

## **National** IMMUNIZATION **AWARENESS** MONTH 2024

National Immunization Awareness Month (NIAM) highlights the importance of staying up-to-date on routine vaccinations for people of all ages.

Do not wait until you are sick to go to the doctor. Seeing the doctor when you are well allows them to focus on you rather than your illness.

## No matter what you call them - immunizations, vaccines, or shots we all need them at some point in our lives.



August is National Immunization Awareness Month (NIAM), and it serves as a perfect reminder to get yourself and your children's immunizations up-to-date before the school year kicks off.

Flu shots are a vital immunization to staying healthy and protecting those around you.

- It is a good idea for almost everyone six months of age and older to get a flu shot each year.
- Flu shots are especially important 😦 Older adults should get a for older adults and people with long-term health issues.
- **::** The best time to get a flu shot is before flu season hits — as early as August or September.
  - pneumonia and COVID shot as well.

For more information on immunizations and easy-to-read schedules for all ages go to www.cdc.gov/vaccines/schedules/index.html.

Contact your doctor today to discuss routine vaccinations during National Immunization Awareness Month (NIAM) and throughout the year.



# Get protected against

## Measles cases are on the rise!

International travel is a contributing factor to the rise in measles cases, particularly in the United States.

Unvaccinated travelers who can contract measles can bring the virus back and placing unvaccinated people, mostly children at risk for getting sick.

### Measles symptoms include:

- Fever
- **::** Cough
- Runny nose
- 🚦 Pink eye
- 👪 Rash

## Those who are more likely to have serious complications due to measles are:

- Children younger than **5 years** of age
- **# Pregnant** people
- People with weakened immune systems

## The vaccine is two doses and gives lifelong protection:

- **I** The first dose at **12** to **15** months
- The second dose at4 to 6 years old



Talk to your doctor today to learn more about the MMR (measles-mumpsrubella) vaccination and ensure the best protection for yourself and child.



If you are an adult who have not received two MMR (measles-mumps-rubella) doses, talk to your doctor to discuss vaccination <u>before</u> your international trip.

Vaccination of MMR (measles-mumps-rubella) is the best way to prevent measles.

## What is early intervention? Children Reach Developmental Milestones By a certain age Through How They Play, learn, speak, Act, and move.



## Developmental milestones are skills such as:



First step



Smiling for the first time



Waving "bye-bye"

If your child is not meeting developmental milestones, talk with your child's doctor today, share your concerns, and ask about developmental screenings.

## Your child may be eligible for <u>California's Early Start</u> services and referrals.

California's Early Start services and referrals offer:

**#** Teams of service coordinators

**#** Health care providers

Early intervention specialistsTherapists

For more information regarding **California's Early Start** services and referrals, please contact **800.515.BABY (800.515.2229)**.



These services and referrals <u>can evaluate</u> <u>and assess your child</u> to provide appropriate early intervention services.



Early intervention <u>helps</u> infants, toddlers and young <u>children</u> work toward meeting developmental milestones.

If you need assistance scheduling your child's next Well Child Visit, please contact L.A. Care Health Plan's Member Services at 888.839.9909, our representatives are ready to help.





Community Resource Center

## Come to our MEMBER ORIENTATION

**AND GET A \$10** Healthy Rewards Card!

Join us at a nearby **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.

Check out the schedule for August below and make sure not to miss this great opportunity!



Food LESS Food Co

OOD LESS

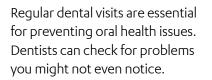
TOODS



Date	Time	Language	CRC	Address
Wednesday, <mark>August 21, 2024</mark>	1:30pm - 2:30pm	English	Lynwood	3200 East Imperial Hwy. Lynwood, CA 90262
Wednesday, <mark>August 28, 2024</mark>	1:30pm - 2:30pm	Spanish	Lynwood	3200 East Imperial Hwy. Lynwood, CA 90262
Monday, <mark>August 26, 2024</mark>	3pm - 4pm	English	Long Beach	5599 Atlantic Ave. Long Beach, CA 90805
Wednesday, <mark>August 28, 2024</mark>	1pm - 2pm	Spanish	Long Beach	5599 Atlantic Ave. Long Beach, CA 90805

## We look forward to seeing you there!

## A healthy smile never gets old: MEDI-CAL HAS YOUR NEXT DENTAL APPOINTMENT COVERED



These visits are crucial for identifying gingivitis, cavities, gum disease, and other conditions early on.

