

Summer Fun: Be Healthy and Safe!

The hot, long days of summer are a great time for children to enjoy outdoor sports and water-related activities, which are fun and have many health benefits. Whether they are young children or teens, be sure to know how to keep them safe while enjoying summer outings. Following are some safety tips to keep in mind:

Water activity safety awareness

- Teach your kids about water safety.
- Always supervise children when in or around water. A responsible adult should constantly watch young children.
- Teach children to swim. Formal swimming lessons can prepare children for an emergency and help protect them from drowning.
- Learn cardiopulmonary resuscitation (CPR). Your CPR skills could save someone's life.
- Install a four-sided fence around home pools.
- Wear a properly fitted life jacket every time you or your loved ones are on the water.

Beat the heat and sun

Heat stroke or related illness happens when the body's temperature control system is overloaded. Infants and children up to 4 years of age are at the greatest risk. Even young and healthy people can get sick from the heat while doing strenuous physical activities during hot weather.



- Never leave infants, children, or pets in a parked car, even if the windows are open.
- Dress infants and children in loose, lightweight, light-colored clothing.
- Schedule outdoor activities for morning or evening hours.
- Take cool showers or baths.
- Seek immediate medical care if your child has symptoms of a heat-related illness.

Your family's health is L.A. Care's priority. If you have questions or need more information, call **Member Services** at **1.888.839.9909** (TTY 711). You can also call the **Nurse Advice Line** at **1.800.249.3619** (TTY 711) to talk to a nurse, 24 hours, 7 days a week. However, if you have a medical emergency and need help right away, dial **911** or go to your nearest Emergency Room.





Ask the Doc: Good for Baby, Good for Mother...

August is Breastfeeding Awareness Month. Did you know there is a way to boost your baby's health and your own? Breastfeeding helps mother and baby stay healthy, and the warmth and closeness creates a special bond between them. It does not cost money or use any special tools. There's nothing to prepare and it goes with mom and baby wherever they go! Here are 10 great benefits for mom and baby.

Q: What are the breastfeeding benefits for baby?

- A.**
1. Breast milk has the right nutrition and it is easy to digest.
 2. Breast milk has antibodies to help fight off germs.
 3. Reduces ear infections, allergies, and diabetes.
 4. Helps prevent obesity.
 5. Lowers the chance of behavior and learning challenges.

Q: What are the breastfeeding benefits for mom?

- A.**
1. Helps with weight loss.
 2. Brings the womb back to normal and reduces bleeding.
 3. Lowers the risk of postpartum depression.
 4. Lowers mom's risk of some cancers, diabetes, and heart disease.
 5. Saves time and money.



Breastfeeding takes practice. If you need help breastfeeding, reach out to your doctor or you can get help and support through these resources:

- **BreastfeedLA.org**
- National Breastfeeding Helpline **1.800.994.9662**
- La Leche League at **LLL.org**
- WIC Breastfeeding Helpline **1.888.278.6455**
- L.A. Care Health Education Unit **1.855.856.6943**

Latest Medi-Cal Member Handbook Available Online

The 2020 Medi-Cal L.A. Care Member Handbook, also called the Evidence of Coverage (EOC), is now online at **lacare.org**. You may view or print the Member Handbook which tells you about your coverage under L.A. Care. It will help you understand and use your benefits and services. It also explains your rights and responsibilities as a member of L.A. Care. If you have any questions about the Member Handbook, how to access it online or about benefits and services, please call L.A. Care **Member Services** at **1.888.839.9909** (TTY 711).

The Importance of Folic Acid

Folic acid is a B vitamin that helps to make new cells. Women should get 400 mcg folic acid daily. This is even more important for women who may become pregnant. Folic acid can prevent birth defects and help an unborn baby's brain grow. The best way to get enough folic acid is to eat foods rich in folic acid or take a vitamin with folic acid.



Foods high in folic acid include:

- leafy green vegetables, such as spinach
- citrus fruits, such as oranges
- beans
- breads, rice and pasta
- breakfast cereals

To learn about L.A. Care's **Healthy Pregnancy** and **Healthy Mom** programs, call L.A. Care's **Health Education Unit** at **1.855.856.6943**.

Talk. Test. Treat.

TALK with your doctor about chlamydia and other sexually transmitted diseases (STDs). If you are a parent, tell your teen to do the same.

