



L.A. Care
Medicare Plus[™]
(HMO D-SNP)



L.A. Care Medicare Plus (HMO D-SNP)
Member Annual Guide | 2025

Table of Contents

Message from L.A.Care Medicare Plus.....	2
Member Resource Guide.....	4
How to Access Member Materials.....	22
Notice of Privacy Practice.....	24
Nondiscrimination Notice.....	32
Notice of Availability.....	35
Calendar.....	39





Dear Member,

Welcome to L.A. Care Medicare Plus (HMO D-SNP)!

We are happy to have you join our healthcare family. Your New Member Welcome Kit has important information about your plan benefits, how to find doctors, and the list of medications we cover. Please read it carefully and keep it in a safe place.

Your Benefits

As a member of L.A. Care Medicare Plus, you receive all Medicare and Medi-Cal services at no cost, along with extra benefits to support your health and wellness. We make sure your benefits work together smoothly. Here's a summary of what you will get. For more details, please refer to the Member Handbook.

Here are some of the key benefits you can expect:

- **Prescription Drugs:** Medications at no cost if you qualify for Extra Help.
- **Monthly Allowance:** You will receive a combined \$120 monthly allowance preloaded on your Benefits Mastercard® Prepaid Card. This allowance can be used for non-prescription over-the-counter (OTC) items, healthy foods, groceries, utility bills, or automotive gasoline (gas at the pump). Please note: any remaining balance does not rollover to the next month.
- **Dental Care:** We cover dental services, including cleanings, fillings, dentures, oral exams, fluoride treatments, and X-rays. Some services are covered when part of treating a primary medical condition, like jaw reconstruction after injury or tooth extractions before cancer treatment. Additional services are available through the Medi-Cal Dental Program.
- **Vision Care:** We pay for routine eye care services when provided through our network of VSP providers. Routine benefits include one eye exam every year and up to \$500 for eyeglasses (frames and lenses) or contact lenses every two years. Please visit our provider directory to find a doctor near you.
- **In-Home Support Services with Papa Pals:** As a member, you have access to 60 hours per year of in-home support from Papa Pals. These screened and trained companions help with daily tasks such as transportation, caregiving, technology, understanding your plan benefits, light house work, and, social interaction.

24/7 Support Services

You can get help anytime, day or night, including holidays. All calls are free. Here's what you can access 24/7:

- **Member Services:** For any questions or assistance you need.
- **Nurse Advice Line:** Speak to a nurse about your health concerns.
- **Telehealth Consultations:** Talk to a doctor by phone or video without leaving home.

Best of all, when you see doctors or go to the hospital, there are no costs if you visit providers in our network.

Getting Started

To get started, complete a Health Risk Assessment (HRA). This helps us create a personalized plan for you. Your care manager will work with you to set goals and suggest services that meet your needs. Call us now to complete your assessment and take the first step toward better health.

Additional Resources

Make the Most of L.A. Care Medicare Plus by exploring these additional resources:

- **Social Needs Assistance:** L.A. Care Community Link connects you with community agencies for support with housing, food, bills, and more. Visit communitylink.lacare.org or call Member Services to learn more.
- **Community Resource Centers:** These centers offer support services, food, and various other resources to enhance your health and well-being. Schedule an appointment by calling 1.877.287.6290 or visit CommunityResourceCenterLA.org.

For more information and access to plan materials, visit medicare.lacare.org or call Member Services at 1.833.522.3767, TTY: 711, 24 hours a day, 7 days a week, including holidays. A representative is standing by to assist you.

We have included a How to Access Care fridge magnet with important contact information for your convenience. Place it on your fridge as a reminder of the benefits available to you. If you need assistance, call Member Services at 1.833.522.3767 (TTY: 711), available 24/7, including holidays. The call is free.

Thank you for choosing L.A. Care Medicare Plus as your healthcare plan.

Sincerely,

L.A. Care Medicare Plus

Note: Alternative formats of this document, such as large print, braille, and audio, are available for free. Call 1.833.522.3767 (TTY: 711), 24/7, including holidays.



Member Resource Guide



Please use this guide to understand your plan benefits.

Do you have questions or need support?

Remember, we are just a call away. Our Member Services team is available 24 hours a day, 7 days a week, including holidays, to assist you with all your healthcare needs.

Call us at **1.833.LAC.DSNP (522.3767)** (TTY: **711**)

Come to our Member Orientation and get a \$10 Healthy Rewards Card!

Rewards Card Disclaimer: L.A. Care Medicare Plus (HMO D-SNP) members who attend the L.A. Care 2025 Member Orientation in person are eligible to receive a Healthy Rewards card (limit one per year).

Join us at a nearby L.A. Care Community Resource Center (CRC) to learn how to get more benefits, services, and care at no cost to you! Use your Papa benefit for transportation to and from the event.

Don't miss our member orientation, where you will have the chance to meet with a dedicated benefit specialist in person. During this session, you can learn and ask questions about your 2025 benefits. Our benefit specialist will guide you through the L.A. Care Medicare Plus benefits and show you how best to access them. Call us now at **1.833.748.0730** for more information. We want you to feel supported and stay connected. We look forward to seeing you there!

Frequently Asked Questions

When should I see my Primary Care Physician?

For all health concerns, see your Primary Care Physician (PCP) first. Your PCP is the first person you should see when you need health care. Your PCP will make sure you get the right care, in the right place and at the right time. Your PCP will give you a referral if you need specialized care or services.

Will I receive a L.A. Care Medicare Plus Identification (ID) card?

You will receive a L.A. Care Medicare Plus ID card. Please keep it in a safe place until 1/1/2025. Starting 1/1/2025, you can start using your L.A. Care Medicare Plus ID card. Please remember to bring your L.A. Care Medicare Plus Member ID Card and Medi-Cal Benefit Identification Card (BIC) when accessing prescription refills and medical services.

How can I change my Primary Care Physician?

L.A. Care Medicare Plus members have the option to select from a wide range of doctors in network. If you are not happy with your PCP, you can change your PCP at any time. Your new PCP will be effective the first day of the following month. You will get a new ID card in the mail that shows your new doctor's name.

To choose a new PCP you can either:

- Call **1.833.LAC.DSNP (1.833.522.3767)** (TTY: **711**), OR
- You can also visit our service member portal at members.lacare.org to find and select your PCP.

Please refer to the registration guide at the bottom of the webpage for step-by-step instructions on creating an account.

As an L.A. Care Medicare Plus member, you will be enrolled with L.A. Care for both your Medicare and Medi-Cal Programs. You will be assigned a Medicare PCP as your primary doctor who will coordinate both your Medicare and Medi-Cal services, you will not be assigned a Medi-Cal primary doctor. You may change your PCP at any time.

What is a Medical Group?

A medical group is an association of PCPs and specialists created to provide coordinated health care services. Our plan's PCPs are affiliated with medical groups. When you choose your PCP, you are also choosing the affiliated medical group. This means that your PCP refers you to specialists and services that are also affiliated with their medical group. You must get your care from network providers that are affiliated with your PCP's medical group. Usually, we won't cover care from a provider who doesn't work with our health plan and your PCP's medical group.