This helps prevent more serious complications like pain, infections, and tooth loss later on.

For Medi-Cal members, these dental visits are covered.

You can find a dentist accepting new patients by visiting **SmileCalifornia.org** or by calling the Medi-Cal Dental Telephone Service Center (TSC) at **1.800.322.6384**.

Learn more about Medi-Cal dental covered services at SmileCalifornia.org/Seniors.



## To keep your teeth healthy, consider these tips:

- **Brush your teeth at least twice a** day using fluoride toothpaste.
- **#** Floss daily.
- Reduce sugary snacks and drinks to prevent cavities.
- Limit alcohol intake and avoid all tobacco products to prevent stained teeth, bad breath, and cancer.

Take advantage of your Medi-Cal dental benefits and see your dentist at least once a year.



Remember, <u>keeping up</u> with regular dental visits is essential for maintaining healthy teeth and ensuring your smile stays healthy all summer and throughout the year!

## Does your smile need a ride to the dentist?

To get transportation to your next dental appointment, visit **SmileCalifornia.org/Transportation** or call the TSC at **1.800.322.6384**.



## Important reminder TO REVIEW YOUR MEDI-CAL YEARLY

As an L.A. Care Medicare Plus (HMO D-SNP) member, it is important to renew your Medi-Cal each year to avoid coverage gaps and stay a member of L.A. Care Medicare Plus (HMO D-SNP).

## If you get a renewal form, you must complete it and submit the additional information it requests.

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

## If you need help, we are just a call away and ready to assist.

Call us at **1.833.LAC–DSNP** (**1.833.522.3767**).

If you would like to sit down with an application assister at one of our L.A. Care and Blue Shield Promise Community Resource Centers to complete your application or have your questions answered, please call to schedule an appointment at one of our Community Resource Centers listed next.



MEDI-CAL RENEWALS ARE HAPPENING

<image/>		<u>ک</u>		t them know u need help th completing ur yearly edi-Cal renewal.
Location	Ac	ldress		Phone
1 East L.A.	4801 Whittier Blvd.	Los Angeles, CA	90022	213.438.5570
2 El Monte	3570 Santa Anita Ave.	El Monte, CA	91731	213.428.1495
3 Inglewood	2864 W. Imperial Hwy.	Inglewood, CA	90303	310.330.3130
4 Long Beach	5599 Atlantic Ave.	Long Beach, CA	90805	562.256.9810
5 Lynwood	3200 East Imperial Hwy.	Lynwood, CA	90262	310.661.3000
6 Metro L.A.	1233 S. Western Ave.	Los Angeles, CA	90006	213.428.1457
7 Norwalk	11721 Rosecrans Ave.	Norwalk, CA	90650	562.651.6060
8 Palmdale	2072 E. Palmdale Blvd.	Palmdale, CA	93550	213.438.5580
🧿 Panorama City	7868 Van Nuys Blvd.,	Panorama City, CA	91402	213.438.5497
10 Pomona	696 W. Holt Ave.	Pomona, CA	91768	909.620.1661
11 West L.A.	11173 W. Pico Blvd.	Los Angeles, CA	90064	310.231.3854
12 Wilmington	911 North Avalon Blvd.	Wilmington, CA	90744	213.428.1490





13 Lincoln Heights 14 South L.A.





## You can now fill your chronic medications up to a <u>100-day supply</u> at a time and not need to go to the pharmacy as often.



# Doctor's orders TAKE YOUR MEDS!

Your copay, if you have any will stay the same as 30-day supply. Ask your doctor to prescribe 100 day supplies.

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 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 **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.

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## **SUMMER FUN: EXPLORE OUR** Community Resource Centers

From Palmdale to Long Beach, and from West L.A. to Pomona, our centers offer free classes and programs for everyone, including children of all ages.

While many kids are on a break from school, our centers offer youth a variety of opportunities to stay physically active and stimulate their minds.

## Kids can participate in:

- Science projects to grow their knowledge in math and chemistry.
- Hands-on healthy cooking demonstrations to learn about nutrition.
- Boot camps to channel their energy and stay fit.
- Reading sessions in our mini libraries to sharpen their reading skills.

We are halfway through summer, but the learning and fun activities at the L.A. Care and Blue Shield Promise Community Resource Centers are still heating up!