TEST for chlamydia with an easy and painless urine test. Most people with chlamydia have no symptoms! Testing is the only way to know if you have it. If you are a woman, 24 years old or younger and having sex, get tested **each year**. If you are a woman 25 years old or older or a man, talk to your doctor about testing.

TREAT chlamydia with a drug to kill bacteria. The earlier it is treated, the less likely it is to cause more serious health problems.



What Are Early and Periodic, Screening, Diagnostic, and Treatment Services?

Children covered by Medi-Cal are more likely to be born with low birth weights, have poor health, developmental delays or learning disorders, or medical conditions (e.g., asthma). Medi-Cal helps these children, and young adults get quality health care.

L.A. Care wants to make sure that your child stays healthy. Our doctors are trained to check to see if your child has difficulties with speaking, hearing, walking or behavior. They use special guidelines called Early and Periodic, Screening, Diagnostic and Treatment (EPSDT), to check for challenges in your child's health. If the doctor finds an issue, they can send your child for treatment. The EPSDT guidelines say that your child must get treatments that are proven to work.

The EPSDT benefit covers services for those under 21 years of age and include, but are not limited to:

- Occupational, speech and physical therapy services
- Behavioral health treatment
- Treatments that are proven to work

If you think your child has a problem with speaking, hearing, walking or behaviors, please meet with your child's doctor or call L.A. Care Health Plan. The doctor can make a treatment referral for your child, if they find an issue.



For questions related to EPSDT benefit services please contact your child's doctor or L.A. Care Health Plan at: **1.888.839.9909**



Be Active.
Be Healthy.
Be Happy!

Centers Temporarily Closed Due to COVID-19: Stay Healthy With Us Online!



**Family
Resource
Centers**

While our **Community Resource Centers/ Family Resource Centers** are closed during this COVID-19 Stay-at-Home period, we are excited to announce that we are now offering free on-demand classes for kids and families on our YouTube Channel + CRC YouTube Link at bit.ly/activehealthyinformed. Classes include fitness and exercise classes, as well as nutrition and healthy cooking classes.

We look forward to sharing with you online! When our doors are open again, join us at one of our convenient locations throughout Los Angeles County. For more information, please call **1.877.287.6290** (TTY 711).

Boyle Heights
(The Wellness Center)
Phone: **213.294.2840**

East L.A.
Phone: **213.438.5570**

Inglewood
Phone: **310.330.3130**

Lynwood
Phone: **310.661.3000**

Pacoima
Phone: **213.438.5497**

Palmdale
Phone: **213.438.5580**

Be Active, Healthy & Informed!



L.A. Care
HEALTH PLAN



blue
california
Promise Health Plan

Community Resource Center

L.A. Care Health Plan and Blue Shield of California Promise Health Plan are here to serve you and your community. The **Community Resource Center(s)** offer a variety of free classes and programs, plus personalized services for L.A. Care and Blue Shield Promise members, to help you, your family and friends be active, healthy & informed.

Tailored programs for members include:

- **In-Person Member Support** – Get personalized help with choosing your doctor, getting a temporary member ID card, and setting up appointments.
- **Diabetes Prevention** – Qualified members can take part in our Diabetes Prevention Program with a trained lifestyle coach.
- **Care Management** – Learn how eligible members can get Care Management support at the Resource Centers.
- **Connection to Social Services** – Learn how to access social services assistance for housing, food, bills and more.
- **Health Technology Support** – Learn how to use health portals and apps to enhance your health.

Once we reopen our doors, come check out the Community Resource Center in Pomona at 696 W. Holt Avenue, Pomona, CA 91768. More locations are coming near you in 2020. For the latest updates, go to activehealthyinformed.org or visit us today!

You and Your Doctor Are a Team!

Having a good relationship with your doctor is one of the best ways to take care of your health. Your doctor will get to know you and your health needs starting with your very first visit. If you are a new L.A. Care member you should see your doctor as soon as you can. Please call the doctor's number on your member ID card to set up a visit.

At this first visit, called the Initial Health Assessment (IHA), your doctor will ask you to complete a form called the Staying Healthy Assessment (SHA). This form helps the doctor learn about your lifestyle such as whether you smoke, wear a seatbelt, or eat enough fruits and vegetables. You should see your doctor at least once a year, even if you feel fine, to make sure you are up to date on needed tests and vaccines. If you haven't seen your doctor in the past year, or are new to L.A. Care, call your doctor today!

