

live WELL

A PUBLICATION FOR L.A. CARE'S SENIORS AND MEMBERS WITH SPECIAL NEEDS



NEW YEAR, NEW YOU!

Lose Weight with the Diabetes Prevention Program



THIS IS A FREE PROGRAM TO YOU.

Start the New Year by learning how to make small changes to your food choices with the support of L.A. Care. The Diabetes Prevention Program (DPP) can help. You won't even need to leave your house!

The DPP includes a full year of support from health coaches. They will help you make better food and exercise choices. These changes can have a big impact on your health and weight loss.

To qualify you must:

- Be at least 18 years old and
- Be overweight based on your height and weight
- Not have diabetes
- Have other risks of developing diabetes, like family history or a history of gestational diabetes

To see if you qualify, call Diabetes Care Partners at 1.877.227.3889 (TTY 711), Monday through Friday from 9 AM – 6 PM PST.



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 the L.A. Care website at lacare.org

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.



HERE IS WHAT IS NEW FOR YOUR 2025 BENEFITS

Key Benefits:



OTC* (Over-the-Counter)

As part of the Benefits Mastercard® Prepaid Card Allowance, all members will receive \$120 monthly allowance, preloaded on their Benefits Prepaid Card to use for groceries, home utility bills, gas at the pump, and over-the-counter (OTC) items.



Vision

Routine eye exam every year; and up to \$500 for eyeglasses (frames and lenses) or contact lenses every two years.



Dental**

Get more dental coverage with Liberty Dental. Our plan offers extra coverage, including preventative and comprehensive services, restorative procedures, and more, all with no copay or deductible.

Additional dental coverage may also be available through the Medi-Cal Dental Program.



Transportation

Unlimited round-trips to plan-approved locations every year.



Gym Membership

SilverSneakers give you access to a nationwide network of participating gym and community locations with group fitness classes at select locations — enroll in as many as you'd like.

Classes for all fitness levels (**online classes available**).

And Much More!



Keep your L.A. CARE MEDICARE PLUS PLAN

Experience More Coverage, Enhanced Benefits Await!

Dear Medicare Plus Members,

We hope you are doing well. As we prepare for an exciting new year, we want to take a moment to thank you for being such a valued member.

L.A. Care Medicare Plus (HMO D-SNP) continues to make it easy for you to keep all the extra benefits and services under one plan.

Our renewal process is automatic to make your experience as smooth as possible.

This means your membership with L.A. Care Medicare Plus (HMO D-SNP) will renew automatically for the upcoming year, with no action required on your part.

You will continue to enjoy all your benefits and services without having to worry about additional steps or deadlines.

Do not miss out on our exclusive benefits for 2025 waiting for you.

Sincerely,

The L.A. Care Team



L.A. Care Medicare Plus members have access to 24/7 healthcare services.

These include:

- ❖ **Nurse Advice Line:** Our nurses are available around the clock to answer your health-related questions, provide advice, and help you get urgent or emergency care.
- ❖ **Telehealth:** This allows you to speak with doctors 24/7 through free phone and video consultations with doctors in our network.
- ❖ **Find My Urgent Care:** Finally, there's the Find My Urgent Care service. This service helps you locate the nearest urgent care center in our network, any time of day. You can reach this service at **1.844.FIND-URG**, and this number is also on your member ID card. You can use these services anytime, day or night, 365 days a year.
- ❖ **Additionally,** the phone numbers for all these services are also on the fridge magnet we sent you, so they're always within reach.

L.A. Care Medicare Plus (HMO D-SNP) offers combined benefits under one health plan with complete care that truly meets your needs, plus more.

For more information, call us at **1.833.522.3767** or visit our website at medicare.lacare.org.

We are here to help you keep the best decision for your health and well-being.

Disclaimers:

**OTC is not a VBIID benefits however offered as a Supplemental benefit.*

***Our plan partners with Liberty Dental to provide your dental benefits. Benefits exclusions and limitations may apply. There may be exceptions if medically necessary. Additional dental services are available through the Medi-Cal Dental Program. For more information you can visit dental.dhcs.ca.gov.*



Digital health LITERACY



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

Take this quiz to find your digital health literacy level.

Check either **“Yes”** or **“No”** for each of these questions.

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

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



Doctor's orders **TAKE YOUR MEDS!**

Do you take many medications or sometimes forget to refill them? You can now fill your chronic medications up to 100 days at a time. Ask your doctor to prescribe 100-day supplies.