The Community Resource Centers are open **Monday** through **Friday** from **9:00 am to 5:00 pm** making it easy for you to drop in and explore all that we have to offer.



Visit **CommunityResourceCenterLA.org** for more information and continue your summer adventures with us!



**Community Resource Center** 



## Start your quit journey! HAVE YOU BEEN THINKING ABOUT QUITTING SMOKING? Quitting smoking is not easy. It takes time and a plan.

With a good plan and support, your chances of success increase. You can quit whether you smoke cigarettes, vape or chew tobacco by:





Attending tobacco workshops through L.A. Care's health and wellness site, My Health in Motion.



Calling Kick it California, which offers free telephone counseling for those want to quit. Quitting smoking may be hard, but you do not have to go through it alone. With the right support and determination, you can quit for good.



KICK/T California To learn more CONTACT Kick It California:

Call for English **1.800.300.8086** Call for Spanish **1.800.600.8191** Click on Website **kickitca.org** 



## **Basic information**

- **What benefits and services** are covered
- **What benefits and services** are not covered
- How your health plan makes decisions about when new treatments will become benefits
- \*\* What care you can and cannot get when you are out of Los Angeles County or the L.A. Care network
- How to access care when you are out of Los Angeles County

## Learn about YOUR COVERAGE

## When you first join L.A. Care, and then every year after, you will get a package of important information about your health care coverage.

Please read it and if you have questions, call us at **1.855.270.2327** (**TTY 711**) 24 hours a day, 7 days a week and holidays.

- How to change or get care from your primary care physician (PCP)
- How to get information about doctors
- How to get a referral for specialty care, behavioral health care services or to go to the hospital
- What to do when you need care right away or when the office is closed
- What to do if you have an emergency

You can visit L.A. Care's website at **lacare.org** for the information listed below and more:

- How to get prescriptions filled, other pharmacy program information and updates
- **::** Co-payments and other charges
- **#** What to do if you get a bill
- How to keep you and your family healthy guide
- How your health plan evaluates new technology to decide if it should be a covered benefit
- **Submitting a complaint**

## Special programs

- Quality Improvement Programs to tell us how we can improve quality of care, safety and services for our members. These programs tell us how to measure our progress so that we can meet our goals and provide quality services and decide what we may need to change
- Care Management Programs for members who have ongoing medical needs
- Programs to better manage diseases, like diabetes and/or asthma

## Learn about

How Decisions Are Made About Your Care at **lacare.org** 

- How our doctors and staff make decisions about your care based only on need and benefits. We do not encourage doctors to provide less care than you need and doctors are not paid to deny care.
- How to reach us if you want to know more about how decisions are made about your care
- How to appeal a decision about your care, including external independent review

## **Members issues**

- **Wour rights and responsibilities** as a health plan member
- How to complain when you are unhappy
- What to do if you are disenrolled from your plan
- How L.A. Care protects and uses your personal health information
- How to get help if you speak a different language



# 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**.

## Need Language SERVICES?

Understanding your health is important. That is why we want to make sure that you can get health care in your language. All these services are free:

- \* You can receive documents from L.A. Care in your language.
- You can ask for a doctor who speaks your language.
- You can get someone to interpret for you during your doctor visits.

If you want someone to interpret for you during your doctor visit, call us at least **10-15 days before your appointment**. We can provide a trained interpreter in any language including American Sign Language.

L.A. Care might ask about your language, race, and ethnicity. We do this to understand what you need and how we can make our services better.



But don't worry, this doesn't change any of your healthcare benefits or coverage. We also make sure your private information is safe.

L.A. Care Health Plan Member Services 1.855.270.2327.

## Stay in the Know



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## 24/7 Help for non-emergency health needs

- **For general help:** Call Member Services at 1.833.522.3767 (TTY: 711).
- **Wurse advice:** Call **1.800.249.3619** (TTY: **711**).
- **Telehealth (Teladoc®):** Talk to a doctor by phone or video at 1.800.835.2362 (TTY: 711).



- **Solution** No referral needed for urgent or emergency care.
- Find an Urgent Care Center at medicare.lacare.org or call Member Services.

## Network providers

- Change your Primary Care Provider (PCP) anytime by calling Member Services or using the Member Portal at members.lacare.org.
- **#** Your PCP will give you a referral if you need a specialist.

