



L.A. Care
HEALTH PLAN®

For A Healthy Life

SUMMER 2023

be
well

A Publication for L.A. Care Members

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. Here 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 help protect children from drowning.
- Learn cardiopulmonary resuscitation (CPR). Your CPR skills could save someone's life.

- Install a four-sided fence around home pools.
- Wear a fitted life jacket every time you or your loved ones are in 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 four years of age are at the greatest risk. Even young and healthy people can get sick from the heat while doing 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.
- Plan 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 Doctor: Coping With Stress



Q: What is stress?

A: Stress is the body's physical and emotional response to a demand, change or challenge. A little bit of stress may be healthy and normal to help us stay motivated. Good or bad things happening in the world, work, family or health situations can cause it. Long-term stress can be harmful to your health and relationships. Symptoms may include emotional outbursts, short temper, headaches, muscle tension, sleep problems, and upset stomach. Know your symptoms of stress and triggers to understand the situation that may cause you to feel anxious.

Q: How can I manage stress?

A: Recognizing your symptoms and its triggers are the first steps in managing stress. Here are some ways to help you cope with stress:

Plan and Prepare

- Planning and preparing ahead of time will help you be ready to handle tasks and relax.
- Give yourself enough time and arrive early to appointments.

Live Healthy

- Eat vegetables, fruits, whole grains, low-fat dairy and lean protein.
- Drink water.
- Get moderate exercise daily and seven to eight hours of sleep nightly. Avoid drinking too much alcohol or using illegal drugs.

Relaxation Activities

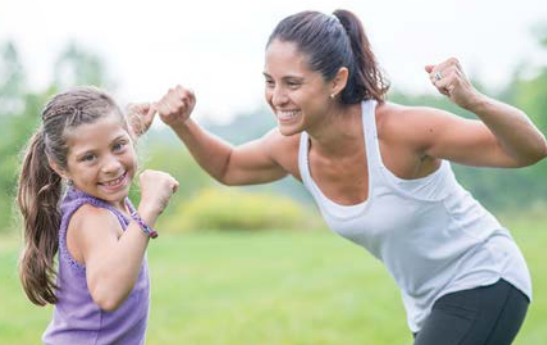
- Do relaxing activities that you enjoy such as walking, reading, playing an instrument or gardening. Exercising can also help release stress and make you more relaxed.

Seek Support and Help

Behavioral health services are included as part of your L.A. Care benefits. If your stress is unmanageable, schedule an appointment to talk to your primary care physician (PCP). You may be given a referral for additional help. You can also contact L.A. Care's behavioral health partner, **Carelon Behavioral Health** at **1.877.344.2858** (TTY **1.800.735.2929**).

The first wealth is health!

— Ralph Waldo Emerson





Medi-Cal Renewals Are Back - Take Action Today to Keep Your Coverage

Updating your contact information will help the county use the most up-to-date information for your case. You can change your information online at **benefitscal.com** or by calling the Los Angeles County Department of Public Social Services (DPSS) at **1.866.613.3777**.



If you receive a renewal packet or a notice asking for more information, please respond as soon as possible. You may send the information by mail, phone, in person or online. If you need help completing your renewal packet, please use the link below which will list agencies across the Los Angeles County with bilingual staff who are able to provide Medi-Cal enrollment assistance: **<http://publichealth.lacounty.gov/mch/choi/CHOIContractorListEngSp.pdf>**

If you have any questions, need help with accessing your Medi-Cal coverage, or your Medi-Cal coverage was discontinued, please contact DPSS at **1.866.613.3777** or visit **benefitscal.com**.

If you get Supplemental Security Income (SSI), please report your address change by calling **1.800.772.1213** or contact your local Social Security office.

What is Early Intervention?

Early intervention supports infants, toddlers and young children in meeting developmental milestones, which are things most children can do by a certain age. Skills such as taking a first step, smiling for the first time and waving “bye-bye” are developmental milestones.

If your child is not meeting milestones, talk with your child’s doctor, share your concerns and ask about developmental screenings. Your child might be eligible for “Early Start” in the State of California. Teams of service coordinators, health care providers, early intervention specialists, and therapists can evaluate and assess your child to provide appropriate early intervention services to children eligible for California Early Start.

If you need help scheduling your child’s next Well Child Visit, please contact L.A. Care Health Plan’s **Member Services** at **1.888.839.9909**. Our representatives are ready to help.



For more information regarding California’s Early Start services and referrals, please contact **1.800.515.BABY (1.800.515.2229)**.

Keeping Track of Your Child's Development – There's An App for That!

As a parent or caregiver of a young child, have you ever wondered if their development is on track for their age?



Children grow so fast that it can be hard to know what to expect. Fortunately, there are plenty of resources to guide you in this journey. The free Milestone Tracker app from the Centers for Disease Control and Prevention (CDC) can show you how children play, learn, speak, move as they grow and also help you support their development.