How should I prepare for my doctor's appointments?

Being prepared for your doctor's appointments is important. You can make the most of your time with your doctor by taking an active role in your health and asking questions.



Tips to get ready for your next doctor's visit:

- Write down all your questions
- Bring your L.A. Care Medicare Plus member ID card, Medi-Cal Benefits Identification Card (BIC) and photo ID
- Bring a list of the medications you are taking, and write down how often and when you take each medication
- Make sure to have your doctor's contact information accessible
- After your appointment, make sure you understand what you need to do.
- Get to know your doctor and don't be afraid to ask questions. If you get home and still have questions, call your doctor's office and speak to someone who can help.

When should I go to the emergency room?

Emergency Care

A medical emergency is a medical condition with severe pain or serious injury. The condition is so serious that, if it does not get immediate medical attention, you believe that there would be either:

- Serious risk to your health
- Harm to bodily functions
- Serious dysfunction of any bodily organ dysfunction, or
- If you are in active labor and there isn't enough time to safely transport you to a hospital before delivery

Call 911 or go to the nearest emergency room if you have a medical emergency. If you are unsure if you have a medical emergency, call the Nurse Advice Line at **1.800.249.3619** (TTY: **711**), 24 hours a day, 7 days a week, including holidays.

When should I go to urgent care?

Go to an urgent care center if your condition is not severe, but still needs immediate attention. Urgent care can help prevent your condition from getting worse. If you don't know if you need urgent care, call the Nurse Advice Line **1.800.249.3619** (TTY: **711**), 24 hours a day, 7 days a week, including holidays. They can also help you find the nearest urgent care center.

How do I locate an urgent care near me?

To find an Urgent Care center near you, please call **1.844.346.3874 (1.844.FIND.URG)**, 24 hours a day, 7 days a week, including holidays.

You do not need a referral from your PCP for emergency care or urgently needed care.

What should I do if I get a bill for covered services?

You should not get a bill for any covered services. If you do, please call L.A. Care Medicare Plus Member Services at **1.833.LAC.DSNP (1.833.522.3767)** (TTY: **711**), 24 hours a day, 7 days a week, including holidays.

What if I'm unhappy about the care or service I receive?

We really care about you and want to make sure you're happy with your healthcare. If you ever feel sad or worried about the services or care you get, you can call Member Services and let us know by filing a complaint. We will write down everything you tell us and take it seriously. Your feedback is super important, and we will work hard to fix any problems as

fast as we can. You can even complain about us, the hospital, or any other doctor, even if they're not in our plan's network. We're here to listen and make things right for you

How do I file a complaint?

Write, visit or call L.A. Care Medicare Plus.

L.A. Care Health Plan
Member Services Department
1200 West 7th Street,
Los Angeles, CA 90017

1.833.LAC.DSNP (1.833.522.3767)
(TTY: **711**)

You may also file a complaint online at **lacare.org**.

What is a Prior Authorization/Referral?

Prior authorization: Is an approval you must get from us before you can get a specific service or drug or use an out-of-network provider.

Our plan may not cover the service or drug if you don't get approval first.

Our plan covers some network medical services only if your doctor or other network provider gets prior authorization from us.

- Covered services that need our plan's prior authorization are marked in Chapter 4 of your Member Handbook.

Our plan covers some drugs only if you get prior authorization from us.

Covered drugs that need our plan's prior authorization are marked in the List of Covered Drugs (Drug Formulary).

Referral: A referral is your primary care provider's (PCP's) approval to use a provider other than your PCP. If you don't get approval first, we may not cover the services. You don't need a referral to use certain specialists, such as women's health specialists. You can find more information about referrals in Chapters 3 and 4 of your Member Handbook.

What is a Service Authorization Request and how to Submit one?

For services that require Prior Authorization your doctor may submit a request for Authorization on your behalf. Or, L.A. Care's Member Services team may assist you in submitting a Service Authorization Request (SAR). SARs may either be submitted to your Medical Group or to L.A. Care's Health Services team for approval. Call **1.833.LAC.DSNP (1.833.522.3767)** (TTY: **711**) for assistance.

Where should claims be mailed?

Please send claims to the address found on the back of your L.A. Care Medicare Plus member ID card.

What is a Health Risk Assessment (HRA)?

Be ready for a call from a friendly L.A. Care representative! They'll call you in the first 45 days after you join our plan to do something called Health Risk Assessment (HRA). You can also find the HRA form in your New Member Welcome Packet. Just fill it out and send it back to us. The HRA is a set of questions to learn more about your health needs. This helps us plan for your care better. We do this check every year to keep you healthy. If you want, you can call us at **1.844.522.3767** to do the HRA over the phone. We're here to help you. Your health is important to us, so don't forget to do the HRA!



L.A. Care Community Resource Centers (CRC)

Our resource centers are open to members and the general public. Get access to a variety of health care and community resources including:

- **Member Services and Navigators** – Get help receiving quality care and resolving challenges to get the care you need.
- **Management of Chronic Conditions** – Participate in our diabetes prevention programs. Learn about healthy eating and the importance of regular physical activity with a trained lifestyle coach.
- **Health Technology** – Access electronic health resource tools, such as health portals and apps, to help manage and improve your health. The Center will offer support to learn how to use these tools.
- **Care Management** – Get the most from your health care benefits by working with a Care Manager. A Care Manager can help members organize and develop a plan for their care.
- **Community Link** – Use the L.A. Care Community Link platform to receive social services assistance for housing, food, bills and in-person health and wellness classes.

Our friendly staff are committed to creating a safe space that is warm and welcoming. We're here for everyone in the community, whether it's for your first dance class or you need help with health care. Stop by and experience our great classes and services – it's all free!

Visit our website online to see our locations available to you:

communityresourcecenterla.org

L.A. Care Connect – Your Member Portal

Your exclusive member portal, L.A. Care Connect, is where you can:

- View your eligibility and benefits
- Request, view, and/or print your ID card
- Change your Doctor or Medical Group
- Manage your medications, view your medication history, find a pharmacy, and access all other Pharmacy benefits
- Access Health Education resources
- And More!

Set up your personal L.A. Care member portal account at: **members.lacare.org**

Please refer to the registration guide at the bottom of the webpage for step-by-step instructions on creating an account.

What is Exclusively Aligned Enrollment?

As an L.A. Care Medicare Plus member, you will be enrolled with L.A. Care for both your Medicare and Medi-Cal Programs. By aligning both your Medicare and Medi-Cal enrollment with L.A. Care, we will be able to better coordinate your care. When you enroll with L.A. Care Medicare Plus, your Medi-Cal plan will automatically be changed to L.A. Care if you are not a member of L.A. Care for Medi-Cal already.

What is a Care Manager?

A Care Manager is one main person who works with you, with the health plan, and with your care providers to make sure you get the care you need. If you do not know who your assigned Care Manager is, call us at **1.833.LAC.DSNP (1.833.522.3767)** (TTY: **711**) for assistance.