## L.A. Care connect – your member portal

- View your eligibility and benefits.
- **#** Request, view, and/or print your **ID card**.
- **#** Change your **Doctor** or **Medical Group**.
- Manage medications, view history, find a pharmacy, and access pharmacy benefits.
- # Create your Member Portal account at members.lacare.org.

## **Discover more**

- **#** Get certain adult immunizations at network pharmacies.
- **Wisit medicare.lacare.org** for important plan information, including the list of covered medications (formulary).
- **Call Member Services** for a hard copy.
- Let us know if you get a bill for covered services
   It is against the law.

## Member services

Have questions or need help?

Call Member Services at 1.833.522.3767 (TTY: 711), available 24/7, even on holidays.



## 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, Instagram, X, LinkedIn and YouTube.



## 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**.



# Important NUMBERS

## 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)

## Do you have questions about your benefits?

Please see the contact information below to get help and answers.

L.A. CARE COVERED 1.855.270.2327 (TTY 711) Monday – Friday, 9 AM – 5 PM

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



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** Behavioral Health Care

1.877.344.2858 (TTY 1.800.735.2929) carelonbehavioralhealth.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

## Language assistance

### ENGLISH

ATTENTION: If you speak English, language assistance services, are available to you. Free aids and services for people with disabilities are also available. We have free interpreter services to answer any questions you may have about our health or drug plan. To get these free services, just call us at 1.833.522.3767 (TTY: 711), 24 hours a day, 7 days a week, including holidays. The call is free.

### ARABIC

تتبيه: إذا كنت تتحدث اللغة عربي، فإن خدمات المساعدة اللغوية متلحة لك كما تتوفر المساعدات والخدمات المجانية للأشخاص ذري الإعاقة. كذلك، نوفر لك خدمات الترجمة الفورية مجانًا للرد على أي تساؤلات قد تكون لديك حول خطتنا الصحية أو الدوانية للحصول على هذه الخدمات المجانية،

ما عليك سوى الاتصال ننا على الرقم (11:17) (1833،522.376 ، على مدار ٢٤ ساعة في اليوم، و٧ أيام في الأسبوع، بما في ذلك أيام العطلات. علما بان هذه المكالمة مجانية.

### ARMENIAN

ՈՒՇՍԴՐՈՒԹՅՈՒԾ Եթե Հայերեն եք խոսում, լեզվական օգնության ծառայություններ են Հասնում Ձեզ։ Հասանելի են Հայմանդասների համար։ Մենք ունենք անվճար բանավոր թարգմանչական ծառայություններ՝ պատասխանելու մեր առողջապահական կամ դեղերի ծրագրի վերաբերյալ Ձեր որևէ հարցի։ Այս անվճար ծառայություններից օգտվելու համար պարզապես զանգահարեք մեզ 1.833.522.3767 (TTY: 711) համարով, օրը 24 ժամ, շաբաթի շ օր, ներառյալ տոնական օրերը։ Հեռախոսազանգն անվճար է։

### CAMBODIAN

ចំណាប់អារម្មណ៍៖ បើសិនអ្នកនិយាយភាសាខ្មែរ សេវាជំនួយភាសា គឺមានសំរាប់ អ្នក។ ជំនួយ និងសេវាកត់គឺឥម្លៃ ក៏ចាន សំរាប់មនុស្សពិការដែរ។ យើងមានសេវា អ្នកហត់ប្រកត់គិតថ្លៃ ដើម្បីដ៏ឆ្លីយសំណូរអ្វីមួយ ដែលអ្នកអាចមានអំពីគំរោង សុខភាព ឬឱសចរបស់យើង។ ដើម្បីទីខ្លាំហ៍សវាកត់គឺតថ្លៃទាំងនេះ គ្រាន់តែហៅ មកយើង លេខ 1.833.522.3767 (TTY: 711) 24 ម៉ោង ទួយថ្ងៃ 7 ថ្ងៃ ទួយ អាទិត្យ រួមទាំងថ្ងៃបុណ្យផង។ ហៅគឺកត់គិតថ្លៃ។