Helpful Tips:

- ❖ **Use mail order** to deliver your medications to your doorstep for FREE!
- ❖ **Interested?** Call Member Services to get started.
- ❖ **Take your medications** with another daily activity (e.g., after brushing your teeth in the morning).
- ❖ **Use a calendar** and note each time you take a dose.
- ❖ **Use a pill box** and refill it on a weekly basis.
- ❖ **Always have enough medications** with you so you never run out.
- ❖ **Call our medication experts** to get all your questions answered. L.A. Care partners with Navitus Clinical Engagement Center to offer Medication Therapy Management (MTM) program for FREE!
- ❖ **Interested?** Call **213.584.2028** to see if you qualify or visit [medicare.lacare.org/members/part-d-prescription-drugs](https://www.medicare.lacare.org/members/part-d-prescription-drugs)



Questions? Call L.A. Care Medicare Plus Member Services at **1.833.522.3767 (TTY: 711)**, 24 hours a day, 7 days a week, including holidays.

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





New member portal COMING SOON!

L.A. Care is excited to announce that our new Member Portal is coming soon!

The new modernized portal offers our members access to a range of new and enhanced features, giving you more information and more online resources at your fingertips.

The new Member Portal offers an intuitive, user-friendly interface that supports easy adoption of this exciting new technology; enhanced capabilities and features that allow you to do more online and a streamlined platform that enables you to interact more efficiently with us through the portal.

In the new portal, members will be able to view and print their Digital Member ID card, change their primary care doctor, clinic, or medical group, view their current eligibility, access their plan benefits in real time, and MORE!

For L.A. Care Medicare Plus (HMO D-SNP) Members:

Benefits of the Nurse Advice Line:

- 24/7 Access to Nurses: Call anytime for health-related questions.
- Languages: Get help in your language at no cost.



Contact Details

- Phone Number: 1.800.249.3619 (TTY 711).
- Availability: 24 hours a day, 7 days a week



When to Call the Nurse Advice Line

- Health Questions: Call the Nurse Advice Line for general health questions. This includes things like minor illnesses, symptoms, or health tips.
- Doctor Questions: Call your doctor's office for questions about your ongoing care. This includes specific treatments, prescriptions, or follow-up care.
- Emergency: Call 911 for emergencies. The Nurse Advice Line does not replace your doctor.



What to Expect When You Call

- When you first call the Nurse Advice Line, the first person you speak to will be a nurse. The nurse will listen to your health questions and give you help or information about them.

THE CALL AND SERVICES ARE FREE.



More to Come

L.A. Care will be sending out additional communications in the coming weeks with more detailed information on new features in the portal, how to gain access and where to find other resources.

Stay tuned for more updates!

Thank you for being a part of these exciting changes coming to L.A. Care!



Important reminder

ANNUAL MEDI-CAL RENEWAL

L.A. Care Medicare Plus (HMO-D-SNP) provides Medicare and Medi-Cal services to individuals who are eligible for both programs.

As an L.A. Care Medicare Plus member, it is important to renew your Medi-Cal each year to avoid coverage gaps and maintain your membership with our plan.

Renewal Process

- ❖ **Receive Your Form:** If you receive a Medi-Cal renewal form, please complete it and submit the required information by the due date listed on the form to continue your coverage.
- ❖ **Instructions:** Carefully follow the provided instructions and make sure all documentation is submitted on time.

Renew Your Benefits: Online, Mail, In-Person or Phone

- ❖ **Online:** The simplest way to renew is online at BenefitsCal.com. If you do not have an account, you can easily create one.
- ❖ **By Mail or In-Person:** You can also send your renewal information by mail or submit it in person at your local Los Angeles County Department of Public Social Services (DPSS) office.
- ❖ **Telephone:** If you prefer to provide information to DPSS by phone, call **1.866.613.3777 (TTY: 711)**. This call is free.

NEED HELP?



COMMUNITY RESOURCE CENTER LOCATIONS

communityresourcecenterla.org

Call Us: L.A. Care Medicare Plus Member Services is ready to help with your renewal or any questions you may have. Call us at **1.833.522.3767 (TTY: 711)**, 24 hours a day, 7 days a week, including holidays.

In-Person Assistance: To meet with an application assister at one of our L.A. Care and Blue Shield Promise Community Resource Centers to complete, please call to schedule an appointment. Let them know you need help with you Medi-Cal renewal.

Our team is here to support you in completing your application and answering your questions.



SCAN AND WATCH MEDI-CAL VIDEO



Behavioral health **TREATMENT/** Applied behavioral **ANALYSIS** **SERVICES**

Did you know L.A. Care Health Plan offers help for children who have trouble with talking, hearing, walking, or behavior?

L.A. Care's Behavioral Health team can check if your child qualifies for Behavioral Health Treatment (BHT), also called Applied Behavior Analysis (ABA) Services.