Make the Most of Your Doctor Appointment

To get your questions answered and make the most of your doctor visit, try these easy tips.

1. **Be prepared.** Before your appointment, think about what you need during your visit. Make a list of concerns and questions that you may have about your health. It may be helpful to show the list to your doctor.

2. **Be flexible.** Doctors have many responsibilities and sometimes run late because they are seeing other patients or have an emergency. You may have to wait for your visit. Be understanding - the office is likely busy and the doctor will get to you as soon as possible.

Tip: If you're short on time, ask for the earliest appointment available in the morning.

3. **Speak up!** Be sure to ask questions about your medications or anything you don't understand related to your care. Take a moment to think about whether you got everything you needed. Don't be afraid to ask your provider to repeat or re-explain something. Ask about your options and leave with a plan for your health care concerns.

Tip: Doctors sometime take notes on a computer during your visit. Don't worry; they are still listening!



Doctor's Orders: Take Your Medications as Prescribed

Did you know that medications are not taken correctly 50% of the time? Reasons why people stop taking their medications include: forgetting, not understanding what their doctor tells them, side effects, or thinking that their medication is not working.

Not taking medications as prescribed can be bad for your health, especially if you are taking them for high cholesterol, blood pressure, or diabetes. It can cause your health to worsen and you not to feel well.

Tips to Help You Take Your Daily Medications

- **Take your medication at the same time every day.** Plan to take your medicine, for example, after brushing your teeth in the morning or before bed at night.
- **Set an alarm.** A reminder on your phone or watch can help you remember to take your medicine.
- **Use a pill box.** Refill your pill box at the same time each week such as every Sunday evening after dinner.
- **Keep a "medicine calendar."** Mark on a calendar when you take your medications.
- **Sign up for a mail order pharmacy service.** This service can help you get your medications before you need them, delivered right to your doorstep. For information on L.A. Care's mail order service, please refer to your Member Handbook.

Questions? If you disagree or do not understand your medication, don't be shy. Ask your doctor or pharmacist why you are taking it, how to take it and any side effects.

- **Ask your doctor for a 90-day supply of medication.** A 90-day supply will lessen the number of times you need to go to the pharmacy.
- **Keep a list of all your medications, including supplements.** Be sure to take the list to your doctor visit so he will know what you are taking. Update your medication list every time there is a change in the type or how you should take them.



Go Green and Get *Be Well* Electronically!

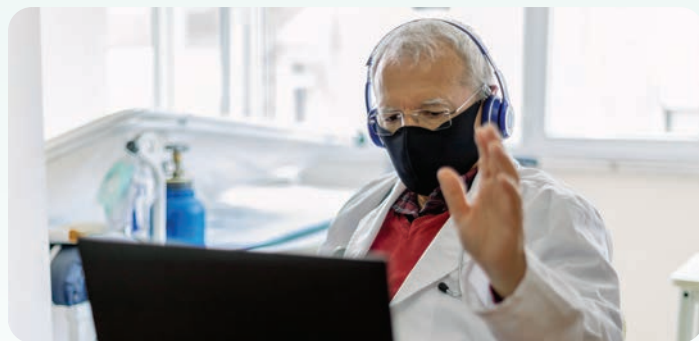
Would you like to get *Be Well* by email? Please sign up on our website at lacare.org/be-well to receive it by email. Be sure to like us on Facebook, Twitter and LinkedIn.

L.A. Care Understands that Everyone is Affected by Coronavirus (COVID-19)

We Are Here to Support You

Your first choice when you need care is your doctor. Their number is on your member ID card. If you cannot reach your doctor and you need care quickly, you can use L.A. Care's **free Nurse Advice Line** and **telehealth (Teladoc) services**. You can speak to a nurse or a doctor 24 hours a day, 7 days a week from the safety of your own home. You may also be able to use our **mail order pharmacy service** to get a 90-day supply of your medicines.

Our partner, Beacon Health Options, does mental health and substance use treatment. They use telehealth in some cases to meet your needs during the coronavirus outbreak. If you need help in this way, please call **1.877.344.2858** to talk to a mental health expert.



We're also offering Angelenos access to **L.A. Care Community Link**. It is our online search tool where you can find free or low-cost social needs support like food and housing help.

If you or someone you know needs care or support, or if you would like to learn more about how to stay healthy during this time, please visit our website at **lacare.org**.

