L.A. Care Medi-Cal

Medi-Cal Annual Guide for Members

2024

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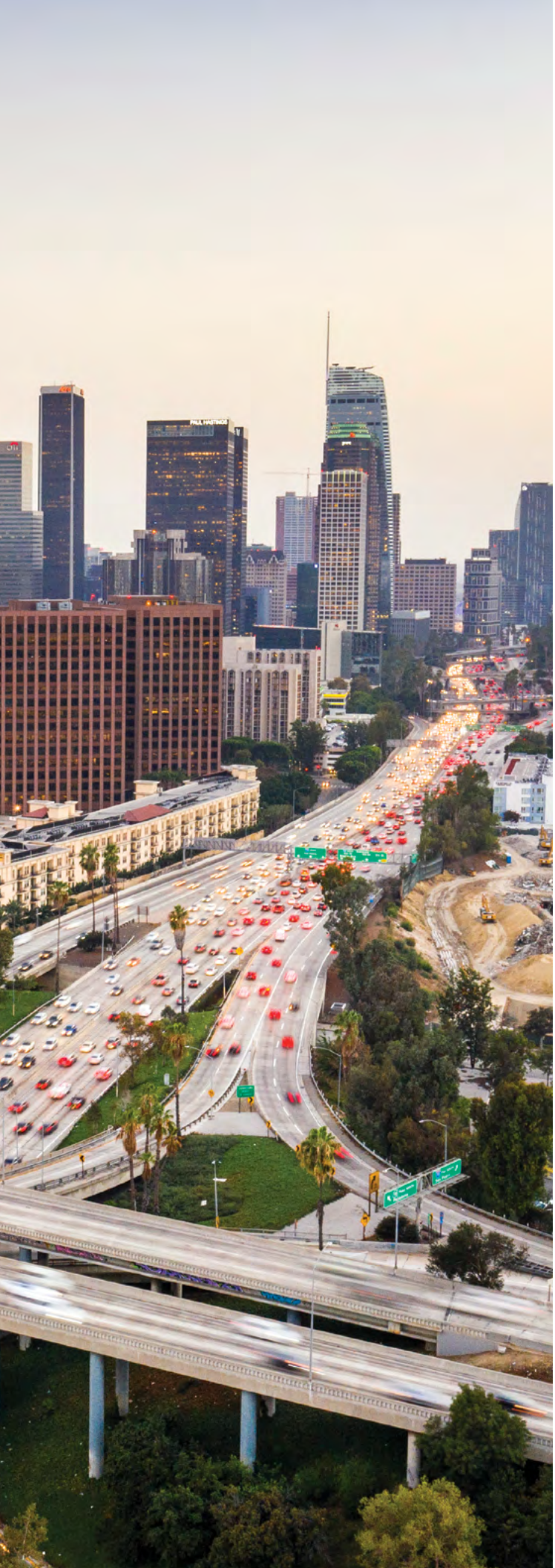

L.A. Care Medi-Cal

Dear L.A. Care Member,

L.A. Care Health Plan (**L.A. Care**) is sharing this yearly packet of Medi-Cal benefit information and resources to help you stay healthy.

This information will give you an overview of Medi-Cal and its benefits and services to help you access care. The services are available at low or no cost to you.

As a reminder, Medi-Cal renewals have begun. All Medi-Cal members have their Medi-Cal looked at once per year. Everyone has a different renewal date. If you receive a Medi-Cal renewal packet from the Los Angeles County Department of Public Social Services (DPSS), it is important to complete your renewal by the due date printed on the form. If you don't, you could lose your Medi-Cal coverage. You may submit the information to DPSS online at **benefitscal.com**, by phone at **1.866.613.3777**, by mail, or in person.

For more information about L.A. Care and Medi-Cal benefits and services, visit our website at **lacare.org** or call Member Services at **1.888.839.9909** (**TTY 711**) 24 hours a day, 7 days a week including holidays.

Sincerely,
L.A. Care Health Plan

L.A. Care Medi-Cal

Learn about your Medi-Cal Plan

Medi-Cal Managed Care

What is Medi-Cal?

- Medi-Cal (California's Medicaid program) is a public health program that provides health care coverage for low-income individuals and families who meet defined eligibility requirements
- Medi-Cal offers no-cost and low-cost health coverage to eligible people living in California

What is the L.A. Care Medi-Cal Plan?

- L.A. Care Medi-Cal provides health care coverage to adults, families, older adults and people with disabilities who meet the income requirements
- People in managed care must see doctors who work with their health plan and their medical group (if they have one)

What is Medi-Cal Managed Care?

- Medi-Cal Managed Care is an organized system to help members get high-quality care and stay healthy
- Medi-Cal Managed Care health plans help members find doctors, pharmacies and health education programs
- Medi-Cal Managed Care health plans also offer care coordination, referrals to specialists, 24-hour nurse advice telephone services and Member Services assistance available 24 hours a day, 7 days a week (including holidays)

Who is Your Primary Care Provider (PCP)?

- Your PCP is your main doctor or clinic and is the first person or place you go to when you have a health problem
- Your PCP makes sure you get the right care in the right place at the right time
- All new members should see their PCP for the first time within three months of joining L.A. Care for an initial health appointment (IHA)

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How to Change Your PCP?