### CHINESE

注意:如果您說中文,您可獲得語言協助服務。我們也為殘障人士提供 免費輔助和服務,我們有免費口譯員服務以回答您對我們健康計劃 或藥物計劃可能持有的任何疑問。若需要上述免費服務,您僅需致電 1.833.522.3767 (TTY:711)即可,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 به زبان فارسی صحبت می کنید، خدمات امداد زبانی در اختیار شما می باشد. امداد و خدمات رایگان بر ای اشخاص مطول نیز موجود می باشند، ما خدمات ترجمه شفاهی رایگان را بر ای پاسذگریی به هرگرده سوالی که ممکن است در مورد بیمه در مانی با دارونی ما داشته باشید در اختیار داریم. بر ای دریافت این خدمات، کافیست با شماره

(۲۲۲: ۲۲۷) 1.833.522.376، در ۲۶ ساعت شبانه روز و ۷ روز هفته، شامل تعطیلات رسمی تماس بگیرید. این تماس رایگان است.

#### HINDI

भाग दे:यदी आप हूनिदी बोलते है, तो आपके लएि भाषा सहायता सेवाएं, नशिल्क उपलब्ध है। वकिलांग लोगों के लपि मुफत सहायता और सेवाएं भी उपलब्ध है। हमारे सवास्थ्व या दवा योजना के बारे में आपके कसिी भी प्रस्ग का उत्तर देने के लपि हमारे पास मुफत दुभाषयि। सेवाएं है। ये नशिलक सेवाएं प्रापत करने के लपि, बस हमें 1.833.522.3767 पर कॉल करो।(TTY: 711), दोने के 2.4 घंटे, सप्ताह के 7 दनि, छट्टयीं सहति। फोन करना मुफ्त है। 0

### нмонс

CEEB TOOM: Yog tias koj hais lus Hmoob, yeej muaj cov kev pab txhais lus rau koj.Puav leej muaj cov neeg pab dawb thiab cov kev pab rau cov tib neeg muaj cov kev tsis taus.Peb muaj cov neeg txhais lus pab dawb los teb tej lus nug uas koj muaj txog peb lub tswv yim tswj xyuas kev noj qab haus huv thiab tshuaj. Xav tau cov kev pab dawb no, tsuas hu rau peb ntawm 1.833.522.3767 (TTY: 711), 24 teev ib hnub twg, 7 hnub ib lim tiam twg, nrog rau cov hnub caiv. Hu xov tooj dawb xwb.

### JAPANESE

ご注意:日本語を話される方は、言語支援サービスをご利用いただけ ます。障がいをお持ちの方は、援助とサービスも無料でご利用いただけます。などもの医療保険プランや薬剤保険プランについてのご質問 にお答えするために、無料の通訳サービスもご用意しています。これら 無料サービスの利用をご希望の方は、1.833.522.3767(TTY:711)にて 弊社までお電話ください。祝日を含む毎日24時間体制で受け付けて おります。この番号はフリーダイヤルです。

### KOREAN

지하지 하가 한국인를 사용하는 경우 귀하는 언어 지원 서비스를 이용하실 수 있습니다. 장애가 있는 사람들을 위한 무료 지원 및 서비스 또한 이용하실 수 있습니다. 저희의 건강 또는 약품 플랜에 관한 귀하의 문의사항에 답변해드리기 위한 무료 통역 서비스가 마련되어 있습니다. 무료 서비스를 받으시려면 저희에게 1.833.522.3767(TTY: 711)번으로 공휴일 포함 주 7일, 하루 24시간 동안 전화하십시오. 통화료는 무료입니다.

### LAOTIAN

້ເອົາໃຈໃສ່: ກໍ່ທ່ານເວົ້າ ຄົນລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາແມ່ນມີພ້ອມສໍາລັບ ທ່ານ. ມີຄວາມຊ່ວຍເຫຼືອ ແລະ ການບໍລິການທີ່ບໍ່ສຍຄ່າສໍາລັບຄົນພິການອີກດ້ວຍ. ພວກເຮົາມີບໍລິການກາຍແປພາສາບໍ່ເສຍຄ່າ ເພື່ອຕອບຄໍາຖາມທີ່ທ່ານອາດຈະມີກ່ຽວກັບ ແຜນປະກັນສຸຂະພາບ ຫຼື ແຜນການຢາຂອງພວກເຮົາ. ຖ້າຕ້ອງການຮັບການບໍລິການ ບໍ່ເສຍຄ່າເຫຼົ່ານີ້, ພຽງແຕ່ໂທນກຸຫາພວກເຮົາໄດ້ທີ່ 1.833.502.3767 (TTY: 711), ຕະຫຼອດ 24 ຊົ່ວໂມງ, 7 ວັນຕໍ່ອາທິດ, ລວມທັງວັນພັກ. ການໂທແມ່ນບໍ່ເສຍຄ່າ.

