



WINTER 2023
be
well

A Publication for L.A. Care Members

Welcoming in the New Year With A New You!

As the New Year begins we often make plans to get healthier and to let go of unhealthy habits. It is a time to reset our routine and create new and better health habits.

Following are some tips to help you see areas for improvement for long-lasting success and better health:

- **Stop unhealthy habits** – If you smoke, take steps to quit. If you need help to quit smoking, L.A. Care can help. Call **1.855.856.6943** to learn about in-person workshops and online self-paced programs and resources. Talk to your doctor about medication covered by your health plan that can help you quit smoking. Limit alcohol use.
- **Set easy goals** – Break your goals down in to small parts that you can do easily. Aim to lose 1-2 lbs. a week, instead of 20 lbs. a month. Walk or run for 20 minutes a day to build up to reaching a goal of walking or running a marathon. Make sure you stretch before and after you exercise!
- **Eat healthy** – Clean out your cabinets and refrigerator. Get rid of fattening, sugary foods and snacks like chips and sodas. Buy healthier foods such as fruits and vegetables, lean protein meats and dairy. Choose turkey, air-popped popcorn, crunchy celery and carrots or low-fat yogurt as snacks. Drink more water and less sugary drinks.
- **Get moving!** – You don't have to join a gym, you can take a walk during lunch or after dinner to get exercise. Do something fun and physical daily. You'll likely stick to it if you enjoy it.



The L.A. Care and Blue Shield Community Resources Centers offer Zumba and other exercise classes. You can enjoy free on-demand classes at [youtube.com/activehealthyinformed](https://www.youtube.com/activehealthyinformed). For more information, please visit [lacare.org](https://www.lacare.org) or call **1.877.287.6290**.

- **Go to bed at a reasonable time** – Sleep is important for our body to feel good, to restore itself and for concentration. Sleep increases our energy. Set a regular bed time that allows you to get 7-8 hours of deep sleep. Don't use electronics before bed – cell phones, television, laptops, etc. They stimulate brain activity and make it harder to get to sleep.

Be sure to make an appointment to get an annual checkup from your doctor. Staying healthy is one of the best New Year's resolutions we can make. Get healthy today!



Ask the Doc: Heart Health



Q: What is heart disease?

A: Your heart pumps blood to your whole body. This blood is carried in tubes called arteries and veins. Heart disease is when blood can no longer travel smoothly through your heart or its tubes.

Q: What is a heart attack?

A: A heart attack is when the blood flow to the heart is blocked by a clot. Most people survive their first heart attack and return to their normal lives. But healthy changes have to be made to prevent further damage.

Q: What risk factors increase the chance of getting heart disease?

A: Some risk factors for heart disease cannot be controlled, such as age. Other risk factors, such as smoking, weight and exercise, stress, and blood pressure can be controlled.

You can reduce the risk of heart issues by adopting a healthy lifestyle – eating nutritious foods, getting regular exercise and enough rest. See your doctor for regular screenings.

Risk Factors for Heart Disease

- **Blood Pressure:** High blood pressure is when blood pushes too hard against the tubes that carry your blood. It raises your risk of heart attack and stroke.
- **Cholesterol:** This is a fatty substance in your blood. It can build up and block blood flow.
- **Diabetes:** This is when you have too much sugar (glucose) in your blood, which makes you more likely to have a heart attack with no symptoms.
- **Smoking:** Increases your risk of heart disease, stroke, lung disease and cancer.
- **Stress:** Bad feelings, such as stress and anger, have been linked to heart disease. Work on reducing stress.
- **Unhealthy Diet:** Eating foods high in salt and fat increases the risk of heart conditions. Eat foods low in salt and fats. Include more fresh fruits and vegetables in your diet. Drink more water and drink less alcohol.
- **Weight and Exercise:** Being overweight and not exercising make other risk factors more likely.



For more information about disease prevention, please contact the L.A. Care **Health Education Department** at **1.855.856.6943 (TTY 711)**, Monday – Friday, 9 a.m. – 5 p.m.



Feel Better Soon – Without Antibiotics

Antibiotics are medications that treat infections caused by bacteria.



Antibiotics do not work against viruses such as the flu, common cold, or COVID. In fact, using antibiotics when they are not needed can cause them not to work as well later on.

Use antibiotics the right way by:

- Taking them only when prescribed by your doctor
- Not sharing them with others
- Finishing all the pills, even if you start to feel better; do not save any for later.

The good news is there are things you can do to feel better soon, without antibiotics.

- Stay home from work or school and get plenty of rest
- Drink plenty of fluids
- Eat a healthy diet of fruits and vegetables
- Use over-the-counter cold and flu meds to manage symptoms, if needed.