We Are Proud to Offer Members New Ways to Get Care in 2020!

Easy access to care with our new partners at Teladoc and Minute Clinic.

How To Access TELADOC.



1. Set up your account at [Teladoc.com](https://www.teladoc.com). You will need your Member ID number.
2. Ask for a visit through the Teladoc call center, member site or mobile app, at any time.
3. Talk to a doctor who can prescribe medication.

More Information: [LACare.org/Teladoc](https://www.lacare.org/Teladoc)

How to Access minute clinic®



1. Use the L.A. Care online provider directory to find a Minute Clinic near you.
2. View wait times and plan your visit on the Minute Clinic website.
3. Get care onsite at a Minute Clinic. You will need your Member ID card and a form of ID.

More Information: [lacare.org/minuteclinic](https://www.lacare.org/minuteclinic)

Questions? Call L.A. Care at **1.888.839.9909** (TTY 711).

Medi-Cal, Cal MediConnect and L.A. Care Covered™ members may use Teladoc. Members who also have Medicare may not be able to use Teladoc. All Teladoc services may not be covered by your health plan. Please refer to your plan handbook or call the number on your member ID card.



How to Access Interpreting Services

To schedule Interpreting Services, please call **Member Services** at **1.888.839.9909** (TTY 711). They are available 24 hours a day, 7 days a week, including holidays.

For in person interpreting services, please let us know:

- WHO:** Is the appointment for you, or for your child?
- WHAT:** What kind of doctor are you seeing? Do you want a male or female interpreter?
- WHEN:** What time is your appointment? When do you want the interpreter to be there?
- WHERE:** Where is your appointment? What is the address? Is there a specific building?
- WHY:** What is the appointment for? Follow up? Consultation? Medical Visit?

Please notify us at least 24 hours in advance of any changes in the date, time or location of the appointment, or if the appointment has been cancelled.

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.



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.

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 call us if you have any questions. You can visit L.A. Care's website at lacare.org for the information listed below and more:

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
- 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 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
- 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

Special Programs

L.A. Care has the following special programs:

- **Quality Improvement Programs** improve quality of care, safety, and services for our members. These programs 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 asthma

How Decisions Are Made About Your Care

- How our doctors and staff make decisions about your care is 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.

Member Issues

- Your 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

If you would like paper copies of your health care coverage, please call us at **1.888.839.9909** (TTY 711), 24 hours a day, 7 days a week and holidays.

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 for free. To access the nurse chat function, go to **lacare.org** and click on “Member Sign In” to log on.

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 and member portal at **lacare.org**.



Important Numbers

Do you have questions about your health plan or your benefits? Call your health plan directly or call L.A. Care Health Plan.

L.A. CARE

L.A. Care Health Plan

1.888.839.9909 (TTY 711)

24 hours a day, 7 days a week and holidays

L.A. Care PASC-SEIU Plan

1.844.854.7272 (TTY 711)

24 hours a day, 7 days a week and holidays

L.A. Care Cal MediConnect

1.888.522.1298 (TTY 711)

24 hours a day, 7 days a week and holidays

L.A. Care Family Resource Centers

(Your Centers for Health and Wellness)

1.877.287.6290 (TTY 711)

L.A. Care Covered™

1.855.270.2327 (TTY 711)

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

**IN CASE OF EMERGENCY,
CALL 911**



L.A. Care
HEALTH PLAN®

SALES & MARKETING DEPARTMENT

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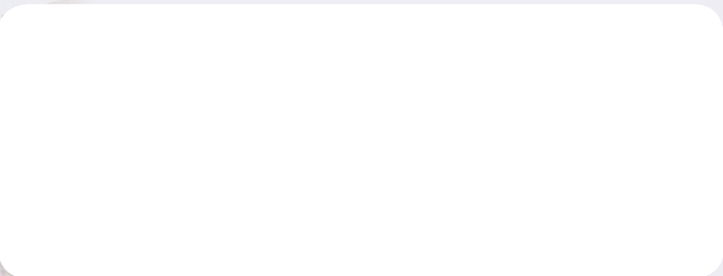
SUMMER 2020
be well

A Publication for L.A. Care Members

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Health and wellness or prevention information