This therapy helps children learn social skills, improve good behaviors, and reduce challenging ones.

BHT can be done at home, school, parks, ABA centers, or other places in the community. If your child is 0-21 years old and has a recommendation for BHT/ABA services, they might qualify.

If you think there is a problem with the way your child plays, learns, speaks or acts you can meet with your child's doctor or you can call L.A. Care Health Plan at **1.888.347.2264** to start the process.

For occupational, speech or physical therapy, schedule a visit with your child's doctor for a check-up. The doctor can refer you to the right medical group for these services.

You can also call Carelon Behavioral Health at **1.877.344.2858** for additional mental health services for your child. You will be connected to a live person who can provide referrals to a therapist, psychiatrist or psychologist that are trained to help.



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.



Stay in the Know



24/7 Support for non-emergency health concerns

- General assistance: Call **Member Services** at **1.833.522.3767** (TTY: 711).
- Nurse advice line:** Call **1.800.249.3619** (TTY: 711).
- Telehealth (Teladoc®):** Talk to a doctor by phone or video at **1.800.835.2362** (TTY: 711).



Urgent/emergency care

- No referral needed for urgent or emergency care.
- Find an **Urgent Care Center** at [medicare.lacare.org](https://www.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.
- Visit [medicare.lacare.org](https://www.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.



Know Your Rights and Responsibilities

AS A MEMBER OF L.A.CARE, YOU HAVE THE RIGHT TO...

Respectful and courteous treatment.

- You have the right to be treated with respect and courtesy by your health plan's providers and staff.
- You have the right to be free from consequences of any kind when making decisions about your care.

Privacy and confidentiality.

- You have the right to have a private relationship with your provider and to have your medical record kept confidential.
- You also have the right to receive a copy of and request corrections to your medical record.
- If you are a minor, you have the right to certain services that do not need your parents' approval.

Choice and involvement in your care.

- You have the right to receive information about your health plan, its services, its doctors and other providers.

- You also have the right to get appointments within a reasonable amount of time.
- You have the right to talk candidly with your doctor about all treatment options for your condition, regardless of the cost or benefit coverage, and participate in making decisions about your care.
- You have the right to say “no” to treatment, and the right to a second opinion.
- You have the right to decide how you want to be cared for in case you get a life-threatening illness or injury.

Receive timely customer service.

- You have the right to wait no more than 10 minutes to speak to a customer service representative during L.A. Care’s normal business hours.

Voice your concerns.

- You have the right to complain about L.A. Care, the health plans and providers we work with, or the care you get without fear of losing your benefits.
- L.A. Care will help you with the process. If you do not agree with a decision, you have the right to appeal, which is to ask for a review of the decision.
- You have the right to disenroll from your health plan whenever you want. As a Medi-Cal member, you have the right to request a State Fair Hearing.

Service outside of your health plan’s provider network.

- You have the right to receive emergency or urgent services, as well as family planning and sexually transmitted disease services, outside of your health plan’s network.
- You have the right to receive emergency treatment as follows:
 - Medi-Cal and Medicare members: Emergency care services are covered at all times anywhere in the United States, Mexico, and Canada.
 - L.A. Care Medicare Plus members are covered for emergency and urgently needed services received outside of the United States and its territories are covered up to \$10,000 combined per calendar year.
 - For Medicare-covered emergency care provided outside of the United States and its territories that are not covered by Medi-Cal, you may receive a bill from the provider.
 - PASC-SEIU members: Emergency care services are covered 24 hours a day, 7 days a week, anywhere.

Service and information in your language.

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

Know your rights.

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

AS A MEMBER OF L.A. CARE, YOU HAVE THE RESPONSIBILITY TO...

Act courteously and respectfully.

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

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

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

Follow your doctor’s advice and take part in your care.

- You are responsible for talking over your health care needs with your doctor, developing and agreeing on goals, doing your best to understand your health problems, and following the treatment plans you and your doctor agree on.

Use the emergency room only in an emergency.

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

Report wrongdoing.

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

L.A. CARE WORKS FOR YOU

At L.A. Care, we inform, educate, and engage our members. We want to empower YOU to take charge of your health and wellness.

We reach more than 2 million members through mail, email, phone, websites, newsletters, and even through your doctor!

Let us help you with your health care when and how you need it. Call us at 1.833.522.3767 (TTY 711) 24 hours a day, 7 days a week and holidays.

Also, visit our website at lacare.org.



Important NUMBERS

Do you have questions about your benefits?