Keep Your Doctor Informed

Your L.A. Care doctor is there for you, whether you feel well, have a chronic illness, or even if you've been in the hospital. Your doctor makes sure you get the right care in the right place at the right time. Please keep your doctor informed about your health issues. This is especially true if you've had a change in your health.

Even when you feel well, see your doctor at least once a year. This annual visit is used to make sure you are up to date on needed tests and vaccines. Let your doctor get to know you as a person as well as a patient.

You will most likely need to see your doctor more often if you have long-term health issues. Your doctor will make sure your treatment plan is working well or if changes need to be made.

Keep your doctor informed if you've had a hospital stay or an emergency room visit. Be sure to make an appointment to see your doctor after you leave the hospital so they can follow up on your health. Your primary care doctor can help prevent another trip to the hospital.



What is Medication Reconciliation?



Medication Reconciliation is a review of all your medications and supplements. This is done by your health care team and should happen at each visit. Your doctor needs to know about new medications and changes to your current ones. If you have been hospitalized, see your doctor within 30 days after you leave the hospital.

Tips to help you deal with your medications:

1. Always carry a list of your current medications. Have the name, dose, and how often you take them. Include how and why you are taking them.
2. Write over-the-counter medications on your list and include vitamins and herbs.

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

Just as Luke did, be sure to talk with your doctor about your medications at each visit.

Medi-Cal Pharmacy Benefits



As of January 1, 2022, Medi-Cal Pharmacy Benefits are administered through the Medi-Cal Rxdelivery system.

Please visit the DHCS Medi-Cal Rx website for more information or visit L.A. Care Pharmacy Services link: <https://www.lacare.org/members/getting-care/pharmacy-services>.





Medi-Cal Renewal

During the COVID-19 public health emergency (PHE), you have been able to keep your coverage regardless of any changes in your circumstances.

However, once the COVID-19 PHE ends, your county will check to see if you still qualify for free or low-cost Medi-Cal. If you or someone in your household receives a letter from the county asking for information about your Medi-Cal coverage, please provide the requested information.

Continue to report any changes in your household. This includes changes to your income, disability status, phone number or mailing address. You should also report if someone in your household becomes pregnant, if someone moves in, or anything else that may affect your Medi-Cal eligibility. Reporting these changes may help you continue to receive Medi-Cal coverage after the end of the COVID-19 PHE.

It is important for the county to have your current contact information and any changes so you don't miss

updates about your Medi-Cal coverage. Please report all changes in your phone number, email address, or home address to your local county office online or by phone, email, fax or in person.

If you or someone in your household receives a letter from the county asking for information about your Medi-Cal coverage, please provide it. This will help the county ensure that your Medi-Cal coverage remains active.

If you have any questions, or need help with accessing your Medi-Cal coverage, or if your Medi-Cal was discontinued, please call the Los Angeles County Department of Public Social Services (DPSS) at **1.866.613.3777**. You can also update your information online at **benefitscal.com**.

Get Ready to See the Dentist!

Going to the dentist regularly is an important part of staying healthy. Dentists check for oral health problems that might not be noticeable. Here are some things you can do to help make your scheduled dental exam easier.

- **Confirm the Appointment** – Always confirm your appointment with the dental office at least 24 hours before your visit.
- **Bring Your Medi-Cal Card** – Bring your Medi-Cal Card/Benefits Identification Card (BIC) with you to the appointment. You will need to show your BIC to your dental provider to receive dental services.
- **Transportation Assistance** – Visit [SmileCalifornia.org/Common-Questions/#Transportation](https://www.smilecalifornia.org/Common-Questions/#Transportation) to view the two types of rides covered by Medi-Cal.
- **Ask Questions** – If you have concerns about you or your family's oral health, prepare a list before-

hand and do not be afraid to ask your dentist questions! To view a list of common questions, visit [SmileCalifornia.org/Common-Questions](https://www.smilecalifornia.org/Common-Questions).

Do you need to find a Medi-Cal dentist near you? You can search for a provider online by visiting [SmileCalifornia.org/Find-A-Dentist](https://www.smilecalifornia.org/Find-A-Dentist) or call the Telephone Service Center at **1.800.322.6384**.





Start 2023 with a Healthy Smile!

Your Medi-Cal benefits include dental coverage

The New Year is a great time for you and your family to establish good dental habits that will keep you healthy all year long! This means brushing twice a day and flossing daily and visiting the dentist regularly. Members 21 and over can have a dental check-up every 12 months and members under age 21 can have a dental check-up every six months.