English	Free language assistance services are available. You can request interpreting or translation services, information in your language or in another format, or auxiliary aids and services. Call L.A. Care at 1.888.839.9909 (TTY 711) , 24 hours a day, 7 days a week, including holidays. The call is free.
Spanish	Los servicios de asistencia de idiomas están disponibles de forma gratuita. Puede solicitar servicios de traducción e interpretación, información en su idioma o en otro formato, o servicios o dispositivos auxiliares. Llame a L.A. Care al 1.888.839.9909 (TTY 711) , las 24 horas del día, los 7 días de la semana, incluso los días festivos. La llamada es gratuita.
Arabic	خدمات المساعدة اللغوية متاحة مجاناً. يمكنك طلب خدمات الترجمة الفورية أو الترجمة التحريرية أو معلومات بلغتك أو بتتسيق آخر أو مساعدات وخدمات إضافية. اتصل بـ L.A. Care على الرقم 1.888.839.9909 (TTY 711) على مدار الساعة وطوال أيام الأسبوع، بما في ذلك أيام العطلات. المكالمات مجانية.
Armenian	Տրամադրելի են լեզվական օգնության անվճար ծառայություններ: Կարող եք խնդրել բանավոր թարգմանչական կամ թարգմանչական ծառայություններ, ձեր լեզվով կամ տարբեր ձևաչափով տեղեկություն, կամ օժանդակ օգնություններ և ծառայություններ: Զանգահարեք L.A. Care 1.888.839.9909 համարով (TTY 711), օրը 24 ժամ, շաբաթը 7 օր, ներառյալ տոնական օրերը: Այս հեռախոսազանգն անվճար է:
Chinese	提供免費語言協助服務。您可申請口譯或翻譯服務，您使用之語言版本或其他格式的資訊，或輔助援助和服務。請致電 L.A. Care 電話 1.888.839.9909 (TTY 711) ，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	خدمات رایگان امداد زبانی موجود می باشد. می توانید برای خدمات ترجمه شفاهی یا کتبی، اطلاعات به زبان خودتان یا فرمت دیگر، یا امدادها و خدمات اضافی درخواست کنید. با L.A. Care در 24 ساعت شبانه روز و 7 روز هفته شامل روزهای تعطیل تماس بگیرید. این تماس رایگان است. 1.888.839.9909 (TTY 711)
Hindi	मुफ्त भाषा सहायता सेवाएं उपलब्ध हैं। आप दुआपिया या अनुवाद सेवाओं, आपकी भाषा या किसी अन्य प्रारूप में जानकारी, या सहायक उपकरणों और सेवाओं के लिए अनुरोध कर सकते हैं। आप L.A. Care को 1.888.839.9909 (TTY 711) नंबर पर फोन करें, दिन में 24 घंटे, सप्ताह में 7 दिन, छुट्टियों सहित। कॉल मुफ्त है।
Hmong	Muaj kev pab txhais lus pub dawb rau koj. Koj tuaj yeem thov kom muab cov ntaub ntawv txhais ua lus lossis txhais ua ntawv rau koj lossis muab txhais ua lwv yam lossis muab khoom pob thiab lwv yam kev pab cuam. Hu rau L.A. Care ntawm tus xov tooj 1.888.839.9909 (TTY 711) , tuaj yeem hu tau txhua txhua 24 teev hauv ib hnub, 7 hnub hauv ib vij thiab suab nrog cov hnub so tib si, tus xov tooj no hu dawb xwb.
Japanese	言語支援サービスを無料でご利用いただけます。通訳・翻訳サービス、日本語や他の形式での情報、補助具・サービスをリクエストすることができます。L.A. Careまでフリーダイヤル 1.888.839.9909 (TTY 711) にご連絡ください。祝休日を含め毎日24時間、年中無休で受け付けています。