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



L.A. Care Health Plan

L.A. CARE MEDICARE PLUS

1.833.522.3767 (TTY 711)

24 hours a day, 7 days a week and holidays

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 COMMUNITY RESOURCE CENTERS

Your Centers for Health and Wellness

1.877.287.6290 (TTY 711)

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

Others

TRANSPORTATION SERVICES

No Cost Medi-Ride to the Doctor

1.888.839.9909 (TTY 711)

24 hours a day, 7 days a week

CARELON BEHAVIORAL HEALTH

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**



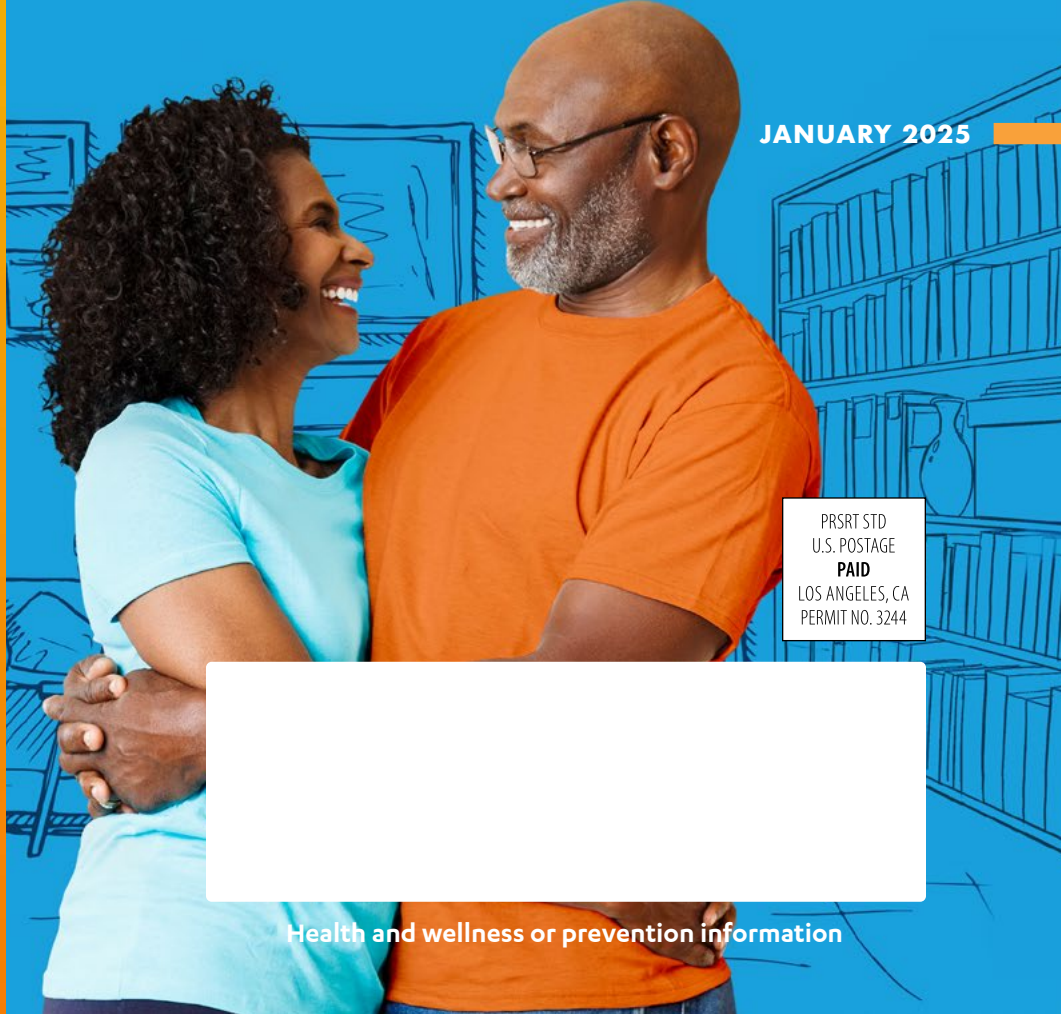
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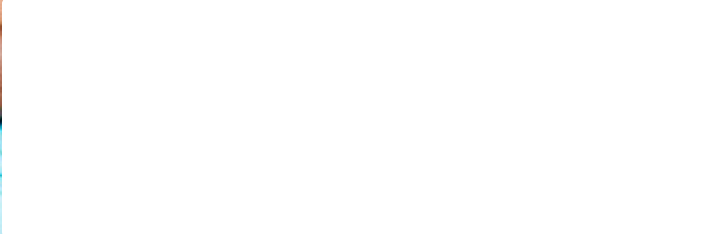
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medicare.lacare.org



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Health and wellness or prevention information

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.

Follow us     

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 833.522.3767 (TTY: 711).