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

Exams and X-rays	Root canal treatments *requires pre-approval
Cleanings	Scaling and root planing (deep cleaning) *requires pre-approval
Fluoride treatments	Periodontal maintenance
Emergency services	Complete and partial dentures *requires pre-approval
Tooth removal	Denture relines *requires pre-approval
Fillings and crowns*	Orthodontics (braces) for children who qualify
Molar sealants**	Outpatient services (if medically necessary)

*Crowns on molars or premolars (back teeth) may be covered in some cases.

**Permanent molar sealants are covered for kids and teens up to age 21.

Visit SmileCalifornia.org/Members/Member-Handbook/ to view the Medi-Cal Dental Member Handbook to learn more about your dental benefits, and how to find a dentist near you.

Population Needs Assessment

Each year L.A. Care assesses the needs of its members in a report called the Population Needs Assessment (PNA). A big part of this report is asking members what they need to take care of their health. The goal of the PNA is to make sure L.A. Care is doing all we can to meet those needs.

The PNA focuses on:

- Culture and language
- Health education
- Access to care
- Health disparities

Here's what we learned:

- Diabetes and heart disease are the most common chronic diseases in adult members.
- Members want health education in clinics and waiting rooms.
- Disparities exist in African American members for diabetes and post-partum care.
- The number of members who report using tobacco has doubled in the past year.
- Half of members are not getting their yearly flu shot.



In response to PNA findings, L.A. Care will:

- Keep offering and promoting wellness and prevention programs for chronic diseases like diabetes.
- Have more health education services at L.A. Care Community Resources Centers.
- Increase outreach and education efforts for Black/African American members.
- Send updated tobacco cessation resources to members who use tobacco.
- Keep promoting annual flu shots.

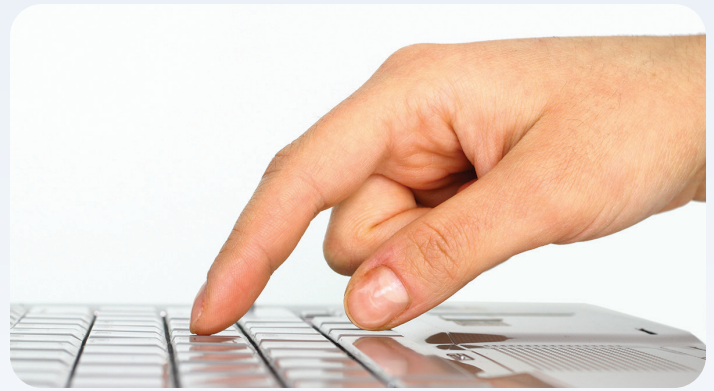


A Little Information Can Go a Long Way

We all have individual needs. L.A. Care will sometimes ask questions to help us understand our members' particular needs, such as, "What is your race?" or "What is your preferred written or spoken language?" Sharing this information is always voluntary, but it helps L.A. Care better understand your needs, create new programs, and improve services for all members.

State law requires that L.A. Care collect information about race, ethnicity and language preference. We may also ask about your sexual orientation or whether you have a disability. Sharing this information with L.A. Care is optional, but it can help you receive the care you need, when you need it.

It can also help us know if you need access to services, such as receiving written materials in your preferred language or format. You can also get access to our no-cost interpreting services, available 24 hours a day, 7 days a week, including American Sign Language. You may wonder, "Is my information safe?" The answer is yes. L.A. Care values and protects your privacy, and is only allowed to use or disclose this information for limited purposes to authorized users. Your privacy is as important to us as your health.



Remember: the information you provide is never used to deny coverage or benefits. L.A. Care does not use member demographic data to perform underwriting, set rates, or determine benefits. Your race, ethnicity and language preferences are only used to help us provide you with care tailored to your individual needs.

Questions about the use of personal information or want to provide us with updated information? Please call **Member Services at 1.888.839.9909 (TTY 711)**, 24 hours a day, 7 days a week, including holidays, for help.



Prevention is better than cure.

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Community Resource Center

In-Person Classes Are Back at Our Community Resource Centers!

L.A. Care Health Plan and Blue Shield of California Promise Health Plan Community Resource Centers' (CRC) doors are open again and we are here to serve you. Enjoy our in-person health and wellness classes that are fun, free and open to everyone. We are dedicated to the health and safety of our visitors.

Get access to a variety of health care and community resources such as health, nutrition and fitness classes. Please remember you can also participate in free on-demand classes such as exercise, healthy cooking and more at [youtube.com/activehealthyinformed](https://www.youtube.com/activehealthyinformed). Call **1.877.287.6290** for more information or drop by so that our CRC staff can help you get the services you need!

