



L.A. Care
Medicare PlusSM
 (HMO D-SNP)

May 2025

live WELL

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

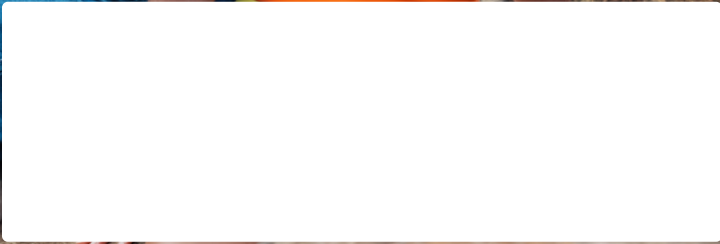
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medicare.lacare.org



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Health and wellness or prevention information

HEALTHY LIVING BY AGE: A Guide for Women

It is a time for women to focus on their health. Keys to good health for women are the same across all ages such as eating healthy, being active, and going to the doctor each year.

TO LEARN MORE
 ABOUT HEALTHY LIVING
 VISIT L.A. CARE'S
 ONLINE HEALTH AND
 WELLNESS PORTAL
 AT lacare.org

May is National Women's Health Month

Tips for each age group are listed here but talk to your doctor about a specific wellness plan for you. If you haven't seen your doctor in a while, now is the time to make that appointment!



20's and 30's

- Get 7-9 hours sleep
- Take 400 to 800 micrograms (mcg) of folic acid
- Talk to your doctor about birth control or if you plan to get pregnant

40's and 50's

Talk to your doctor about:

- Perimenopause/menopause symptoms
- Risk of cancer, heart disease, and diabetes
- When and how often to get mammograms and colorectal cancer screenings

60's and Beyond

- Do exercises to improve balance and strengthen muscles
- Talk to your doctor about vaccines such as pneumonia and shingles
- Learn how to prevent falls
- Decide who will make health care decisions for you if you are unable

Every woman should talk to their doctor about

- Weight, height, diet, and physical activity level
- Blood pressure and diabetes screenings
- Tobacco, alcohol, or drug use
- Any mental health concerns
- Needed tests or vaccinations

Content adapted from www.womenshealth.gov/healthy-living-age

Follow us     



How long should I WAIT FOR MY APPOINTMENT?

Appointments must be offered within the timeframes listed below*

Did you know L.A. Care has rules about how long you should wait to get a doctor appointment?



PRIMARY CARE DOCTORS

Routine appointment (non-urgent): **10 business days**

Urgent appointment (no authorization required): **48 hours**



SPECIALISTS

Routine appointment (non-urgent): **15 business days**

Urgent appointment (requiring prior authorization): **96 hours**



BEHAVIORAL CARE

Routine appointment (non-urgent): **15 business days** (physicians)

Routine appointment (non-urgent): **10 business days** (non-physicians)

Non-urgent follow-up appointment: **Within 10 business days** of prior appointment (non-physicians)

Urgent appointment (no authorization required): **48 hours** (non-physicians)

Urgent appointment (requiring prior authorization): **96 hours** (physicians)

Life threatening emergency: **Immediately**

Non-life threatening emergency: **6 hours**

Emergency care: Immediate, **24 hours a day, 7 days per week**

**The applicable waiting time for a particular appointment may be extended if the referring or treating health care provider has determined and noted in the patient record that a longer waiting time will not have a detrimental effect on the health of the member.*

Did you know you can get health advice when your doctor's office is closed and on weekends or holidays?

⚡ **L.A. Care doctors must be available**, or have someone available, to help you at all times.

⚡ **If you need to talk with your doctor when the office is closed**, call your doctor's office phone number. Follow their instructions.

⚡ **A doctor or nurse** should call you back within 30 minutes.

If you have trouble reaching your doctor, call **L.A. Care's Nurse Advice Line** at **1.800.249.3619 (TTY 711)** 24 hours per day, 7 days per week. A nurse will give you the health information you need.

Remember, if you have a medical emergency and need help right away, dial 911 or go to your nearest emergency room.



We care about your health and want to make it easy for you to feel your best with L.A. Care Medicare Plus.

Our plan includes important check-ups such as:

- **Yearly wellness visits**
- **Mammograms, and Cervical Cancer Screenings**

These check-ups help you stay healthy by finding any problems early.

At risk members may qualify for certain procedures such as:

- **Bone Mass Measurements.** These procedures identify bone mass, bone loss, or find out bone quality.
- **Cardiovascular Disease Testing.** These blood tests check for cardiovascular disease and defects due to high risk of heart disease.

L.A. Care Medicare Plus provides numerous benefits and resources to support you every step of the way.

