

Dental Health for Older Adults: Smile, your Medi-Cal benefits include dental coverage.

As we settle into the New Year, February is a great time to establish good dental habits that will keep you healthy all year long! However, no matter the time of year, or your age, you can keep your teeth and gums strong by brushing twice a day, flossing daily, and visiting the dentist regularly. Dental check-ups are covered every 12 months for members over the age of 21.

Free or low-cost Medi-Cal dental services may include:

- Exams
- Cleanings
- Scaling and root planing (deep cleaning)
*requires pre-authorization
- Fluoride varnish
- X-rays
- Tooth removal *requires a referral
- Fillings
- Crowns
- Root canal treatments *requires pre-approval
- Complete and partial dentures
*requires pre-approval
- Denture relines *requires pre-approval
- Emergency services



Do you need to find a Medi-Cal dentist near you? You can search for a provider by using the “Find A Dentist” tool on **SmileCalifornia.org** or call the Telephone Service Center (TSC) for help.

To learn more about your dental benefits, and how to find a doctor, visit <https://smilecalifornia.org/members/member-handbook/>

For transportation assistance, call the (TSC) at **1.800.322.6384**. To view the two types of rides covered by Medi-Cal, visit <https://smilecalifornia.org/common-questions/#transportation>.



Doctor's Orders: Take Your Meds!

You can now fill your chronic medications up to a 100-day supply at a time and not need to go to the pharmacy as often. Your copay, if you have any will stay the same as 30-day supply.

Here are some helpful tips for you:

- Would you like to receive your medications to your doorstep? Call our free mail order service, **Quality Drug Clinical Care Pharmacy** at **1.949.471.0223** and say you are an L.A. Care member.
- Take your medications the same time every day, preferably with a daily routine and use a pillbox.
- Use a calendar or a reminder and note each time you take a dose.
- Always have enough medications with you so you never run out.

L.A. Care Partners with Navitus Clinical Engagement Center to offer the Medication Therapy Management (MTM) program and have medication experts to answer your questions. To see if you qualify call **1.213.584.2028**.

For more information, you can call **1.833.522.3767** (TTY: 711) or visit **<https://medicare.lacare.org/members/part-d-prescription-drugs>**

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.



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. See your doctor within 30 days after you leave the hospital.

Here are some tips:

1. Always carry a list of all 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. Include vitamins and herbs.
3. Schedule a doctor's visit as soon as you leave the hospital. Review this list with your doctor.

Here is a case: Luke went to the hospital. He had a heart attack and was given new medications to help with his heart. After Luke went home, he saw his doctor the day after. Luke shared his new medication list with his doctor. His doctor reviewed the new list and stopped an old medication. The doctor did this to prevent possible side effects from two medications that work the same way. Luke's doctor and Luke worked together to keep him healthy.



Prescription Drugs Listed on the L.A. Care Website

To find out more about L.A. Care list of covered drugs called the Formulary, and monthly updates, visit the <https://www.lacare.org/members/getting-care/pharmacy-services> under “Formulary Updates”.

You will also find information about limits or quotas, generic and brand medications, restrictions, on medication coverage, the medication request process, drug preferences and procedures on how to use the Formulary.



988: A Number for Mental Health Support

Did you know there is a number to call or text when you or someone you care about are having a mental health crisis?

988 is the three-digit number that you can call or text. When you contact **988**, connect to the National Suicide Prevention & Mental Health Crisis Lifeline. **988** is available to anyone who is feeling depressed, going through a hard time, needs to talk, or is thinking about suicide.

988 has trained crisis counselors who will listen to you, understand how your problem is affecting you, provide support, and share resources that may be helpful.

All outreach to **988** is free and confidential. **988** is available 24 hours a day, 7 days a week, across the United States. [988california.org](https://www.988california.org).

If you are thinking about suicide, in need of emotional support, or are worried about a friend or loved one, please reach out to **988**.

For ongoing mental health services, you can call Carelon Behavioral Health at **1.877.344.2858** where you will get connected to a live person who can provide you with referrals to a therapist or psychiatrist that are trained to help with your behavioral health needs.