L.A. Care
Medicare Plus[™]
(HMO D-SNP)



Benefit and Service Highlights

L.A. Care Medicare Plus - Supplemental Vendors at a Glance

L.A. Care Medicare Plus contracts with trusted partners to provide you additional benefits and services. You may also visit our website, [medicare.lacare.org](https://www.medicare.lacare.org), for additional information or to view their directory.

Service	Vendor
Chiropractic Acupuncture	American Specialty Health (ASH)
Fitness Gym	SilverSneakers®
In-Home Support Services	Papa
Over-The-Counter (OTC) Items Healthy Foods/Grocery Utilities Assistance Gas at the Pump	NationsBenefits®
Vision Care (Routine)	VSP
Mental Health Services	Carelon Behavioral Health
Remote Access Technologies (Nursing Hotline)	Health Dialog
Telehealth Services	Teladoc
Routine Dental	Liberty Dental



Acupuncture and Chiropractic (Non-Medicare covered)



In addition to your Medicare and Medi-Cal covered Acupuncture and Chiropractic services, you may also receive up to 45 visits (combined) for routine chiropractic and acupuncture services!

Services are provided by American Specialty Health (ASH). You must use a contracted provider to receive covered services. Visit the provider directory on our website at: [medicare.lacare.org](https://www.medicare.lacare.org)

Dental Services



L.A. Care Medicare Plus covers dental services and procedures. These services may include, but are not limited to, the following:

Preventive Services:

- Oral Exams – 1 every year
- X-Rays – 1 every year
- Cleaning – 1 every year
- Fluoride Treatment – 1 topical application in a year

Comprehensive Services:

- Restorative
- Endodontics – 1 per tooth per lifetime
- Periodontics
- Prosthodontics (Fixed and Removable)
- Oral/Maxillofacial Surgery
- Adjunctive General Services

Our plan partners with Liberty Dental to provide your dental benefits.

Benefits exclusions and limitations may apply. There may be exceptions if medically necessary. Prior authorization rules are listed in the Member Handbook.

For a detailed list of coverage or dentist provider network, you can visit the website at **medicare.lacare.org** or by calling **1.855.522.8243**, Monday to Friday, 8:00 a.m to 8:00 p.m, local time.

For more information, please refer to the Member Handbook.

Additional dental coverage may also be available through the Medi-Cal Dental Program, call **1.800.322.6384** (TTY: **1.800.735.2922**) or visit **smilecalifornia.org** for more information.

Coverage includes:

- Routine exams and cleanings
- Root canals and crowns
- Filling and repairs
- Partial dentures, denture repairs and relines

What is Durable Medical Equipment (DME) and how do I access it?



Durable Medical Equipment (DME) is equipment that helps you complete your daily activities. Examples of these items are wheelchairs, crutches, powered mattress systems, diabetic supplies, hospital beds ordered by a provider for use in the home, IV infusion pumps, speech generating devices, oxygen equipment and supplies, nebulizers, or walkers. If you require DME items, you should talk to your doctor or you can call Member Services for a Service Authorization Request at **1.833.LAC.DSNP (1.833.522.3767)** (TTY: **711**) for assistance.

Gym Membership



SilverSneakers® offers access to locations nationwide where you can use equipment and take group exercise classes. It also provides online and on-demand classes for at-home workouts. You can also access classes, set reminders of upcoming workouts, and stay connected through the SilverSneakers® Go mobile app.

To set up your account:

- visit **SilverSneakers.com**, or
- download the **SilverSneakers® Go** mobile app.

As a SilverSneakers® member, you can save thousands of dollars on tuition for your loved ones, simply by working out at a participating SilverSneakers® location. It's easy and no cost to you. Please visit **SilverSneakers.TuitionRewards.com** for more information.

For more information about utilizing SilverSneakers® benefits, give SilverSneakers® a call at **1.866.584.7389** (TTY **711**) Monday - Friday 8 a.m. to 8 p.m., EST or visit <https://tools.silversneakers.com/>, to see participating locations.

Hearing Services



Hearing services provided by Medi-Cal

We pay for hearing and balance tests done by your provider. These tests tell you whether you need medical treatment. They are covered as outpatient care when you get them from a physician, audiologist, or other qualified provider.

For hearing services you can call Member Services for a Service Authorization Request at **1.833.LAC.DSNP (1.833.522.3767)** (TTY: **711**) for assistance.

Immunizations



Protect yourself and your family. Get immunized!

Schedule an appointment with your doctor. We can help. Call us at **1.833.LAC.DSNP (1.833.522.3767)** (TTY: **711**). We pay for the following vaccines at no cost to you!

- COVID-19 vaccines
- Flu shots, once each flu season in the fall and winter (more flu shots if needed)
- Hepatitis B vaccine if you are at high or intermediate risk of getting hepatitis B
- Pneumonia vaccine
- Other vaccines if you are at risk and they meet Medicare Part B coverage rules

In-Home Support Services



Our plan pays for up to **60 hours** per year for In-Home Support Services. This benefit is offered by screened and trained companions (Papa Pals), who bring help right to the front door. They provide assistance with daily activities like transportation (to doctor's appointments, the pharmacy, or anywhere else you may need to go), caregiving support, technology assistance, help navigating health plan benefits, light house help, and of course, social interaction.

We partner with Papa to provide these services. Simply call **1.800.348.7951** to get started with this amazing program!



Mental Health Services



Did you know that your mental health is as important as your physical health?

Do you ever feel sad, worried, or overwhelmed? These feelings can be normal responses to stress, loss or life's daily demands. If these feelings last for more than two weeks, call our counselors at Caredon Behavioral Health at **1.877.344.2858** (TTY: **711**) 24 hours a day, 7 days a week to talk to someone who can help.

Nurse Advice Line



Call L.A. Care's Nurse Advice Line to get medical advice from a registered nurse based on your current symptoms anytime, day or night.

Simply call 1.800.249.3619 (TTY: **711**), 24 hours a day, 7 days a week, including holidays to get answers to your health concerns.

The nurse can help you decide:

- Whether you need to see the doctor;
- What to do if your symptoms get worse;
- What you can do at home to start feeling better.

We also use interpreters for all other languages, at no cost to you.

Benefit Prepaid Card Allowance



You will receive a combined \$120 monthly allowance which will be preloaded on your Benefits Mastercard® Prepaid Card. Any remaining balance does not rollover to the next month. The prepaid card and activation instructions will be mailed to you. You will also receive OTC and Healthy Foods catalogs in the mail.

Your combined monthly allowance can be used towards the following benefits:

- Healthy Foods / Grocery
- Utilities Assistance
- Gas at the pump
- Over-the-Counter (OTC) items*

*OTC is not a VBID benefit however offered as a Supplemental benefit.

For more information on how to utilize these benefits, contact NationsBenefits® at **1.833.571.7587** (TTY: **711**) or visit NationsBenefits® at **LACare.NationsBenefits.com**.

Medicare approved L.A. Care Medicare Plus to provide these benefits and lower copayments/co-insurance as part of the Value-Based Insurance Design (VBID) program. This program lets Medicare try new ways to improve Medicare Advantage plans.