- **Community Resource Centers**
- **Hearing Care**
- **Mental Health**
- **Most Part D Vaccines at no cost**
- **SilverSneakers**
- **Nutrition Counseling**
- **Vision Care**

L.A. Care Medicare Plus:



YOUR PARTNER IN WOMEN'S HEALTH AND WELLNESS

L.A. Care Medicare Plus remains committed to supporting women's health and wellness, helping them stay healthy and active.





Women's HEALTH ACTIVITY



Test how much you know about women's health by filling in the blank for each sentence.

1. An x-ray of the breast is called a _____.
2. Women are at higher risk of _____ which causes weak bones.
3. Women should get at least 30 minutes of _____ a day.
4. A pap smear can find _____ cancer.
5. You should see the doctor in the first _____ if you're pregnant.



ANSWERS

- 1) mammogram
- 2) osteoporosis
- 3) exercise
- 4) cervical
- 5) trimester

Keep Your Mind Sharp



AGING WELL IS KEY TO A HAPPY AND HEALTHY LIFE

L.A. Care Medicare Plus encourages our members 65 years or older to get an Annual Cognitive Health Assessment (ACHA) during their annual check-up.

The ACHA can help by:

- ❖ **Setting a baseline.** A baseline test measures how you think, remember, or learn so that you can see if there are any changes in the future.
- ❖ **Referring you to a specialist,** if needed.

To learn more or to find a doctor call **1.833.522.3767 (TTY 711)**, 24 hours a day, 7 days a week or go to [medicare.lacare.org](https://www.medicare.lacare.org)

THIS ASSESSMENT MAY HELP YOU LEARN ABOUT AND PLAN YOUR CARE OPTIONS AFTER AN ALZHEIMER'S OR DEMENTIA DIAGNOSIS





The L.A. Care and Blue Shield Promise Community Resource Centers offer free classes, programs, and services to support your health — physically, mentally, and emotionally.



Join fitness classes like Zumba and yoga, learn about healthy eating, or take a stress management workshop.



Need help with your health plan benefits or connecting with social services? Our friendly staff is here for you.

These resources are free and open to health plan members and the community, making it easy to build healthy habits for life.

Prioritize yourself this month and take the first step toward better health.

Visit communityresourcecenterla.org to find a center near you and explore our free classes and programs.

Take charge of your health this Women's Health Month: We're here to support you every step of the way!



**Prioritize
Your
Health**



**THIS WOMEN'S
HEALTH
MONTH**

**MAY IS WOMEN'S
HEALTH MONTH, A
PERFECT TIME TO FOCUS
ON YOUR WELL-BEING**



NURSE ADVICE LINE



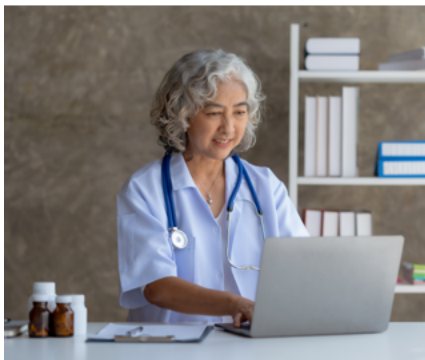
Get General Health Advice 24/7

You can talk to a registered and trained nurse 24 hours a day, 7 days a week, about your general health-related questions in your language and at no cost to you.

The call and services are at no cost, **1.800.249.3619** (TTY 711).

General Health Questions

- Minor Illnesses
- Symptoms
- Health Tips



If you have any questions about your ongoing care, **call your doctor.**



**REMEMBER THE NURSE
ADVICE LINE DOES NOT
REPLACE YOUR DOCTOR**



Prescription Drugs

LISTED ON THE L.A. CARE WEBSITE



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

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.

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.





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**



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

تنبيه: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية متاحة لك. كما تتوفر المساعدات والخدمات المجانية للأشخاص ذوي الإعاقة. كذلك، توفر لك خدمات الترجمة الشفهية مجاناً للرد على أي تساؤلات قد تكون لديك حول خططنا الصحية أو الوثائقية للحصول على هذه الخدمات المجانية، ما عليك سوى الاتصال بنا على الرقم 1.833.522.3767 (711 :TTY) على مدار ٢٤ ساعة في اليوم، و٧ أيام في الأسبوع، بما في ذلك العطلات. علماً بأن هذه المكالمة مجانية.