Khmer	សេវាជំនួយខាងភាសា គឺមានដោយឥតគិតថ្លៃ។ អ្នកអាចស្នើសុំសេវាបំភ្លឺប្រជាជន ឬការបំភ្លឺ ឬការបំភ្លឺ ជាភាសាខ្មែរ ឬជាទម្រង់ផ្សេងទៀត ឬជំនួយប្រើប្រាស់ឧបករណ៍ និងសេវា។ សូមទូរស័ព្ទ L.A. Care តាមលេខ 1.888.839.9909 (TTY 711) បាន 24 ម៉ោងមួយថ្ងៃ 7 ថ្ងៃ មួយអាទិត្យ រួមទាំងថ្ងៃបុណ្យផង។ ការបំភ្លឺនេះគឺឥតគិតថ្លៃឡើយ។
Korean	무료 언어 지원 서비스를 이용하실 수 있습니다. 귀하는 통역 또는 번역 서비스, 귀하가 사용하는 언어 또는 기타 다른 형식으로 된 정보 또는 보조 지원 및 서비스 등을 요청하실 수 있습니다. 공휴일을 포함해 주 7일, 하루 24시간 동안 L.A. Care, 1.888.839.9909 (TTY 711) 번으로 문의하십시오. 이 전화는 무료로 이용하실 수 있습니다.
Lao	ພາສາອັງກິດ, ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໂດຍບໍ່ຄ່າສອນ. ທ່ານສາມາດຂໍບໍລິການນາຍພາສາ ຫຼື ແປພາສາໄດ້, ສຳລັບຂໍ້ມູນໃນພາສາຂອງທ່ານ ຫຼື ໃນຮູບແບບອື່ນ, ຫຼື ເຄື່ອງມືຊ່ວຍເຫຼືອ ດຽວ ບໍລິການເວັບ. ໃຫ້ໂທຫາ L.A. Care ໄດ້ທີ່ 1.888.839.9909 (TTY 711) , 24 ຊົ່ວໂມງຕໍ່ມື້, 7 ມື້ຕໍ່ອາທິດ, ວວມເຖິງວັນພັກຕ່າງໆ. ການໂທແມ່ນບໍ່ຄ່າສອນ.
Punjabi	ਮੁਫਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਅਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਣਕਾਰੀ ਜਾਂ ਸਹਾਇਕ ਉਪਕਰਨਾਂ ਅਤੇ ਸੇਵਾਵਾਂ ਲਈ ਬੇਨਤੀ ਕਰ ਸਕਦੇ ਹੋ। L.A. Care ਨੂੰ 1.888.839.9909 (TTY 711) ਨੰਬਰ ਉੱਤੇ ਕਾਲ ਕਰੋ, ਇੱਕ ਦਿਨ ਵਿੱਚ 24 ਘੰਟੇ, ਹਫ਼ਤੇ ਵਿੱਚ 7 ਦਿਨ, ਛੁੱਟੀਆਂ ਸਮੇਤ। ਕਾਲ ਮੁਫਤ ਹੈ।
Russian	Мы предоставляем бесплатные услуги перевода. У Вас есть возможность подать запрос о предоставлении устных и письменных услуг перевода, информации на Вашем языке или в другом формате, а также вспомогательных средств и услуг. Звоните в L.A. Care по телефону 1.888.839.9909 (TTY 711) 24 часа в сутки, 7 дней в неделю, включая праздничные дни. Этот звонок является бесплатным.
Tagalog	Available ang mga libreng serbisyo ng tulong sa wika. Maaari kang humiling ng mga serbisyo ng pag-interpret o pagsasalang-wika, impormasyon na nasa iyong wika o nasa ibang format, o mga karagdagang tulong at serbisyo. Tawagan ang L.A. Care sa 1.888.839.9909 (TTY 711) , 24 na oras sa isang araw, 7 araw sa isang linggo, kabilang ang mga holiday. Libre ang tawag.
Thai	มีบริการช่วยเหลือภาษาฟรี คุณสามารถขอรับบริการการแปลหรือล่าม ขอมูลในภาษาของคุณหรือในรูปแบบอื่น หรือความช่วยเหลือและบริการเสริมต่าง ๆ ได้ โทร L.A. Care ที่ 1.888.839.9909 (TTY 711) ตลอด 24 ชั่วโมง 7 วันต่อสัปดาห์รวมทั้งวันหยุด โทรฟรี
Vietnamese	Có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Quý vị có thể yêu cầu dịch vụ biên dịch hoặc phiên dịch, thông tin bằng ngôn ngữ của quý vị hoặc bằng các định dạng khác, hay các dịch vụ và thiết bị hỗ trợ ngôn ngữ. Xin vui lòng gọi L.A. Care tại 1.888.839.9909 (TTY 711) , 24 giờ một ngày, 7 ngày một tuần, kể cả ngày lễ. Cuộc gọi này 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.

If you would like the information contained in this newsletter in another language or another format, please call **Member Services at 1.888.839.9909 (TTY 711)**, 24 hours a day, 7 days a week including holidays.

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