### MIEN

COR FIM JANGX LONGX OC: Beiv taux meih gorngv benx ang gitv waac nor, ninh mbuo se duqv mbenc maaih tengx nzie waac jauvlouc bun meih oc. Corc aengx zoix mbenc duqv maaih jaa-dorngx aengx caux gong-bou jauv-louc liouh bun nzie wuaaic fangx nyei buonc mienh. Yie mbuo mbenc maaih faan waac mienh wanghenh tengx nzie dau waac bun muangx dongh meih maaih waac qiemx zuqc naaic gorngv taux yie mbuo goux heng-wangc a'fai ndie-daan wuov. Liouh zipv longc taux naaiv deix zuangx wanghenh jauv-louc nor, douc waac lorx taux yie mbuo yiem njiec naaiv 1.833.522.3767 (TTY: 711), yietc hnoi yiem zuov benx 24 norm ziangh hoc, yietc norm leix baaiz bouc dauh yiem zuov benx 7 hnoi, lemh jienv hnoi-gingc yaac maiv dingh oc. Naaiv norm douc waac gorn se wang-henh longc.

### PUNJABI

ਧੀਆਨ ਦਓ: ਜੇਕਰ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇ ਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਉਪਲਬਧ ਹਨ। ਅਪਾਰਜ ਲੱਕਾਂ ਲਈ ਮੁਫ਼ਤ ਸਹਾਇਤਾ ਅਤੇ ਸੇ ਵਾਵਾਂ ਵੀ ਉਪਲਬਧ ਹਨ। ਸਾਡੀ ਸਹਿਤ ਜਾਂ ਡਰੱਗ ਯੌਜਨਾ ਬਾਰੇ ਤੁਹਾਡੇ ਕਸਿੇ ਵੀ ਸਵਾਲ ਦਾ ਜਵਾਬ ਦੇਣ ਲਈ ਸਾਡੇ ਕੋਲ ਮੁਫਤ ਦੁਭਾਸ਼ੀਏ ਸੇ ਵਾਵਾਂ ਹਨ। ਇਹਨਾਂ ਮੁਫਤ ਸੇ ਵਾਵਾਂ ਨੂੰ ਪ੍ਰਧਾਪਤ ਕਰਨ ਲਈ, ਬੱਸ ਸਾਨੂੰ ਇਸ ਤੇ ਕਾਲ ਕਰੋ 1.833.522.3767 (TTY: 711), ਇੱਕ ਦਨਿ ਦੇ 24 ਘੰਟੇ, ਹਫ਼ਤੇ ਦੇ 7 ਦਨਿ, ਛੁੱਟੀਆਂ ਸਮੇਤ। ਕਾਲ ਕਰਨਾ ਨਸਿ\_ਲਕ ਹੈ।

### RUSSIAN

ВНИМАНИЕ! Если вы не говорите по- Руски, вам будут оказаны услуги языковой поддержки. Лицам с инвалидностью предоставляются бесплатные услуги и средства. Мы предоставляем услуги устного перевода, чтобы ответить на любые вопросы о нашем плане страхования или лекарственного обеспечения. Чтобы воспользоваться этими бесплатными услугами, просто позвоните нам по телефону 1.833.522.3767 (линия TTY: 711) 24 часа в сутки, 7 дней в неделю, включая праздничные дни. Звонок бесплатный.

### SPANISH

ATENCIÓN: Si habla español, tiene a su disposición servicios de asistencia idiomática. También hay asistencia y servicios gratuitos para las personas que tienen discapacidades. Tenemos servicios de interpretación gratuitos para responder cualquier pregunta que pueda tener acerca de nuestro plan de salud o de medicamentos. Para obtener estos servicios gratuitos, simplemente llámenos 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.