ARMENIAN

Ուշադրություն: Եթե դուք հայերեն կամ անգլերեն խոսող եմք, ապա կարող եք օգտվել լեզուների օգնությունից: Այս ծախսերը ազատ են: Եթե դուք ունեցնոք որևէ հարցեր կամ կարծիքներ անգլերեն կամ հայերեն լեզուներով, ապա կարող եք օգտվել մեր անվճար լեզուների օգնությունից: Այս ծախսերը ազատ են: Եթե դուք ունեցնոք որևէ հարցեր կամ կարծիքներ անգլերեն կամ հայերեն լեզուներով, ապա կարող եք օգտվել մեր անվճար լեզուների օգնությունից: 1.833.522.3767 (TTY: 711) համարով, օրը 24 ժամ, շաբաթը 7 օր, ներառյալ տոների և հոկոկի: Ձեր կոնտակտային անվճար է:

CAMBODIAN

ចំណាំ: បើអ្នកនិយាយភាសាខ្មែរ ឬភាសាអង់គ្លេស អ្នកអាចទទួលបានសេវាបន្ថែមដោយឥតគិតថ្លៃ ដើម្បីជួយអ្នកឆ្លើយតបនឹងសំណួរ ឬបញ្ហាណាមួយដែលអ្នកមានស្តីពីផែនការសុខភាពរបស់អ្នក។ បើអ្នកមានសំណួរ ឬបញ្ហាណាមួយ អ្នកអាចទាក់ទងមកកាន់មជ្ឈមណ្ឌលសេវាអប់រំរបស់យើង ឬទូរស័ព្ទមកទៅលេខ 1.833.522.3767 (TTY: 711) 24 ម៉ោង មួយថ្ងៃ 7 ថ្ងៃ មួយអាទិត្យ រួមទាំងថ្ងៃចុងសប្តាហ៍។

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 باشند. امداد و خدمات رایگان برای اشخاص معلول نیز موجود می باشند. ما خدمات ترجمه شفاهی را برای پاسخگویی به هرگونه سوالی که ممکن است در مورد بیمه درمانی یا داروئی ما داشته باشید در اختیار داریم. برای دریافت این خدمات، کفایت با شماره

1.833.522.3767 (TTY: 711) در ٢٤ ساعت شبانه روز و ٧ روز هفته، شامل تعطیلات رسمی تماس بگیرید. این تماس رایگان است.

HINDI

ध्यान दें: यदि आप हिन्दी बोलते हैं, तो आपके लिए भाषा सहायता सेवाएं, निशुल्क उपलब्ध हैं। विकलांग लोगों के लिए मुफ्त सहायता और सेवाएं भी उपलब्ध हैं। हमारे स्वास्थ्य या दवा योजना के बारे में आपके किसी भी प्रश्न का उत्तर देने के लिए हमारे पास मुफ्त दुभाषिया सेवाएं हैं। ये निशुल्क सेवाएं प्राप्त करने के लिए, बस हमें 1.833.522.3767 पर कॉल करें। (TTY: 711), दिन के 24 घंटे, सप्ताह के 7 दिन, छुट्टीय सहित। फोन करना मुफ्त है।

HMONG

CEEV 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 tswy 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 toj 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。私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

주의: 귀하가 한국어를 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 24시간 동안 전화하십시오. 통화료는 무료입니다.

LAOTIAN

ເອົາໃຈໃສ່: ຖ້າທ່ານເວົ້າ ຄົນລາວ, ການບໍລິການຊ່ວຍເຫຼືອເຖິງທ່ານພາສາແມ່ນີ້ມີພ້ອມສໍາລັບທ່ານ. ມີຄວາມຊ່ວຍເຫຼືອ ແລະ ການບໍລິການທີ່ປະສານສົມບູນພ້ອມອີກດ້ວຍ. ພວກເຮົາມີບໍລິການພາສາປະສານສົມບູນເພື່ອຕອບຄໍາຖາມທີ່ທ່ານອາດຈະມີກ່ຽວກັບແຜນປະກັນສຸຂະພັນ ຫຼື ແຜນການປະຕິຮອດພວກເຮົາ. ຖ້າຕ້ອງການບໍລິການບໍລິເວນທີ່ເຫມາະ, ພຽນຕິດໂທຫາພວກເຮົາທີ່ 1.833.522.3767 (TTY: 711), ຕະຫຼອດ 24 ຊົ່ວໂມງ, 7 ວັນຕໍ່ອາທິດ, ລວມທັງວັນພັກ. ການໂທແມ່ນບໍ່ເສຍຄ່າ.

MIEN

COR FIM JANGX LONGX OC: Beiv taux meih gornqv benx ang givt waac nor, ninth mbuo se duqv mbenc maaih tengz nzie waac jauvlouc bun meih oc. Corc aengx zoix mbenc duqv maaih jaa-dornqx aengx caux gong-bou jauvlouc liouh bun nzie wuaaic fangx nyei buonc mielh. Yie mbuo mbenc maaih faan waac mielh wang-henh tengx nzie dau waac bun muangx dongh meih maaih waac qiexx zuoc naaic gornqv taux yie mbuo goux heng-wangc a fai ndie-daan wuov. Liouh zipv longc taux naaiv deix zuangx wang-henh jauvlouc nor, douc waac lorx taux yie mbuo yiem njies naaiv 1.833.522.3767 (TTY: 711), yietc hnoi yiem zuov benx 24 norm ziangh hoc, yietc norm leix baaz bouc dauh yiem zuov benx 7 hnoi, lemh jienv hnoi-gingx yaac maiv dingh oc. Naaiv norm douc waac gorn se wang-henh longc.