Personal Emergency Response Systems (PERS)



If you are at risk of falls or emergencies in the home may qualify for a Personal Emergency Response System, a device that allow members to call for help in an emergency by pushing a button.

If you have any questions, please call Member Services at **1.833.571.7587**, (TTY: **711**).



Podiatry Services (Routine)



Our plan covers up to 12 routine foot care visits every year for non-Medicare covered Podiatry.

Routine foot care can include:

- Cutting or removing corns and calluses
- Trimming, cutting, or clipping nails
- Hygienic or other preventive maintenance, like cleaning and soaking your feet

Make an appointment with your doctor for this service.

Prescription Coverage – Medicare Part D



We're here to help answer your medication questions.

You can get your Medicare Part D prescriptions filled at any pharmacy in L.A. Care Medicare Plus network. To find pharmacies near you or ask questions about your prescriptions, call **1.833.LAC.DSNP (1.833.522.3767)** (TTY: **711**), 24 hours a day, 7 days a week, including holidays. When you enrolled, you were sent a How to Access flyer, which included instructions about requesting a list of covered drugs (called a Formulary).

The Formulary shows you which medications are covered by L.A. Care Medicare Plus. You may need to pay the full cost of the medication yourself if the medication is not listed. Call us before you go to the pharmacy to see if your medication is covered.

You can also get the most up-to-date list of covered medications on our website at **medicare.lacare.org**.

Medicare Part D Prescription Benefits Co-Pay

Tier #1: All Covered Part D Drugs - **\$0**

Co-pays may apply if you are not eligible for Extra Help.

Did you know? You can get your medications mailed to you. To learn more, call **1.833.LAC.DSNP (1.833.522.3767)** (TTY: **711**).

Prescription Coverage – Medi-Cal RX



Your Medi-Cal pharmacy benefits are managed by the Department of Healthcare Services (DHCS) through a pharmacy benefit contractor, Magellan Medicaid Administration, Inc. (Magellan).

Bring your Medi-Cal Benefits Identification Card (BIC) when you go to the pharmacy. The pharmacy will use your card to look up your information and give you your medications.

You can obtain pharmacy benefits covered by Medi-Cal:

1. **Online** – use the Medi-Cal Rx Pharmacy Locator at www.Medi-CalRx.dhcs.ca.gov, or
2. **By phone** - call Medi-Cal Rx Customer Service at **1.800.977.2273** (TTY: **711**), 24 hours a day, 7 days a week, Monday thru Friday, 8 a.m. to 5 p.m.

Telehealth



Telehealth is a convenient way of getting medical care without leaving your home or wherever you are. Doctors are available to diagnose, treat, and prescribe medication when needed.

To set up your account, visit Teladoc.com or download the Teladoc mobile app.

For more information call **1.800.Teladoc (1.800.835.2362)** 24/7 or visit www.teladoc.com/lacare

Your PCP may also offer telehealth services, ask about telehealth services at your next appointment!



Transportation



Getting to your doctor's appointments is easy.

As an L.A. Care Medicare Plus member, you have free unlimited transportation to get you to your doctor's office and other medical appointments through your Medi-Cal benefits. For more information about your transportation benefits or to schedule a ride, call **1.833.LAC.DSNP (1.833.522.3767)** (TTY: **711**).

What you will need:

- Member ID Number (this number can be found on your Member ID card)
- Date of birth
- Date, time, and reason you need to see the doctor
- Pick up and drop off addresses

Vision Services



As a member of L.A. Care Medicare Plus, you are covered for a variety of vision services including:

- One routine eye exam every year
- Up to **\$500** for eyeglasses or contact lenses every 2 years

To find out more about vision care covered through L.A. Care Medicare Plus, please call **1.855.492.9028** (TTY **1.800.428.4833**) 8 a.m. to 8 p.m., 7 days a week or visit their provider directory on our website at: **www.vsp.com/eye-doctor**

Worldwide Emergency/Urgent Coverage



If you have an emergency when you are not in L.A. County, you can go to the nearest emergency facility (doctor's office, clinic, or hospital).

L.A. Care Medicare Plus offers worldwide emergency coverage anywhere in the world. Emergency and urgently needed services are covered worldwide without prior authorization. We will cover up to **\$10,000** in costs per year. Contact Member Services for additional information at **1.833.LAC.DSNP (1.833.522.3767)** (TTY: **711**).

Wellness and Health Care Planning (WHP) Services



You will receive education regarding Advanced Care Planning while completing your Health Risk Assessment or participation in our Care Management program; followed by an ability to complete your ACP during your Annual Wellness Visit or In-home Assessment, which can be in-person, telephonic, or web based. Advance Care planning means having conversations, making decisions and completing forms, such as an Advanced Care Directive, outlining the care you would like to receive in case you became unable to make medical decisions for yourself. This will ensure that medical professionals know your wishes regarding your treatment preferences. Your physician or other qualified health care professional will help you complete necessary forms. Talk to your Care Manager if you have questions about the process. To obtain a copy of the Advance Health Care Directive form, you can visit medicare.lacare.org. This is voluntary and you are free to decline the services.

Medicare approved L.A. Care Medicare Plus to provide lower copayments/co-insurance as part of the Value-Based Insurance Design (VBID) program. This program lets Medicare try new ways to improve Medicare Advantage plans.

Website



L.A. Care Medicare Plus members should visit the plan website at **medicare.lacare.org** for the latest information on plan benefits, services, and other helpful information to help you stay healthy.

How to Access L.A. Care Medicare Plus (HMO D-SNP) Member Materials

We make it easy for you to access all your important 2025 L.A. Care *Medicare Plus* plan information, such as a complete listing of Providers, Pharmacies, List of Covered Drugs (Formulary) and Member Handbook at [medicare.larcare.org](https://www.medicare.larcare.org).

All of your important health coverage is at [medicare.larcare.org](https://www.medicare.larcare.org).



Provider/Pharmacy Directory – A list of doctors, facilities, and pharmacies in our network

- Download our full *Provider/Pharmacy Directory* in the Member section
- Use an online searchable directory at [medicare.larcare.org](https://www.medicare.larcare.org).



List of Covered Drugs (Formulary) – A list of the drugs that we cover

- Download an updated *List of Covered Drugs (Formulary)* in the Member section



Member Handbook – Explains plan eligibility, health care services, prescription drug coverage, rights, and protections.

- Download our full *Member Handbook* in the Member section

If you would like a copy of your Provider/Pharmacy Directory, List of Covered Drugs (Formulary), and/or Member Handbook mailed to you, call Member Services at **1.833.522.DSNP (3767) (TTY: 711), 24 hours a day, 7 days a week, including holidays.**

You can view or ask us for the 2025 *Provider/Pharmacy Directory, List of Covered Drugs (Formulary) and Member Handbook* starting **October 15, 2024.**

You can get this document for free in other formats, such as large print, braille, and/or audio. Call **1.833.522.3767 (TTY: 711)**, 24 hours a day, 7 days a week, including holidays.