You can think of the developmental milestones as a checklist that represents what most children can do around a certain age. However, it is helpful to remember that each child is unique. Not all children are going to reach milestones at the same time, which is normal. The time frames are a guide for knowing approximately when to expect certain skills to develop. The app can help point out developmental milestones so that you can speak to your child's doctor at your next medical visit if you feel your child is not meeting milestones.

The CDC's Milestone Tracker app also offers:

- Interactive milestone checklists in English and Spanish for children ages two months through five years
- Photos and videos that show each milestone that make tracking your child easy and fun
- Your child's milestone summary to share with others, like your child's health care provider
- Tips and activities that can help your child's development
- Reminders for appointments and developmental screening

You can download the free app at cdc.gov/MilestoneTracker.



For additional resources in Los Angeles County, visit HelpMeGrowLA.org or call **1.833.903.3972**. Help Me Grow L.A. promotes young children's development and lifelong success by connecting families to developmental services and resources that promote their child's well-being.

Health Education Just For You!

L.A. Care offers health education services for its members. No matter your health needs or how you like to learn; we have something for you.

Busy schedule?



We can talk with you over the phone. Call the Health Education Department at **1.855.856.6943 (TTY 711)**.

Like to read?



We have health education materials on many topics and in several languages.

To learn more about health education services visit us at lacare.org/healthy-living/health-resources/health-education.



Medi-Cal Pharmacy Benefits



Medi-Cal Pharmacy Benefits are now administered through the fee-for-service delivery system Medi-Cal Rx. Please visit the DHCS Medi-Cal Rx website for more information or visit the L.A. Care Pharmacy Services link: lacare.org/members/getting-care/pharmacy-services.



Summer Break: The Perfect Time to Visit the Dentist

Medi-Cal covers dental check-ups every six months for children and teenagers, and sometimes more. Many children are off their normal routines when school is not in session. However, it is important to keep practicing good oral health habits, like visiting the dentist. In addition to at-home brushing and flossing, routine dental check-ups help your children stay healthy. To find a Medi-Cal dentist near you, visit [SmileCalifornia.org/find-a-dentist](https://www.smilecalifornia.org/find-a-dentist) or call the Telephone Service Center at **1.800.322.6384** (TTY 711).

Interactive Digital Fotonovelas for Children

Are you looking for new educational activities for your children? Check out the *Smile, California* interactive fotonovelas in English and Spanish on [SmileCalifornia.org](https://www.smilecalifornia.org) and [SonrieCalifornia.org](https://www.sonriecalifornia.org). Fotonovelas are similar to comic books as they include pictures and follow characters through a storyline. These fotonovelas have a “page turning” sound effect, which allow you to flip through them in the same way you would flip through a real storybook. Reading one of the fotonovelas with your child is a great way to learn about the importance of oral health together. To view and read the fotonovelas listed below, visit [SmileCalifornia.org/Fotonovelas](https://www.smilecalifornia.org/Fotonovelas).

- **First Tooth, First Birthday, First Visit:** This fotonovela illustrates the importance of taking your baby in for a dental visit when their first tooth appears or by their first birthday, whichever comes first.
- **Seal Today to Prevent Decay:** This fotonovela explains what molar sealants are and how they help to protect teeth from decay.
- **Set Your Clean Routine:** This storyline shows various family members’ oral health routines to teach the reader about setting good oral health habits as well as the dental services covered by Medi-Cal for every age. This interactive fotonovela is available in English, Spanish, Chinese, and Vietnamese.

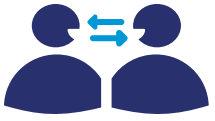


Make Children’s Oral Health a Priority

Regular dental visits are just as important as regular doctor visits. Follow these Oral Health tips to keep your children’s teeth healthy:

1. Brush teeth with fluoride toothpaste twice a day and floss once a day. Help your child brush their teeth if needed. Brush new baby teeth twice a day.
2. Drink tap water that contains fluoride.
3. Limit candy and other sticky foods like popcorn.
4. Visit your dentist at least once a year. Toddlers need dental visits too.
5. Talk to your dentist or doctor about putting fluoride varnish on your child’s teeth.
6. Ask your child’s dentist to apply dental sealants when appropriate.

For additional resources and information about your Medi-Cal dental benefit, please visit [SmileCalifornia.org](https://www.smilecalifornia.org).



We Speak Your Language

L.A. Care has a Language Assistance Program to help you talk to your doctor or health care providers in your preferred language. This service is at no cost.

Through the Language Assistance program, you can:

- Use an interpreter when you talk with your doctor or any health care provider. You don't need to use family or friends as interpreters
- Use an interpreter to talk with an L.A. Care representative
- Receive L.A. Care written materials in your language
- Have materials read to you in your language

To access interpreting services, call L.A. Care **Member Services** at **1.888.839.9909** (TTY 711), 24 hours, 7 days a week, including holidays. Call at least ten to fifteen days in advance, if you would like to request an in-person or sign language interpreter for your doctor's appointment at no cost.