### TAGALOG

PAALALA: Kung nagsasalita kayo ng Tagalog, may makukuha kayong mga serbisyo ng tulong sa wika. Mayroon ding mga libreng tulong at serbisyo para sa mga taong may mga kapansanan. Mayroon kaming mga libreng serbisyo ng interpreter para sagutin ang anumang tanong ninyo tungkol sa aming planong pangkalusugan o panggamot. Para makuha ang mga libreng serbisyong ito, tawagan lang kami sa 1.833.522.3767 (TTY: 711), 24 na oras sa isang araw, 7 araw sa isang linggo, kasama ang mga holiday. Libre ang tawag.

### THAI

โปรดกราบ : ถ้าคุณพูดภาษาไทย มีบริการความช่วยเหลือด้านภาษาให้ แก่คุณ นอกจากนี้ ยังมีความช่วยเหลือและบริการต่าง ๆ ฟรีให้แก่บุคคล ทุพพลภาพด้วย เราปิบริการล่ามฟรีเพื่อตอบคำกามที่คุณอาจมีเกี่ยว กับแผนประกันสุขภาพหรือยาของเรา ก้าต้องการบริการฟรีเหล่านี้ โปรด โกรศัพท์กึงเราที่ 1.833.522.3767 (สำหรับผู้บกพร่องกางการได้ยินหรือ ผู้ที่มีปัญหาในการพูด กด 711) ได้ทุกวันตลอด 24 ชั่วโมง รวมทั้งวันหยุด โดยไม่เสียค่าใช้จ่ายใด ๆ

### UKRAINIAN

ВАЖЛИВО! Якщо Ви розмовляєте українською, скористайтеся послугами мовної підтримки. Ми також безкоштовно надаємо спеціальні засоби зв'язку й послуги людям з особливими потребами. Скориставшись безкоштовними послугами перекладача, Ви можете отримати відповіді на будь-які запитання про план медичного страхування чи план страхового покриття лікарських засобів. Щоб безкоштовно отримати ці послуги, просто зателефонуйте нам на номер 1.833.522.3767 (TTY: 711). Ми готові відповідати на Ваші дзвінки цілодобово, 7 днів на тиждень, у тому числі у святкові дні. Дзвінки безкоштовні.

### VIETNAMESE

LƯU Ý: Nếu quý vị nói Tiếng Việt, chúng tôi sẵn có dịch vụ hỗ trợ ngôn ngữ dành cho quý vị. Chúng tôi cũng sẵn có những phương tiện trợ giúp và dịch vụ miền phí dành cho người khuyết tật. Chúng tôi có dịch vụ thông dịch viện miền phí để giải đáp bất kỳ thắc mắc nào quý vị có thế có về chương trình bảo hiểm sức khỏe hoặc chương trình thuốc của chúng tôi. Để nhận những dịch vụ miền phí này, quý vị chi cần gọi cho chứng tôi theo số 1.833.522.3767 (TTY: 711), 24 giờ mỗi ngày, 7 ngày trong tuần, kể cả ngày lễ.

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.

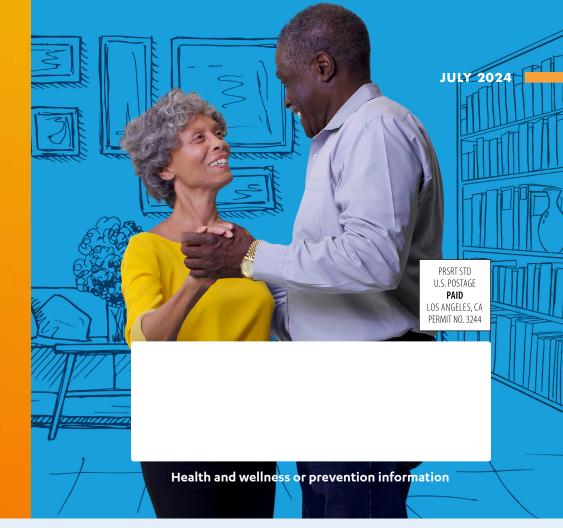
If you would like the information contained in this newsletter in another language or another format, please call Member Services at 1.833.522.3767 (TTY 711), 24 hours a day, 7 days a week including holidays.

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### IN THIS ISSUE



medicare.lacare.org

## Prescription drugs listed ON L.A. CARE WEBSITE

To find out more about L.A. Care list of covered drugs called the Formulary, and monthly updates, visit

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.



# Nurse advice line

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 quide 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 online free. To (TTY 711)

at **1.800.249.3619** access the nurse chat function.

**Chat** with a nurse go to **lacare.org** and click on **Member Sign In** to log on.