Notice of Privacy Practices

THIS NOTICE DESCRIBES HOW MEDICAL, DENTAL, AND VISION INFORMATION ABOUT YOU, WITH REGARD TO YOUR HEALTH BENEFITS, MAY BE USED AND DISCLOSED, AND HOW YOU CAN GET ACCESS TO THIS INFORMATION. **PLEASE REVIEW IT CAREFULLY.**

The Local Initiative Health Authority for Los Angeles County, a public entity operating and doing business as L.A. Care Health Plan (L.A. Care) provides your health care benefits and coverage through State, Federal, and commercial programs. Safeguarding your protected health information (PHI) is important to us. L.A. Care is required to give you this notice about your rights and some of our responsibilities to keep your PHI safe, including California State notice of practices, and the Health Insurance Portability and Accountability Act (HIPAA) notice of practices. This notice tells you how we may use and share your PHI. It also tells you what your rights are. You may have additional or more stringent privacy rights under state law.

I. Your PHI is Personal and Private.

L.A. Care receives PHI which identifies you, such as your name, contact information, personal facts, and financial information, from several sources, such as State, Federal, and local agencies after you become eligible, assigned to, and/or enroll in a L.A. Care program. We also receive PHI about you that you provide to us. Also, we receive PHI from health care providers such as physicians, clinics, hospitals, labs, and other insurance companies or payors. We use this information to coordinate, approve, pay for, and improve your health care, and to communicate with you. We cannot use your genetic information to decide whether we will give you healthcare coverage or the cost of that coverage. At times, we may receive race, ethnicity, and language information about you. We may use this information to help you, to communicate with you, and to identify your needs, such as providing you with educational materials in the language of your preference, and offering interpretation services at no cost to you. We use and share this information as provided in this notice. We do not use this information to decide whether we will give you healthcare coverage or the cost of that coverage.

II. How We Protect Your PHI

L.A. Care is committed to protecting your PHI. We keep the PHI of our current and former members private and secure as required by law, and accreditation standards. We use physical and electronic safeguards, and our staff is regularly trained on the use, and sharing of PHI. Some of the ways we keep PHI safe include securing offices and locking desks, and filing cabinets, password protecting computers and electronic devices, and giving access only to the information that staff

needs to do their job. Where required by law, when our business partners work with us, they must also protect the privacy of any PHI we share with them and are not allowed to give PHI to others except as allowable by law, and this notice. As required by law, we will let you know if there was a breach of your unsecured PHI. We will follow this notice, and will not use or share your information other than as described in this notice, or in compliance with State and Federal laws, or in accordance with your permission.

III. Changes to this Notice of Privacy Practices

L.A. Care must adhere to the notice we are now using. We have the right to change this notice of privacy practices at any time. Any changes will apply to all your PHI, including PHI we received before the changes were made. We will let you know when we make changes to this notice through a newsletter, letter, or our website. You can also ask us for a copy of the new notice, please see below on how to contact us.

IV. How We May Use and Share PHI About You

L.A. Care collects, uses or shares PHI that is provided to us as allowed by law for treatment, payment, and health care operations associated with the program in which you are enrolled. The PHI we use and share includes, but is not limited to:

- Name;
- Address;
- Date of birth
- Care and treatment received;
- Health history;
- The cost of/payment for care;
- Race/ethnicity;
- Language;
- Sex assigned at birth;
- Gender identity;
- Sexual orientation; and
- Pronouns.

Ways In Which We Typically Use and Share PHI:

We generally use and share PHI in the following ways:

- **Treatment:** *We do not provide treatment*, but we can use and share PHI with health care and other service providers such as doctors, hospitals, durable medical equipment suppliers, and others to offer you care, and treatment and other services, and information to help you.
- **Payment:** We can use and share PHI with healthcare providers, service providers and other insurers and payers to process requests for payments, and pay for health services provided to you.

- **Health Care Operations:** We can use and share PHI to run our organization and contact you when necessary, for example for audits, quality improvement, care management, coordinating care, and day- to-day functions. We may also use and share PHI with State, Federal, and County programs for participation, and program administration.

Some Examples of Ways We Use PHI:

- To give information to a doctor or hospital to confirm your benefits, copay, or deductible.
- To approve care in advance.
- To process and pay claims for health care services and treatment you received.
- To give PHI to your doctor or hospital so they can treat you.
- To review the quality of care and services you receive.
- To help you and provide you with educational and health improvement information and services, e.g. for conditions like diabetes.
- To inform you of additional services and programs that may be of interest to you and /or help you, e.g. a fitness class at a L.A. Care Community Resource Center.
- To remind you to get regular health assessments, screenings, or checkups.
- To develop quality improvement programs and initiatives, including creating, using, or sharing de-identified data as allowed by HIPAA.
- To use and share information, directly or indirectly, with health information exchanges, for treatment, payment, and health care operations.
- Investigating and prosecuting cases, such as for fraud, waste, or abuse.

V. Other Ways In Which We Can Use And Share PHI

We are allowed or required to share your PHI in other ways, usually to contribute to the public good, such as public health and research. We can use or share your PHI for the following additional purposes:

- To comply with State, Federal, or local laws.
- To comply with a request of a law enforcement agency, such as the police, military, or national security agency, or a Federal, State, or local government agency or body, such as workers' compensation board, or a health oversight agency for activities authorized by law, and court or administrative order.

- To respond to the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.
- To help with product recalls.
- To report adverse reactions to medications.
- To report suspected abuse, neglect, or domestic violence, as required or allowed under law.
- For health care research.
- To respond to organ and tissue donation requests, and work with a medical examiner or funeral director.
- In relation to complaints, investigations, lawsuits and legal actions.
- To prevent or reduce a serious threat to anyone's health or safety.

VI. Communicating With You

We may use PHI to communicate with you or your designee about benefits, services, selecting your health care provider and billing and payments. L.A. Care will comply with applicable laws in its communications with you, including the Telephone Consumer Protection ACT (TCPA). We may communicate with you through letters, newsletters, pamphlets, and as follows:

- **Phone Calls.** If you have provided us with your phone number (including if a guardian or designee has provided their phone number), including your cell phone number, then we, including our affiliates and subcontractors, on our behalf, may call you by using an automatic telephone dialing system/or an artificial voice in accordance with applicable laws. Your mobile cell phone carrier may charge you for receiving calls, please contact your cell phone carrier for this information. If you don't want to be contacted in this way, then please let the caller know, or contact us to be placed on our Do Not Call List.
- **Texting You.** If you have provided us with your cell phone number (including if a guardian or designee has provided their phone number), then for certain purposes, such as reminders, treatment options, services, and premium payment reminders or confirmations, we, including our affiliates and subcontractors, on our behalf, may text you in accordance with applicable laws. Your mobile cell phone carrier may charge you for receiving texts. Please contact your cell phone carrier for this information. If at any time you don't want to receive text messages, then please follow the unsubscribe information on the message, or please reply with "STOP" to stop receiving such messages.