PUNJABI

ਪਿਆਰ ਦਇਆ: ਜੇ ਕਰ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਉਪਲਬਧ ਹਨ। ਅਪਾਰਜ ਲੋਕਾਂ ਲਈ ਮੁਫ਼ਤ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ ਵੀ ਉਪਲਬਧ ਹਨ। ਸਾਡੀ ਸਹਿਤ ਸਾਂ ਡਰਿੰਗ ਯੋਜਨਾ ਬਾਰੇ ਤੁਹਾਡੇ ਕਿਸੇ ਵੀ ਸਵਾਲ ਦਾ ਜਵਾਬ ਦੇਣ ਲਈ ਸਾਡੇ ਕੋਲ ਮੁਫ਼ਤ ਦੁਬਾਸ਼ੀਆਂ ਸੇਵਾਵਾਂ ਵੀ ਇਥਾਂ ਮੁਫ਼ਤ ਸੇਵਾਵਾਂ ਨੂੰ ਪ੍ਰਾਪਤ ਕਰਨ ਲਈ, ਬਸ ਸਾਨੂੰ ਇਸ ਤੋਂ ਕੋਲ ਕਰੋ 1.833.522.3767 (TTY: 711)। ਇੱਕ ਦਿਨ ਦੇ 24 ਘੰਟੇ, ਹਫ਼ਤੇ ਦੇ 7 ਦਿਨ, ਛੁੱਟੀਆਂ ਸਮੇਂ ਤੋਂ ਕੋਲ ਕਰਨਾ ਨਿਸ਼ਚਤ ਹੈ।

RUSSIAN

ВНИМАНИЕ! Если вы не говорите по-Русски, 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 serbisyoing 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

โปรดทราบ : ถ้าคุณพูดภาษาไทย มีบริการความช่วยเหลือด้านภาษาให้ แก่คุณ นอกจากนี้ ยังมีความช่วยเหลือและบริการต่าง ๆ ฟรีที่ให้คุณเลือก ปรึกษาได้ด้วย เรามีบริการล่ามฟรีเพื่อตอบคำถามที่คุณอาจมีเกี่ยวกับ แผนประกันสุขภาพหรือยาของเรา ถ้าต้องการบริการฟรีเหล่านี้ โปรด โทรที่ฟรีที่ที่เราที่ 1.833.522.3767 (สำหรับผู้ที่พร้อมกับการได้ยินหรือ ผู้ที่มีปัญหาการพูด no 711) ได้ทุกวันตลอด 24 ชั่วโมง รวมถึงวันหยุด โดยไม่มีค่าใช้จ่ายใด ๆ

UKRAINIAN

ВАЖЛИВО! Якщо Ви розмовляєте українською, скористайтесь 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 miễn phí dành cho người khuyết tật. Chúng tôi có dịch vụ thông dịch viên miễn phí để giải đáp bất kỳ thắc mắc nào quý vị có thể có về chương trình bảo hiểm sức khỏe hoặc chương trình thuốc của chúng tôi. Để nhận những dịch vụ miễn phí này, quý vị chỉ cần gọi cho chúng tôi theo số 1.833.522.3767 (TTY: 711), 24 giờ mỗi ngày, 7 ngày trong tuần, kể cả ngày lễ. Cuộc gọi này miễn phí.

This is not a complete list. The benefit information is a brief summary, not a complete description of benefits. For more information, contact the plan or read the Member Handbook. Limitations, co-pays, and restrictions may apply. For more information, call L.A. Care Medicare Plus Member Services or read the L.A. Care Medicare Plus Member Handbook. Benefits and/or co-payments may change on January 1 of each year. To learn more, please call the L.A. Care Member Services Department at 1.833.522.3767 (TTY 711), 24 hours a day, 7 days a week, and holidays.

“The List of Covered Drugs and/or pharmacy and provider networks may change throughout the year. We will send you a notice before we make a change that affects you.” *Live Well* is a member news publication by L.A. Care for L.A. Care Senior and Special Needs Members. L.A. Care Health Plan is a health plan that contracts with both Medicare and Medi-Cal to provide benefits of both programs to enrollees. You can get this information for free in other languages. Call 1.833.522.3767 (TTY 711). The call is free. L.A. Care Member Services is open 24 hours a day, 7 days a week and holidays.

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. **Non-discrimination and Accessibility Statement** L.A. Care complies with all applicable state and federal civil rights laws and does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation.