and Cal MediConnect members:** Emergency care services are covered at all times anywhere in the United States, Mexico, and Canada. For Medicare-covered services, emergency is NOT covered outside of the United States and its territories. For Medicare-covered emergency care provided outside of the United States and its territories that are not covered by Medi-Cal, you may receive a bill from the provider.
  - **PASC-SEIU members:** Emergency care services are covered 24 hours a day, 7 days a week, anywhere.

## Service and information in your language.

You have the right to request an interpreter at no charge. You have the right to get all member information in your language or in another format (such as audio or large print).

## Know your rights.

- You have the right to receive information about your rights and responsibilities.
- You have the right to make recommendations about these rights and responsibilities.

As a member of L.A. Care, you have the responsibility to...

### Act courteously and respectfully.

- You are responsible for treating your doctor, all providers, and staff with courtesy and respect.
- You are responsible for being on time for your visits or calling your doctor's office at least 24 hours before the visit to cancel or reschedule.

### Give up-to-date, accurate, and complete information.

- You are responsible for giving correct information that your providers and L.A. Care need in order to provide care.
- You are responsible for getting regular checkups and telling your doctor about health problems before they become serious.

### Follow your doctor's advice and take part in your care.

- You are responsible for talking over your health care needs with your doctor, developing and agreeing on goals, doing your

best to understand your health problems, and following the treatment plans you and your doctor agree on.

### Use the Emergency Room only in an emergency.

- You are responsible for using the emergency room in cases of an emergency or as directed by your doctor.

### Report wrongdoing.

- You are responsible for reporting health care fraud or wrongdoing to L.A. Care.
- You can do this without giving your name by calling the L.A. Care **Compliance Helpline** toll free at **1.800.400.4889 (TTY 711)**, going to **lacare.ethicspoint.com** calling the **California Department of Health Care Services (DHCS) Medi-Cal Fraud and Abuse Hotline** toll-free at **1.800.822.6222 (TTY 711)**, **Monday-Friday, 8 a.m. – 5 p.m.**



## Important Numbers

Do you have questions about your benefits? Please see the contact information below to get help and answers.



### L.A. CARE HEALTH PLAN

#### L.A. Care Medi-Cal Plan

**1.888.839.9909 (TTY 711)**

24 hours a day, 7 days a week and holidays

#### L.A. Care PASC-SEIU Health Plan

**1.844.854.7272 (TTY 711)**

24 hours a day, 7 days a week and holidays

#### L.A. Care Medicare Plus

**1.833.522.3767 (TTY 711)**

24 hours a day, 7 days a week and holidays

#### L.A. Care Community Resource Centers

(Your Centers for Health and Wellness)

**1.877.287.6290 (TTY 711)**

Monday – Friday, 9 a.m. – 5 p.m.

#### L.A. Care Covered™

**1.855.270.2327 (TTY 711)**

Monday – Friday, 9 a.m. – 5 p.m.

#### L.A. Care Compliance Helpline

(to report fraud or abuse)

**1.800.400.4889 (TTY 711)**

24 hours a day, 7 days a week and holidays

#### L.A. Care Language/Interpreter Services

**1.888.839.9909 (TTY 711)**

24 hours a day, 7 days a week and holidays

#### L.A. Care Nurse Advice Line

(for non-emergency medical advice)

**1.800.249.3619 (TTY 711)**

24 hours a day, 7 days a week and holidays

### OTHERS

#### Transportation Services

(No Cost Medi-Ride to the Doctor)

**1.888.839.9909 (TTY 711)**

24 hours a day, 7 days a week

#### Beacon Health Options

(Behavioral Health Care)

**1.877.344.2858 (TTY 1.800.735.2929)**

**beaconhs.com**

24 hours a day, 7 days a week

#### Teladoc®

**1.800.835.2362 (TTY 711)**

(Talk to a doctor for urgent care needs)

24 hours a day, 7 days a week and holidays

**IN CASE OF EMERGENCY, CALL 911**



**L.A. Care**  
HEALTH PLAN®

**SALES & MARKETING DEPARTMENT**

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WINTER 2023  
**live well**

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

PSRT STD  
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**Health and wellness or prevention information**



**English** ATTENTION: If you need help in your language call **1.888.839.9909** (TTY: 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call **1.888.839.9909** (TTY: 711). These services are free of charge.

**Spanish** ATENCIÓN: si necesita ayuda en su idioma, llame al **1.888.839.9909** (TTY: 711). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al **1.888.839.9909** (TTY: 711). Estos servicios son gratuitos.

**Arabic** نرجي الانتباه: إذا احتجت إلى المساعدة بلغتك، فاقصلي بـ **1.888.839.9909** (TTY: 711). تتوفر أيضاً المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بريفيل والخط الكبير. اتصل بـ **1.888.839.9909** (TTY: 711). هذه الخدمات مجانية.

**Armenian** Ուշադրություն: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք **1.888.839.9909** (TTY: 711): Կան նաև օգնական միջոցներ ու ծախսարկուններ հաշմանդամություն ունեցող անհատի համար, օրինակ՝ Բրայլի գրատպիով ու խոշորատառ տպագրված նյութեր: Զանգահարեք **1.888.839.9909** (TTY: 711): Այդ ծախսարկուններն անվճար են:

**Cambodian** ចំណាំ: បើអ្នក ត្រូវ ការជំនួយ ជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ **1.888.839.9909** (TTY: 711)។ ជំនួយ និង សេវាកម្ម សម្រាប់ ជនពិការ ដូចជា ឯកសារសរសេរជាអក្សរធំ សម្រាប់ជនពិការភ្នែក ឬឯកសារសរសេរជាអក្សរពង្សី ក៏អាចរកបានផងដែរ។ ទូរស័ព្ទមកលេខ **1.888.839.9909** (TTY: 711)។ សេវាកម្មទាំងនេះមិនគិតថ្លៃឡើយ។

**Chinese** 请注意: 如果您需要以您的母语提供帮助, 请致电 **1.888.839.9909** (TTY: 711)。另外还提供针对残疾人士的帮助和服务, 例如文盲和需要较大字体阅读, 也是方便取用的。请致电 **1.888.839.9909** (TTY: 711)。这些服务都是免费的。

**Farsi** توجه: اگر می‌خواهید به زبان خود کمک دریافت کنید، با **1.888.839.9909** (TTY: 711) تماس بگیرید. کمکها و خدمات مخصوص افراد دارای معلولیت، مانند نسخه‌های خط بزرگ و چاپ با حروف بزرگ، نیز موجود است. با **1.888.839.9909** (TTY: 711) تماس بگیرید. این خدمات رایگان ارائه می‌شوند.

**Hindi** ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो **1.888.839.9909** (TTY: 711) पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और बड़े फॉन्ट में भी दस्तावेज़ उपलब्ध हैं। **1.888.839.9909** (TTY: 711) पर कॉल करें। ये सेवाएं नि: शुल्क हैं।

**Hmong** CEEB TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau **1.888.839.9909** (TTY: 711). Muaj cov kev pab txhawb thiab kev pab cuam rau cov neeg xiam oob qhab, xws li puav leej mujav ua cov ntawv su thiab luam tawm ua tus ntawv loj. Hu rau **1.888.839.9909** (TTY: 711). Cov kev pab cuam no yog pab dawb xwb.

**Japanese** 注意日本語での対応が必要な場合は **1.888.839.9909** (TTY: 711) へお電話ください。点字の資料や文字の拡大表示など、障がいをお持ちの方のためのサービスも用意しています。 **1.888.839.9909** (TTY: 711) へお電話ください。これらのサービスは無料で提供しています。

**Korean** 유의사항: 귀하의 언어로 도움을 받고 싶으시면 **1.888.839.9909** (TTY: 711) 번으로 문의하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움을 서비스도 이용 가능합니다. **1.888.839.9909** (TTY: 711) 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.

**Laotian** ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໄດ້ທາງບໍາ **1.888.839.9909** (TTY: 711). ຍັງມີຄືວາມຊ່ວຍເຫຼືອຂອງການບໍ່ວິກິດສາວບໍ່ວິກິດສາວ ເຊັ່ນ ຕາມສາມາດບໍ່ວິກິດສາວບໍ່ວິກິດສາວໄດ້ເປັນພິເສດ ໃຫ້ໄດ້ທາງບໍາ **1.888.839.9909** (TTY: 711). ການບໍ່ວິກິດສາວບໍ່ວິກິດສາວໃດໆຈຳພັດໃດໆ.

**Mien** LONGG HNYOUV JANGX LONGX OC: Beiv taux meih qiexm longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux **1.888.839.9909** (TTY: 711). Liouh lorx jauvlouc tengx aenc caux nienz buu wuaaic fangx mienh, beiv taux longc benx nzangc-pokc bun hluo mbiuic aenc caux aamz mborqv benx domh sou se mbenc nzoih bun longc. Douc waac daaih lorx **1.888.839.9909** (TTY: 711). Naav deix nzie weih gong-bou jauv-louc se benx wang-henh tengx my zauc cuotv nyaanh oc.

**Punjabi** ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ **1.888.839.9909** (TTY: 711). ਅਧਾਰਨ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬੁਲੇਟ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ **1.888.839.9909** (TTY: 711)। ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।

**Russian** ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру **1.888.839.9909** (TTY: 711). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру **1.888.839.9909** (TTY: 711). Такие услуги предоставляются бесплатно.

**Tagalog** ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa **1.888.839.9909** (TTY: 711). Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Tumawag sa **1.888.839.9909** (TTY: 711). Libre ang mga serbisyo ng ito.

**Thai** โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข **1.888.839.9909** (TTY: 711) นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่พิมพ์อักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข **1.888.839.9909** (TTY: 711) ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้

**Ukrainian** УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер **1.888.839.9909** (TTY: 711). Люди з обмеженими можливостями також можуть скористатися допоміжними засобами та послугами, наприклад, отримати документи, надруковані шрифтом Брайля та великим шрифтом. Телефонуйте на номер **1.888.839.9909** (TTY: 711). Ці послуги безкоштовні.

**Vietnamese** CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số **1.888.839.9909** (TTY: 711). Chúng tôi cũng hỗ trợ và cung cấp các dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi Braille và chữ khổ lớn (chữ hoa). Vui lòng gọi số **1.888.839.9909** (TTY: 711). Các dịch vụ này đều 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 Medicare Plus Member Services or read the L.A. Care Medicare Plus Member Handbook. Benefits and/or co-payments may change on January 1 of each year. To learn more, please call the L.A. Care Member Services Department at **1.833.522.3767** (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 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 **1.833.522.3767** (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 **1.833.522.3767** 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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