- **Emails.** If you have given us your email address (including if a guardian or designee has provided their email address), then for some limited purposes (e.g. sending you enrollment, member, provider, and educational materials, or reminders or confirmation of payments, if you agree to receive these electronically), then we may email you. There may be a charge by your internet or email or mobile cell phone provider to receive emails, please contact your internet or email or mobile cell phone provider for this information. You acknowledge and agree that if you use an unencrypted email address and/or computer, or access your emails through a mobile device, or share an email, or computer, or mobile cell phone, then there is a risk that your PHI could be read by a third party and you accept the risks of such and waive any protections you may have under any laws. If at any time you don't want to receive email messages, then please follow the "Unsubscribe" instructions at the bottom of the message to stop receiving email communications.

VII. Written Permission

If we want to use or share your PHI for any purpose not provided in this notice, then we will get your written permission. For example, using or sharing PHI for marketing or sale needs your written permission. If we use or share psychotherapy notes, we may also need your permission. If you give us your permission, you can cancel it at any time in writing, and we will not use or share your PHI for that purpose after the date we process your request. But, if we have already used or shared your PHI with your permission, then we may not be able to undo any action that happened before you cancelled your permission.

VIII. Your Rights

You have certain rights to your PHI, and how it can be used or shared. You have the right to:

- **Get a copy of health and claims records.** You can ask to see, or get a copy of your PHI. We will provide a copy or a summary of your health and claims records. There may be some information and records we may not disclose as allowable by law, or we may not be able to provide certain information in some forms, formats, or media. We may charge a reasonable fee, for copying and mailing your PHI.

L.A. Care does not keep a complete copy of your medical records, please contact your healthcare provider if you want to look at, or get a copy of, or change an error in your medical records.

- **Ask us to correct health and claims records.** If you believe there is a mistake in your PHI, you can ask us to correct it. There may be some information we may not be able to change (e.g. the doctor's diagnosis), and will tell you that in writing. If someone else gave us the information (e.g. your doctor), then we will let you know, so you can ask him/her to correct it.

- **Request that we communicate with you confidentially.** You can ask us to contact you in a specific way (e.g. home or office phone) or to send mail to a different address. Not all requests may be agreed to, but we will grant a reasonable request.
- **Ask us to limit what we use or share.** You can ask us not to use or share certain health information for treatment, payment, or our operations. By law, we are not required to agree to your request, and we may say “no” if it would affect your care, payment of claims, key operations, or non-compliance with rules, regulations, or government agency, or law enforcement requests, or a court or administrative order.
- **Get a list of those with whom we’ve shared Your PHI.** You can ask us for a list (accounting) of the times we’ve shared your health information, who we shared it with, and a brief description of the reason. We will provide you with the list for the period you request. By law, we will provide the list for a maximum of six (6) years prior to the date of your written request. We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures, such as when we shared the information with you, or with your permission. We’ll provide one accounting a year for free, but may charge a reasonable fee for any additional requests.
- **Get a copy of this privacy notice.** You can get a paper copy of this notice by calling us.
- **Choose someone to act for you.** If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your PHI. We may ask that you or your designee provide us with some information and documents, e.g. copy of the court order granting guardianship. You or your guardian will need to fill out a written authorization, please contact us at the number below to find out how to do this.

IX. Sensitive Services

A Member who may consent to receive sensitive services is not required to obtain any other member’s authorization to receive sensitive services or to submit a claim for sensitive services. L.A. Care will direct communications regarding sensitive services to a member’s alternate designated mailing address, email address, or telephone number or, in the absence of a designation, in the name of the member at the address or telephone number on file. L.A. Care must not disclose medical information related to sensitive services to any other member without express written authorization from the member receiving care. L.A. Care will accommodate requests for confidential communication in the form and format requested, if it is readily producible in the requested form and format, or at alternative locations. A member’s request for confidential communication related to sensitive services will be valid until the member revokes the request or submits a new request for confidential communications.

Please call us at the number on your ID card, or write to us to find out about how to request any of the above. You will need to submit your request in writing, and tell us certain information. We can send you the form(s).

X. Complaints

If you think we have not protected your PHI, you have the right to file a complaint with us, by contacting us at:

L.A. Care Member Services
1200 West 7th Street,
Los Angeles, CA 90017
Phone: **1.888.839.9909**
TTY/TDD: **711**

You may also contact:

U.S. Department of Health and Human Services Office for Civil Rights by visiting
www.hhs.gov/ocr/privacy/hipaa/complaints/

Medi-Cal Members may also contact:

California Department of Health Care Services Office of HIPAA Compliance by visiting
dhcs.ca.gov

XI. Use Your Rights Without Fear

L.A. Care will not take any action against you for using the privacy rights in this notice or filing a complaint.

XII. Effective Date

The original effective date of this notice is April 14, 2003. This notice was most recently revised on 11/01/22.

XIII. Contacting Us, or Questions, or if you want this notice in another language or format:

If you have questions about this notice, or want help in applying your rights, or want this notice in another threshold language (Arabic, Armenian, Chinese, Farsi, Khmer, Korean, Russian, Spanish, Tagalog, or Vietnamese), large print, audio, or other alternative format (upon request) at no cost to you, then please call or write us at:

L.A. Care Member Services
1200 West 7th Street,
Los Angeles, CA 90017
Phone: **1.888.839.9909**
TTY/TDD: **711**

or

L.A. Care Privacy Officer
L.A. Care Health Plan
1200 West 7th Street,
Los Angeles, CA 90017
Phone: **1.888.839.9909**
TTY/TDD: 711
Email: **PrivacyOfficer@lacare.org**

Nondiscrimination Notice

NONDISCRIMINATION NOTICE

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
1200 West 7th Street,
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
1200 West 7th Street,
Los Angeles, CA 90017

Email: civilrightscordinator@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 or send an email to civilrightscordinator@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
<https://www.hhs.gov/civil-rights/filing-a-complaint/complaint-process/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.

Notice of Availability

English Tagline

ATTENTION: If you need help in your language, call **1-833-522-3767** (TTY: **711**). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call **1-833-522-3767** (TTY: **711**). These services are free.

الشعار بالعربية (Arabic)

يُرجى الانتباه: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ

1-833-522-3767 (TTY: **711**). تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بريلا والخط الكبير. اتصل بـ **1-833-522-3767** (TTY: **711**). هذه الخدمات مجانية.