Also, please remember to call us to let us know what language you prefer to speak and read, and your race and ethnicity. This information is protected and used only to improve the services we provide for you. Rest assured that L.A. Care is committed to protecting your private information. It will not be used to decide your healthcare benefits, coverage or the cost of coverage.



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.



Community Resource Center

Visit Your Local Community Resource Center!

L.A. Care Health Plan and Blue Shield of California Promise Health Plan Community Resource Centers (CRC) are here to serve you. Enjoy our in-person health and wellness classes that are fun, free and open to everyone. You will have access to a variety of health care and community resources such as health, nutrition and fitness classes.

Please remember you can also join free on-demand online 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 by providing:



Free Food Pantries



Linkage to Assistance Programs



Free WiFi for Telehealth Services



Enrollment Support for Medi-Cal and Other Health Coverage Programs

“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 two 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.

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.





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 the L.A. Care 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 special 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
- Submitting a complaint

Special Programs

L.A. Care has the following special programs:

- **Quality Improvement Programs** improve equitable quality of care, safety, and services for our members. These programs measure our progress so that we can meet our goals and provide equitable quality services and decide what we may need to change
- **Care Management Programs** are for members who have challenging medical needs

How Decisions Are Made About Your Care

- How our doctors and staff make decisions about your care based only on needs 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 voice your concerns if 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.

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 two million members through mail, email, phone, websites, newsletters, and even through your doctor.

Let us help you with your health care when and how you need it. Call us at **1.888.839.9909** (TTY 711) 24 hours a day, 7 days a week and holidays. Also, visit our website at **lacare.org**.



Important Numbers

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 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
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

IN CASE OF EMERGENCY, CALL 911



L.A. Care
HEALTH PLAN®

MARKETING DEPARTMENT

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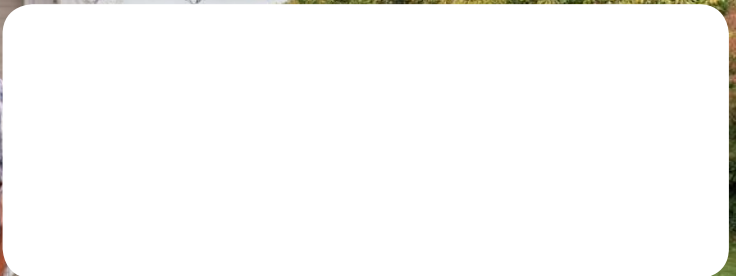
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A Publication for L.A. Care Members

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LOS ANGELES, CA
PERMIT NO. 3244



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	توفر أيضا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بربيل والخط الكبير. اتصل بـ 1.888.839.9909 (TTY: 711). هذه الخدمات مجانية.
Armenian	Ուշադրություն: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, գանգախաբեր 1.888.839.9909 (TTY: 711): Կան նաև օգնական փոփոխվեր ու ծառայություններ հարմարեցվածություն ունեցող անհանց համար, օրինակ՝ Բրայլի գրատպիով ու խոշորատառ տպագրված նյութեր: Ջանգախաբեր 1.888.839.9909 (TTY: 711): Այդ ծառայություններն անվճար են:
Cambodian	ចំណាំ: បើអ្នកត្រូវការជំនួយជាភាសាស្រី ឬសំឡេង សូមទូរស័ព្ទទៅលេខ 1.888.839.9909 (TTY: 711)។ ជំនួយនិងសេវាកម្មសម្រាប់ជនមានការរាងកាយមិនស្របគ្នា ដូចជាឯកសារសរសេរជាអក្សរធំ សម្រាប់ជនពិការភ្នែក ឬឯកសារសរសេរជាអក្សរពង្សី ក៏អាចកំណត់ផងដែរ។ ទូរស័ព្ទទៅលេខ 1.888.839.9909 (TTY: 711)។ សេវាកម្មទាំងនេះមិនគិតថ្លៃឡើយ។
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 بربیل 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. 접자나 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). ຍັງມີຄືວຽກຊ່ວຍເຫຼືອເຂົາເຈົ້າການສາວອັບອິນເຟກັນ ເຊັ່ນ ຄວາມສາວອັບອິນເຟກັນ ດ້ວຍ ໂຕອັກສອນທີ່ໃຫຍ່ ໃຫ້ໄດ້ທາງດ້ວຍ 1.888.839.9909 (TTY: 711). ການບໍລິການດັ່ງກ່າວແມ່ນບໍ່ຄ່າໃຊ້ຈ່າຍໃດໆ.
Mien	LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiexm 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 nzangc-pokc bun hluo mbiutc 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 mv 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. 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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