Building Active, Healthy & Informed Communities

- Free Food Pantries
- Free WiFi for Telehealth Services
- Linkage to Assistance Programs
- Enrollment Support for Medi-Cal and Other Health Coverage Programs



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](https://www.lacare.org).



Looking for L.A. Care Members to Join the Community Advisory Committees

Do you want to learn how the health care system works? Would you like to share your thoughts on how L.A. Care can improve their services? L.A. Care is looking for people to join the **Community Advisory Committees (CACs)**. As a CAC member, you can help L.A. Care meet the needs of the neighborhoods we serve. Your voice can really make a difference in improving the health care for the over 2 million L.A. Care members in L.A. County!

For more information, please call the **Community Outreach & Engagement Department** at **1.888.522.2732 (TTY 711)**, Monday – Friday, 8 a.m. – 5 p.m.



Nurse Advice Line Can Help You



Do you have questions about your health? Need medical advice fast? The **Nurse Advice Line** is available 24 hours a day, 7 days a week. Registered nurses will answer your health questions and help you take care of your family. Get tips on avoiding the flu, treating the common cold and so much more.

Use the audio library to listen to recorded messages on many different health topics. Call the **L.A. Care Nurse Advice Line** at **1.800.249.3619 (TTY 711)** or chat with a nurse online free. To access the nurse chat function, go to **lacare.org** and click on “Member Sign In” to log on.

Go Green and Get Be Well Electronically!

Would you like to get *Be Well* by email? Please sign up on our website at **lacare.org/be-well** to receive it by email. Be sure to like us on Facebook, Twitter, Instagram and LinkedIn.





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 D-SNP L.A. Care Medicare Plus members:** Emergency care services are covered at all times anywhere in the United States, Mexico, and Canada. For Medicare-covered services, emergency is NOT covered outside of the United States and its territories. For Medicare-covered emergency care provided outside of the United States and its territories that are not covered by Medi-Cal, you may receive a bill from the provider.
 - **PASC-SEIU members:** Emergency care services are covered 24 hours a day, 7 days a week, anywhere.

Service and information in your language.

You have the right to request an interpreter at no charge. 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 a.m. – 5 p.m.**



Important Numbers

Do you have questions about your benefits? Please see the contact information below to get help and answers.



L.A. CARE HEALTH PLAN

L.A. Care Medi-Cal Plan

1.888.839.9909 (TTY 711)

24 hours a day, 7 days a week and holidays

L.A. Care PASC-SEIU Health Plan

1.844.854.7272 (TTY 711)

24 hours a day, 7 days a week and holidays

L.A. Care Medicare Plus

1.833.522.3767 (TTY 711)

24 hours a day, 7 days a week and holidays

L.A. Care Community Resource Centers

(Your Centers for Health and Wellness)

1.877.287.6290 (TTY 711)

L.A. Care Covered™

1.855.270.2327 (TTY 711)

Monday – Friday, 9 a.m. – 5 p.m.

L.A. Care Compliance Helpline

(to report fraud or abuse)

1.800.400.4889 (TTY 711)

24 hours a day, 7 days a week and holidays

L.A. Care Language/Interpreter Services

1.888.839.9909 (TTY 711)

24 hours a day, 7 days a week and holidays

L.A. Care's 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

Beacon Health Options

(Behavioral Health Care)

1.877.344.2858 (TTY **1.800.735.2929**)

beaconhs.com

24 hours a day, 7 days a week

TelaDoc®

1.800.835.2362 (TTY 711)

(Talk to a doctor for urgent care needs)

24 hours a day, 7 days a week

IN CASE OF EMERGENCY, CALL 911



L.A. Care
HEALTH PLAN®

SALES & MARKETING DEPARTMENT

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Health and wellness or prevention information