988 | SUICIDE PREVENTION &
MENTAL HEALTH CRISIS
CALIFORNIA | L I F E L I N E

“Looking for L.A. Care Members to Join the Community Engagement Group!”



Do you want to help improve the healthcare of your family? Would you like to share your thoughts on how L.A. Care can improve health services for its members? If you answered yes, then L.A. Care would like to invite you to join our Community Engagement Group (CEG)!

As a CEG member, you will receive information on L.A. Care’s programs, trainings on health topics and skills to help you be an advocate for your community. Best of all, you will meet other members who want to make a difference in improving the health care for over 2 million L.A. Care members in L.A. County! If you are interested in joining the CEG or have questions, please email coeadvisory@lacare.org.



Digital Health Literacy

Digital health literacy means being able to use technology such as the internet to find and use health care information. If you have trouble using a smart phone or computer, L.A. Care can help.

Take this quiz to find your digital health literacy level. Check either “Yes” or “No” for each of these questions.

Question	Yes	No
1. I know how to find helpful resources on the internet.		
2. I know how to use the internet to answer my health questions.		
3. I know what health resources are available on the internet.		
4. I know where to find helpful health resources on the internet.		
5. I know how to use the health information I find on the internet to help me.		
6. I have the skills I need to evaluate the health resources I find on the internet.		
7. I can tell high quality from low quality health resources on the internet.		
8. I feel confident in using information from the internet to make health decisions.		

If you answered “No” to any of these questions, find out how L.A. Care can help. **Call the Health Education Department at 1.866.528.7604 to learn more.**



Get Your Flu Shot Today!

Start the New Year by getting your flu and COVID-19 shots. Visit your doctor or pharmacy today and show your L.A. Care Member I.D. card. You may be able to get additional COVID-19 does based on your age or health.

New Year, New You, New Wellness Site



L.A. Care.



My Health in Motion™

L.A. Care is proud to announce a new health and wellness platform! Coming in early 2024, there will be no better way to start the New Year than with a new *My Health in Motion™* site.

Whether you want to quit smoking, lose weight, or manage stress, L.A. Care's *My Health in Motion™* has something for you!

The *My Health in Motion™* site has a new look and features to help you stick to your health goals. Sign in at **lacare.org**. Go to "Member Sign in" and click on the "*My Health In Motion™*" tab.

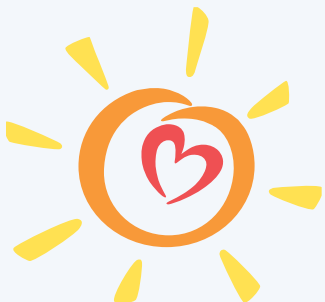
If you have questions or need help with *My Health in Motion™* call L.A. Care's Health Education Department at **1.855.856.6943**.

You'll find:

- A wellness assessment followed by a personal health report
- Health trackers and ability to connect to devices like Fitbit
- Interactive online health workshops
- A comprehensive health coaching program
- A health information library
- And so much more!



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 at **lacare.org**.



Medi-Cal Renewal

Dear Medi-Cal Members,

Medi-Cal renewals are happening now. Make sure you and your family are covered. Some people will be renewed automatically based on the information the Los Angeles County Department of Public Social Services (DPSS) has access to. Others will need to provide additional information. Everyone's renewal date is different.

DPSS will contact you two months before your renewal is due and you can check your renewal month in your online account. Make sure DPSS has your correct mailing address, phone number, and email address, especially if they have changed over the last three years. If you get a renewal form in a bright yellow envelope, you must complete it and submit the additional information it requests. Complete your renewal by the due date printed on the form, if you do not, you will lose your Medi-Cal coverage!

The easiest way to complete your form is online through **BenefitsCal.com**. If you do not have an account, you can also provide your renewal information by mail, at your local DPSS office, or by calling **1.866.613.3777** (TTY) **1.800.660.4026**.

Once you submit your renewal form, DPSS will determine your eligibility and contact you by mail.



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 Medicare Plus (D-SNP) 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.

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,

- 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.

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**, 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**.



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 **1.888.839.9909** (TTY 711) for help.



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, X, Instagram and LinkedIn.

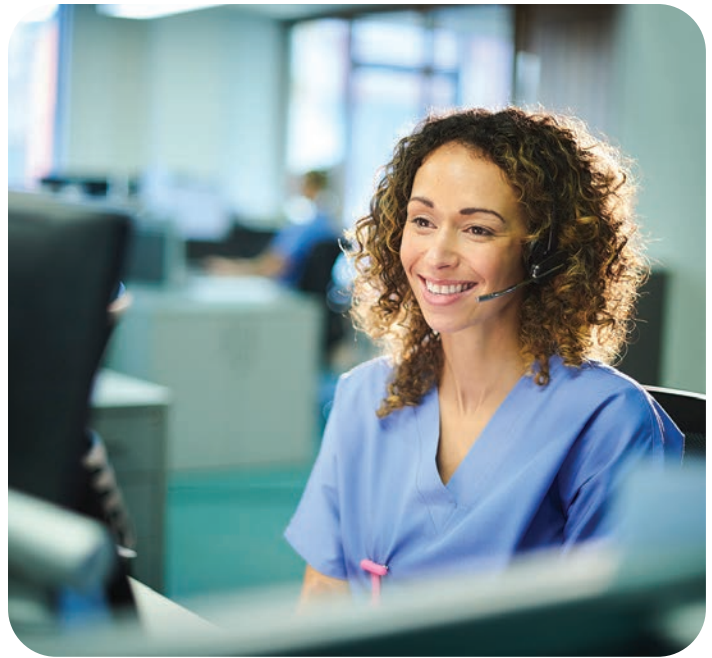


Nurse Advice Line Can Help You

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.

Members can access a live Registered Nurse Health Coach (RN/HC) for symptom and condition management support, general health information, resource navigation guidance and more. They can also guide members to resources like telehealth and/or refer them to internal departments such as Care Management, Behavioral Health and Social Services.

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** and click on “Member Sign In” to log on.



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

Carelon Behavioral Health

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

IN THIS ISSUE:

- **Doctor's Orders: Take Your Meds! | 2**
- **What is Medication Reconciliation? | 3**
- **988: A Number for Mental Health Support | 4**
- **Medi-Cal Renewal | 7**
- **And More!**

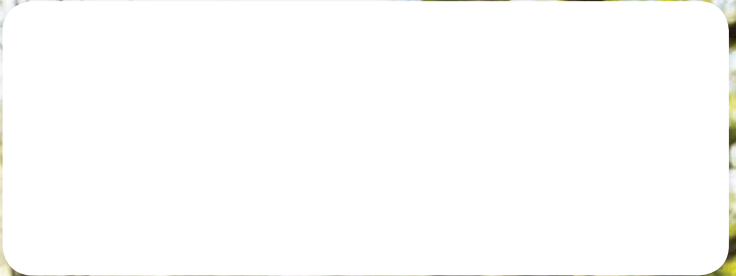
WINTER 2024
live well

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

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



Health and wellness or prevention information



English	ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Free aids and services for people with disabilities are also available. Call 1.833.522.3767 (TTY: 711), 24 hours a day, 7 days a week, including holidays. The call is free.
Spanish	ATENCIÓN: Si usted habla español, los servicios de asistencia idiomática estarán disponibles para usted de forma gratuita. También estarán disponibles ayudas y servicios gratuitos para personas con discapacidades. Llame al 1.833.522.3767 (TTY: 711), las 24 horas del día, los 7 días de la semana, incluso los días festivos. La llamada es gratuita.
Arabic	انتباه: إذا كنت تتحدث اللغة العربية فإن خدمات المساعدة اللغوية، متوفرة لك، مجاناً. كما أن المساعدات والخدمات المجانية متوفرة للأشخاص ذوي الإعاقة. اتصل بالرقم 1.833.522.3767 (TTY: 711) على مدار ٢٤ ساعة في اليوم، ٧ أيام في الأسبوع، بما في ذلك العطلات. إن المكالمات مجانية.
Armenian	Ուշադրություն: Եթե խոսում եք հայերեն, Ձեզ անվճար հասանելի են լեզվական օգնությունները և ծառայությունները՝ առանց փողի և ծախսերի: Եթե անհավասարակշռված եք կամ ունեցող անվանական հարմար: Զանգահարեք 1.833.522.3767 (TTY: 711), օրը 24 ժամ, շաբաթը 7 օր, ներառյալ տոն օրերը: Հեռախոսազանգն անվճար է:
Chinese	注意：如果您說中文，您可免費獲得語言協助服務。我們也為殘障人士提供免費輔助與服務。請致電 1.833.522.3767 (TTY: 711)，服務時間為每週 7 天，每天 24 小時（包含假日）。上述電話均為免費。
Farsi	توجه: اگر زبان شما فارسی است، خدمات کمکی زبانی، به صورت رایگان، به شما ارائه می‌شود. کمک و خدمات رایگان برای افراد دارای معلولیت نیز موجود است. ٢٤ ساعت شبانه‌روز، ٧ روز هفته، از جمله روزهای تعطیل، با شماره 1.833.522.3767 (TTY: 711) تماس بگیرید. تماس رایگان است.
Hindi	ध्यान दें: अगर आप हिंदी बोलते हैं, तो आपके लिए मुफ्त भाषा सहायता सेवाएँ उपलब्ध हैं। विकलांग लोगों के लिए मुफ्त सहायक साधन और सेवाएँ भी उपलब्ध हैं। छुट्टियाँ समेत, सप्ताह के सप्ताह दिन, दिन के 24 घंटे 1.833.522.3767 (TTY: 711) पर कॉल करें। यह कॉल मुफ्त है।
Hmong	NCO NTSOOV: Yog tias kojhais Lus Hmoob, muaj cov kev pab cuam txhais lus, pub dawb rau koj. Kuj tseem muaj kev pab thiab kev pab cuam uas pab dawb rau cov neeg xiam oob qhab thiab. Hu rau 1.833.522.3767 (TTY: 711), 24 teev hauv ib hnuv, 7 hnuv hauv ib lub lim tiam, suav nrog hnuv so. Qhov kev hu no yog hu dawb xwb.
Japanese	注意：日本語話者の場合は、語学支援サービスを無料で利用できます。障がい者向けの無料の援助やサービスも提供しています。お問い合わせは、1.833.522.3767 (TTY: 711) までご連絡ください。24時間365日、年中無休で（祝日含む）受け付けています。通話料は無料です。
Khmer	កត់សម្គាល់: ប្រសិនបើអ្នកនិយាយភាសាខ្មែរ ហៅកាត់ដោយឥតគិតថ្លៃសម្រាប់អ្នក។ ជំនួយនិងសេវាកម្មគិតថ្លៃសម្រាប់អ្នកដែលមានពិការភាពក៏អាចបានផងដែរ។ មូលដ្ឋានលេខ 1.833.522.3767 (TTY: 711) 24 ម៉ោងក្នុងមួយថ្ងៃ 7 ថ្ងៃក្នុងមួយសប្តាហ៍ រួមទាំងថ្ងៃឈប់សម្រាក។ ការអប់រំមូលដ្ឋាន: គិតគិតថ្លៃ។
Korean	안내: 한국어를 사용하실 경우 언어지원 서비스를 무료로 이용하실 수 있습니다. 장애인을 위한 무료 지원 및 서비스도 이용 가능합니다. 공휴일을 포함해 주 7일, 하루 24시간 연락할 수 있는 1.833.522.3767 (TTY: 711) 번으로 전화하십시오. 통화는 무료입니다.
Lao	ຂ້ອວອາໄສ: ຖ້າທ່ານວັດພາສາລາວ, ທ່ານສາມາດໃຊ້ການບໍ່ຄ່າເຊື່ອມຕໍ່ພາສາໄດ້ຜິ. ນອກຈາກນີ້, ອົງການບໍ່ຄ່າເຊື່ອມຕໍ່ ແລະ ການບໍລິການຜິສັດຮັບຄວາມນັບຖືກນັ້ນ. ໂທຫາ 1.833.522.3767 (TTY: 711), 24 ຊົ່ວໂມງຕໍ່ມື້, 7 ມື້ຕໍ່ອາທິດ, ວວມທັງວັນພັກ. ການໂທໄດ້ຮັບຜິດ.
Mien	JANGX LONGX OC: Beiv taux meih gongv benx mienh waac, duqv mbenc maaih tengx nzie weih faan waac bun muangx, baeqz wang-henh tengx, maiv zuqz heuc meih cuotv zinh nyaanh. Mbenc maaih wuotc gin jaa-dornx tengx aengx caux nzie weih liouh bun haaix deix mienh dughx wuaaic fangx wuov longc. Douc waac lorx taux 1.833.522.3767 (TTY: 711), yietc hnoi koi benx 24 norm ziangh hoc, yietc norm liv baapv bouc dauh koi longc 7 hnoi, lemh jienv hnoi-gec yaac koi oc. Naaiv norm douc waac finx-gom se benx wang-henh longc.
Punjabi	ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤੁਸੀਂ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹਨ। ਅਧਿਕਾਰਤ ਸੇਵਾਵਾਂ ਲਈ ਮੁਫਤ ਸਹਾਇਤਾ ਸਾਧਨ ਅਤੇ ਸੇਵਾਵਾਂ ਵੀ ਉਪਲਬਧ ਹਨ। ਛੁੱਟੀਆਂ ਸਮੇਤ, ਹਫ਼ਤੇ ਦੇ 24 ਘੰਟੇ 1.833.522.3767 (TTY: 711), 'ਤੇ ਕਾਲ ਕਰੋ। ਇਹ ਕਾਲ ਮੁਫਤ ਹੈ।
Russian	ВНИМАНИЕ! Если вы говорите по-русски, вам могут предоставить бесплатные услуги языковой помощи. Также доступны бесплатные вспомогательные средства и услуги для людей с ограниченными возможностями. Звоните по телефону 1.833.522.3767 (линия TTY: 711) круглосуточно, ежедневно, включая праздничные дни. Звонок бесплатный.
Tagalog	PAUNAWA: Kung nagsasalita kayo ng Tagalog, makakakuha kayo ng mga serbisyo sa tulong sa wika nang walang bayad. Makakakuha rin ng mga libreng tulong at serbisyo para sa mga taong may mga kapansanan. Tumawag sa 1.833.522.3767 (TTY: 711), 24 na oras sa isang araw, 7 araw sa isang linggo, kasama ang mga holiday. Libre ang pagtawag.
Thai	โปรดทราบ: หากคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือด้านภาษาได้ฟรี นอกจากนี้ยังมีบริการและความช่วยเหลือแก่คนพิการโดยไม่คิดค่าใช้จ่ายอีกด้วย สามารถติดต่อได้ทุกวัน ตลอด 24 ชั่วโมง ไม่มีวันหยุด ผ่านหมายเลขโทรศัพท์ 1.833.522.3767 (TTY: 711) โทรฟรี ไม่มีค่าบริการ
Ukrainian	УВАГА: Якщо ви розмовляєте українською, для вас доступні безоплатні послуги мовної підтримки. Також доступні безкоштовні допоміжні засоби і послуги для осіб з інвалідністю. Телефонуйте за номером 1.833.522.3767 (TTY: 711), щодобово 7 днів на тиждень, включночі святкові дні. Дзвінок є безкоштовним.
Vietnamese	CHÚ Ý: Nếu quý vị nói tiếng Việt, hiện có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Hiện cũng có các hỗ trợ và dịch vụ miễn phí cho người khuyết tật. Gọi số 1.833.522.3767 (TTY: 711), 24 giờ trong ngày, 7 ngày trong tuần, kể cả ngày lễ. Cuộc gọi này được miễn cước.

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.

Nondiscrimination and Accessibility Statement
L.A. Care complies with all applicable state and federal civil rights laws and 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.



For A Healthy Life
lacare.org

©2024 L.A. Care Health Plan. All rights reserved.