Հայերեն պիտակ (Armenian)

ՈՒՇԱԴՐՈՒԹՅՈՒՆ: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք **1-833-522-3767** (TTY: **711**): Կան նաև օժանդակ միջոցներ ու ծառայություններ հաշմանդամություն ունեցող անձանց համար, օրինակ՝ Բրայլի գրատիպով ու խոշորատառ տպագրված նյութեր: Զանգահարեք **1-833-522-3767** (TTY: **711**): Այդ ծառայություններն անվճար են:

简体中文标语 (Chinese)

请注意：如果您需要以您的母语提供帮助，请致电 **1-833-522-3767** (TTY: **711**)。另外还提供针对残疾人士的帮助和服务，例如盲文和需要较大字体阅读，也是方便取用的。请致电 **1-833-522-3767** (TTY: **711**)。这些服务都是免费的。

ਪੰਜਾਬੀ ਟੈਗਲਾਈਨ (Punjabi)

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ **1-833-522-3767** (TTY: **711**)। ਅਪਾਰਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ **1-833-522-3767** (TTY: **711**)। ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।

हंदी टैगलाइन (Hindi)

ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो **1-833-522-3767** (TTY: **711**) पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और बड़े प्रिंट में भी दस्तावेज़ उपलब्ध हैं। **1-833-522-3767** (TTY: **711**) पर कॉल करें। ये सेवाएं निःशुल्क हैं।



Nqe Lus Hmoob Cob (Hmong)

CEEB TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau **1-833-522-3767** (TTY: **711**). Muaj cov kev pab txhawb thiab kev pab cuam rau cov neeg xiam oob qhab, xws li puav leej muaj ua cov ntawv su thiab luam tawm ua tus ntawv loj. Hu rau **1-833-522-3767** (TTY: **711**). Cov kev pab cuam no yog pab dawb xwb.

日本語表記 (Japanese)

注意日本語での対応が必要な場合は **1-833-522-3767** (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。 **1-833-522-3767** (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。

한국어 태그라인 (Korean)

유의사항: 귀하의 언어로 도움을 받고 싶으시면 **1-833-522-3767** (TTY: **711**) 번으로 문의하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. **1-833-522-3767** (TTY: **711**) 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.

ແຫກໄລພາສາລາວ (Laotian)

ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໂທຫາເບ **1-833-522-3767** (TTY: **711**). ຍັງມີຄວາມຊ່ວຍເຫຼືອແລະການບໍລິການສໍາລັບຄົນພິການ ເຊັ່ນເອກະສານທິເບີ້ ອັກສອນນູແລະມິຕິພິເຫຍ ໃຫ້ໂທຫາເບ **1-833-522-3767** (TTY: **711**). ການບໍລິການເຫຼົ່ານີ້ ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ.

Mien Tagline (Mien)

LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiex longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux **1-833-522-3767** (TTY: **711**). Liouh lorx jauvlouc tengx aengx caux nzie gong bun taux ninh mbuo wuaaic fangx mienh, beiv taux longc benx nzangc-pokc bun hlou mbiutc aengx caux aamz mborqv benx domh sou se mbenc nzoih bun longc. Douc waac daaih lorx **1-833-522-3767** (TTY: **711**). Naaiv deix nzie weih gong-bou jauv-louc se benx wang-henh tengx mv zuqc cuotv nyaanh oc.

ឃ្លាសម្គាល់ជាភាសាខ្មែរ (Cambodian)

ចំណាំ៖ បើអ្នក ត្រូវ ការជំនួយ ជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ **1-833-522-3767** (TTY: **711**)។ ជំនួយ និង សេវាកម្ម សម្រាប់ ជនពិការ ដូចជាឯកសារសរសេរជាអក្សរធំ សម្រាប់ជនពិការភ្នែក ឬឯកសារសរសេរជាអក្សរពុម្ពធំ ក៏អាចរកបានផងដែរ។ ទូរស័ព្ទមកលេខ **1-833-522-3767** (TTY: **711**)។ សេវាកម្មទាំងនេះមិនគិតថ្លៃឡើយ។

مطلب به زبان فارسی (Farsi)

توجه: اگر می‌خواهید به زبان خود کمک دریافت کنید، با **3767-522-833-1** (TTY: **711**) تماس بگیرید. کمک‌ها و خدمات مخصوص افراد دارای معلولیت، مانند نسخه‌های خط بریل و چاپ با حروف بزرگ، نیز موجود است. با **3767-522-833-1** (TTY: **711**) تماس بگیرید. این خدمات رایگان ارائه می‌شوند.

Русский слоган (Russian)

ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру **1-833-522-3767** (TTY: **711**). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру **1-833-522-3767** (TTY: **711**). Такие услуги предоставляются бесплатно.

Mensaje en español (Spanish)

ATENCIÓN: si necesita ayuda en su idioma, llame al **1-833-522-3767** (TTY: **711**). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al **1-833-522-3767** (TTY: **711**). Estos servicios son gratuitos.

Tagalog Tagline (Tagalog)

ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa **1-833-522-3767** (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 **1-833-522-3767** (TTY: **711**). Libre ang mga serbisyong ito.



แท็กไลน์ภาษาไทย (Thai)

โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข **1-833-522-3767** (TTY: **711**) นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข **1-833-522-3767** (TTY: **711**) ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้

Примітка українською (Ukrainian)

УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер **1-833-522-3767** (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 **1-833-522-3767** (TTY: **711**). Ці послуги безкоштовні.

Khẩu hiệu tiếng Việt (Vietnamese)

CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số **1-833-522-3767** (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 **1-833-522-3767** (TTY: **711**). Các dịch vụ này đều miễn phí.

2025 Calendar

Please use this calendar to write down important reminders and appointments.





L.A. Care
Medicare Plus[™]
(HMO D-SNP)

January — Happy New Year

IMPORTANT: If you are a new member, please complete your Health Risk Assessment. Call L.A. Care Medicare Plus at **1.844.522.3767** (TTY: **711**), 24 hours a day, 7 days a week, including holidays to complete your Health Risk Assessment.

Sunday	Monday	Tuesday	Wednesday
			1
5	6	7	8
12	13	14	15
19	20	21	22
26	27	28	29



Thursday	Friday	Saturday
2	3	4
9	10	11
16	17	18
23	24	25
30	31	



L.A. Care
Medicare Plus[™]
(HMO D-SNP)

February

February is **American Heart Month!** This is a great time to learn and focus on your cardiovascular health! Do you know what your blood pressure is? Measuring your blood pressure regularly helps your health care team diagnose any health problems early. You and your health care team can take steps to control your blood pressure if it is too high.

Sunday	Monday	Tuesday	Wednesday
2	3	4	5
9	10	11	12
16	17	18	19
23	24	25	26



Thursday	Friday	Saturday
		1
6	7	8
13	14	15
20	21	22
27	28	



Download healthy recipes for a heart healthy lifestyle through the Million Hearts Program at millionhearts.hhs.gov.



L.A. Care
Medicare Plus[™]
(HMO D-SNP)

March

March is **National Kidney Month** – Did you know 37 million people in the United States are estimated to have Chronic Kidney Disease (CKD)? As many as 9 in 10 people are not aware that they have CKD. If you have diabetes or high blood pressure you are at higher risk for developing kidney disease. Taking medications as prescribed, eating healthy and getting exercise are great ways to support kidney health!

Sunday	Monday	Tuesday	Wednesday
2	3	4	5
9	10	11	12
16	17	18	19
23	24	25	26
30	31		



Thursday	Friday	Saturday
		1
6	7	8
13	14	15
20	21	22
27	28	29



April

April Showers Bring May Flowers and Seasonal Allergies

The start of spring could lead to uncomfortable allergies and may trigger symptoms of asthma. Talk to your provider for care if you are experiencing any discomforts.

Sunday	Monday	Tuesday	Wednesday
		1	2
6	7	8	9
13	14	15	16
20	21	22	23
27	28	29	30



Thursday	Friday	Saturday
3	4	5
10	11	12
17	18	19
24	25	26



L.A. Care
Medicare Plus[™]
(HMO D-SNP)

May

May is Mental Health Awareness Month

Mental health includes emotional, psychological, and social well-being. It affects how we think, feel, act, make choices, and relate to others. Mental health is more than the absence of a mental illness—it's important to your overall health and quality of life.

Sunday	Monday	Tuesday	Wednesday
4	5	6	7
11	12	13	14
18	19	20	21
25	26	27	28

Self-care can play an important role in maintaining your mental health and help support your treatment and recovery if you have a mental illness.

Here are some tips to help you get started with self-care:

Get regular exercise, eat healthy, drink lots of water, get enough sleep, practice gratitude and stay connected with friends and family.

Thursday	Friday	Saturday
1	2	3
8	9	10
15	16	17
22	23	24
29	30	31



June

Summertime is here. Time to prepare for the hot weather!

Summer months can bring fun, sun, and heat! But, sometimes the heat can become dangerous. Preventing heat-related illnesses, including heat stroke and heat exhaustion, is important for people of all ages, but extreme heat poses the greatest risk for people under age 4 and over 65, and anyone who has a pre-existing medical condition or who lives in a home without air conditioning.

Sunday	Monday	Tuesday	Wednesday
1	2	3	4
8	9	10	11
15	16	17	18
22	23	24	25
29	30		



Thursday	Friday	Saturday
5	6	7
12	13	14
19	20	21
26	27	28

Protect yourself from heat by staying cool, find air-conditioning during hot hours and wear loose light-colored clothing, drink plenty of cool water, wear sunscreen and a hat for protection when outside, and pay attention to heat advisories.



July

July is Healthy Vision Month

There are lots of ways to keep your eyes healthy — from wearing your sunglasses to eating eye-healthy foods, like salmon and kale.

Sunday	Monday	Tuesday	Wednesday
		1	2
6	7	8	9
13	14	15	16
20	21	22	23
27	28	29	30

Every day, you can take simple steps to keep your eyes healthy. Use these tips to protect your eyes from things that can harm them:

- Wear sunglasses. Protect your eyes from the sun by wearing sunglasses — even on cloudy days!
- Wear protective eyewear. Safety glasses and goggles are designed to protect your eyes during certain activities, like playing sports, doing construction work, or doing home repairs.
- Give your eyes a rest. Looking at a computer for a long time can tire out your eyes. Rest your eyes by taking a break every 20 minutes to look at something about 20 feet away for 20 seconds.
- If you wear contacts, take steps to prevent eye infections. Always wash your hands before you put your contact lenses in or take them out.

Thursday	Friday	Saturday
3	4	5
10	11	12
17	18	19
24	25	26
31		



August

August is National Immunization Awareness Month.

Are you up to date with all of your shots? Check with your Primary Care Physician to see if you are due for any vaccines.

Sunday	Monday	Tuesday	Wednesday
3	4	5	6
10	11	12	13
17	18	19	20
24	25	26	27
31			



Thursday	Friday	Saturday
	1	2
7	8	9
14	15	16
21	22	23
28	29	30



September

Healthy Aging Month - 6 Tips for Healthy Aging

Use these 6 tips to remain active and independent as long as possible.

Sunday	Monday	Tuesday	Wednesday
	1	2	3
7	8	9	10
14	15	16	17
21	22	23	24
28	29	30	

1. **Eat & Drink Healthy** — like fruits, vegetables, whole grains, lean meats, low-fat dairy products and water.
2. **Move More, Sit Less Throughout the Day** — Being active can help you prevent, delay, and manage chronic diseases, improve balance and stamina, reduce risk of falls, and improve brain health.
3. **Don't Use Tobacco** — If you use tobacco, take the first step towards quitting by calling **1.800.QUIT.NOW** for FREE help.
4. **Get Regular Checkups** — Visit your doctor for preventive services, not just when you are sick. This can prevent disease or find it early, when treatment is more effective.
5. **Know Your Family History** — Share your family health history with your doctor, who can help you take steps to prevent chronic diseases or catch them early.
6. **Be Aware of Changes in Brain Health** — Everyone's brain changes as they age, but dementia is not a normal part of aging. See your doctor if you have questions about memory or brain health.

Thursday	Friday	Saturday
4	5	6
11	12	13
18	19	20
25	26	27



October

October is Breast Cancer Awareness Month

Breast cancer affects both men and women and is among the most common cancers. Most breast cancers are found in women who are 50 years old or older, check with your doctor to see if you are due for a mammogram.

Sunday	Monday	Tuesday	Wednesday
			1
5	6	7	8
12	13	14	15
19	20	21	22
26	27	28	29



Thursday	Friday	Saturday
2	3	4
9	10	11
16	17	18
23	24	25
30	31	



November

November is National Diabetes Awareness and Diabetic Eye Disease Month

There is no cure for diabetes, but it can be controlled. With the right care, people with diabetes can lead long, healthy lives. Taking steps to learn about and control this disease will help avoid long term problems with the eyes, heart, kidneys, feet, and nerves.

If you have diabetes make sure to receive an annual diabetic eye exam to check for any damage diabetes may cause to your eyes.

Sunday	Monday	Tuesday	Wednesday
2	3	4	5
9	10	11	12
16	17	18	19
23	24	25	26
30			

Controlling diabetes may be hard sometimes, but it is worth it. Here's what you can do:

- Test your blood sugar. Ask your doctor when and how often to test.
- Keep a record of your blood tests, your meals, exercise level and medicines. Take it with you when you go to the doctor.
- Take your medicine as your doctor told you to.
- Eat "balanced" meals with lean protein, whole grains, fruit and vegetables at each meal.
- Get moving! Start slowly, if you have not been active. Walking after meals is a great start.
- Check your feet each day for cuts, red spots or swelling. Get your feet checked by a doctor each year.
- If you smoke, quit! Talk to your doctor about ways to quit.
- Brush your teeth and gums after meals. Floss every day, and see your dentist at least once a year.
- Stay at a weight that is good for you. Ask your doctor how much you should weigh.

Thursday	Friday	Saturday
		1
6	7	8
13	14	15
20	21	22
27	28	29



L.A. Care
Medicare Plus[™]
(HMO D-SNP)

December

Happy Holidays — Thank you for being an L.A. Care Medicare Plus Member for 2025!

Sunday	Monday	Tuesday	Wednesday
	1	2	3
7	8	9	10
14	15	16	17
21	22	23	24
28	29	30	31



Thursday	Friday	Saturday
4	5	6
11	12	13
18	19	20
25	26	27



L.A. Care
Medicare Plus[™]
(HMO D-SNP)

 **1.833.LAC.DSNP (522.3767)** | TTY: 711  **[medicare.lacare.org](https://www.medicare.lacare.org)**