English	ATTENTION: If you need help in your language call 1.888.839.9909 (TTY: 711). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call 1.888.839.9909 (TTY: 711). These services are free of charge.
Spanish	ATENCIÓN: si necesita ayuda en su idioma, llame al 1.888.839.9909 (TTY: 711). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al 1.888.839.9909 (TTY: 711). Estos servicios son gratuitos.
Arabic	تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بريد و الخط الكبير. اتصل بـ 1.888.839.9909 (TTY: 711). هذه الخدمات مجانية.
Armenian	Ուժեղ օգնություն է հարկավոր Ձեր լեզվով, գանգախաղեր 1.888.839.9909 (TTY: 711): Կան նաև օգնական փոփոխներ ու ծառայություններ հարկանոցում թույլ ունեցող անհանց համար, օրինակ՝ Բրայլի գրատպիով ու խոշորատառ տպագրված նյութեր: Ջանգախաղեր 1.888.839.9909 (TTY: 711): Այլ ծառայություններն անվճար են:
Cambodian	ចំពោះ ម៉ឺនុយ ត្រូវ ការជំនួយ ជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ 1.888.839.9909 (TTY: 711)។ ជំនួយ និង សេវាកម្ម សម្រាប់ ជនមានការ រាងកាយ មិនស្រប ចំពោះការ ក្រុម ប្រឹក្សាសេវាសេដ្ឋកិច្ច ក៏អាច ក៏បានផងដែរ។ ទូរស័ព្ទលេខ 1.888.839.9909 (TTY: 711)។ សេវាកម្មទាំងនេះ មិនគិតថ្លៃឡើយ។
Chinese	请注意：如果您需要以您的母语提供帮助，请致电 1.888.839.9909 (TTY: 711)。另外还提供针对残疾人士的帮助和服务，例如文盲和需要较大字体阅读，也是方便取用的。请致电 1.888.839.9909 (TTY: 711)。这些服务都是免费的。
Farsi	توجه: اگر می‌خواهید به زبان خود کمک دریافت کنید، با 1.888.839.9909 (TTY: 711) تماس بگیرید. کمکها و خدمات مخصوص افراد دارای معلولیت، مانند نسخه‌های خط بزرگ و چاپ با حروف بزرگ، نیز موجود است. با 1.888.839.9909 (TTY: 711) تماس بگیرید. این خدمات رایگان ارائه می‌شوند.
Hindi	ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो 1.888.839.9909 (TTY: 711) पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और बड़े फॉन्ट में भी दस्तावेज़ उपलब्ध हैं। 1.888.839.9909 (TTY: 711) पर कॉल करें। ये सेवाएं नि: शुल्क हैं।
Hmong	CEEV TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau 1.888.839.9909 (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 1.888.839.9909 (TTY: 711). Cov kev pab cuam no yog pab dawb xwb.
Japanese	注意日本語での対応が必要な場合は 1.888.839.9909 (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。 1.888.839.9909 (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。
Korean	유의사항: 귀하의 언어로 도움을 받고 싶으시면 1.888.839.9909 (TTY: 711) 번으로 문의하십시오. 접자가 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. 1.888.839.9909 (TTY: 711) 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.
Laotian	ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໄດ້ທາງດ້ວຍ 1.888.839.9909 (TTY: 711). ຍັງມີຄືວາງມຸມຊ່ວຍເຫຼືອຂອງການບໍ່ມີພິການ ແລະ ຕອກະການບໍ່ມີພິການບຸນຄວາມໄດ້ເລີຍໄດ້ໄດ້ທາງດ້ວຍ 1.888.839.9909 (TTY: 711). ການບໍ່ມີພິການບໍ່ມີຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ.
Mien	LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiemi longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux 1.888.839.9909 (TTY: 711). Liouh lorx jauvlouc tengx aengx caux nzie gong bun taux ninh mbuo wuaaic fangx mienh, beiv taux longc benx nzeang-pokc bun hluo mbiutic aengx caux aamz mborqy benx domh sou se mbenc nzoih bun longc. Douc waac daaih lorx 1.888.839.9909 (TTY: 711). Naav deix nzie weih gong-bou jauv-louc se benx wang-henx tengx my zuqc cuotv nyaahn oc.
Punjabi	ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ 1.888.839.9909 (TTY: 711). ਅਧਾਰਨ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ 1.888.839.9909 (TTY: 711). ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।
Russian	ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру 1.888.839.9909 (TTY: 711). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру 1.888.839.9909 (TTY: 711). Такие услуги предоставляются бесплатно.
Tagalog	ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa 1.888.839.9909 (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 1.888.839.9909 (TTY: 711). Libre ang mga serbisyo ng ito.
Thai	โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข 1.888.839.9909 (TTY: 711) นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่พิมพ์อักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข 1.888.839.9909 (TTY: 711) ไม่มีค่าใช้จ่ายสำหรับการเหล่านี้
Ukrainian	УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер 1.888.839.9909 (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 1.888.839.9909 (TTY: 711). Ці послуги безкоштовні.
Vietnamese	CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số 1.888.839.9909 (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 1.888.839.9909 (TTY: 711). Các dịch vụ này đều miễn phí.

The benefit information provided is a brief summary, not a complete description of benefits. Limitations, co-payments, and restrictions may apply. Benefits may change on January 1 of each year. To learn more, please call the L.A. Care Member Services at **1.888.839.9909** (TTY 711), 24 hours a day, 7 days a week, and holidays.

Be Well is a member news publication by L.A. Care for members of L.A. Care's Health Plan.

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