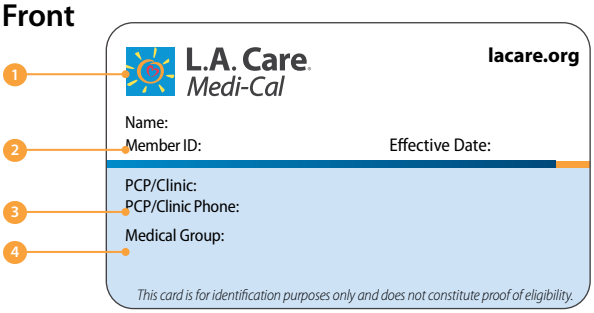
You can change your PCP by

- Calling L.A. Care Member Services at **1.888.839.9909** (**TTY 711**) 24 hours a day, 7 days a week, including holidays

What's on Your L.A. Care Member ID Card?

1. The name of your health plan: L.A. Care
2. Your member ID number
3. Your Primary Care Provider (PCP) and his/her number
4. Your Medical Group (if you have one)
5. L.A Care's Member Services phone number and other important information and telephone numbers

Front



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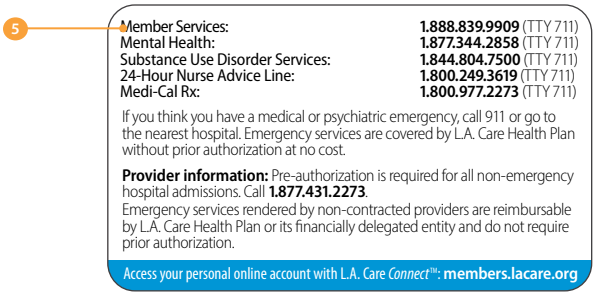


What is a Prior Authorization?

- Your PCP may want to refer you to a "specialist" or prescribe a drug not covered by Medi-Cal
- A specialist is an expert in one part of the body or on one type of illness or service
  - Examples are cardiologists and surgeons.
- If you need specialized care or service, your PCP must ask for approval before you go. This request is known as a "prior authorization"

If you receive a bill from your doctor, urgent care center, hospital or other service provided by L.A. Care:

- You must call L.A. Care's Member Services right away at **1.888.839.9909** (**TTY 711**) 24 hours a day, 7 days a week, including holidays
- Full scope Medi-Cal benefits and services are offered to members at no cost
- You may not need to pay
- You have the right to file a complaint or grievance report

If you move or need to update your contact information, you should do one of the following:

- Call your county eligibility worker at the Los Angeles County Department of Public Social Services (DPSS) at **1.866.613.3777** | **TTY 1.800.660.4026** Monday – Friday from 7:30 a.m. – 6:30 p.m., (excluding holidays)
- Create or log in to your BenefitsCal account at **benefitscal.com** to update your information
- Call L.A. Care Member Services at **1.888.839.9909** (**TTY 711**) 24 hours a day, 7 days a week, including holidays

L.A. Care Medi-Cal

Community Resource Centers

- L.A. Care's Community Resource Centers are operated jointly with Blue Shield of California Promise Health Plan and offer many free services and resources tailored to members and the community related to health and wellness
- Services offered include:
  - Free health and wellness classes for adults and children and classes to help manage chronic conditions
  - Free WiFi for telehealth services
  - Medi-Cal enrollment and renewal support
  - Social services assistance
  - Linkage and referrals to local community resources
  - Health screenings, food assistance and community events throughout the year
- All CRC services are FREE and open to you and anyone in the community. Go to **www.communityresourcecenterla.org** for CRC location/addresses, telephone numbers, hours of operations and calendars of events.

  You can schedule an appointment by visiting **www.communityresourcecenterla.org** and using the online scheduling tool or by calling **1.877.287.6290** (**TTY 711**).

L.A. Care Connect

As an L.A. Care Medi-Cal member, you can create an online L.A. Care Connect member account for information and services. L.A. Care Connect is your online member portal.

How do you sign in to your L.A. Care Connect account?

To get started, create an account online by following these steps:

1) Go to **https://members.lacare.org**

2) *Click "Create an Account" under the Submit button*

You will need your member ID number and a valid e-mail address to create an account (your member ID number is on your member ID card).

What can you do with L.A. Care Connect?

- Print or view your member ID card to use at your doctor's office or pharmacy
- View your health care information including eligibility
- Chat live with a nurse at a time that's convenient for you
- Connect to *My Health in Motion*™ for programs tailored to your health needs
- More 24/7 Services: find a doctor, request to change your doctor, search the Provider Directory or contact us – all at the touch o a button

Health Education Services

L.A. Care offers many health education programs and resources. Some of these resources include:

- Nurse Advice Line (**1.800.249.3619** (**TTY 711**)
- Individual telephonic counseling with registered dietitians or health educators
- Group wellness appointments in the community
- Online workshops, chat functions and videos through *My Health in Motion*™ our health and wellness portal
- Diabetes self-management and prevention
- Medical Nutrition Therapy for select conditions
- Medically Tailored Meals
- Fight the Flu
- Special programs for mothers and babies
- Help with quitting tobacco
- Easy to read written materials in your desired language and format

All health education services are at no charge to you. To learn more call **1.855.856.6943** (**TTY 711**) Monday–Friday from 8:00 a.m.–5:00 p.m. or go to **lacare.org/healthy-living/health-resources/healthy-living-prevention**

Community Link

- L.A. Care Community Link helps members connect with community agencies for assistance with housing, food, bills and lots more
- Visit **communitylink.lacare.org** to search for free or reduced cost services and take a Social Factors of Health Survey

Free Interpreter Services

- You have the right to get an interpreter when you speak with your doctor
- L.A. Care offers free interpreter services, including American Sign Language
- You do not have to use a family member or friend as an interpreter, except in an emergency
- To ask for an interpreter, call L.A. Care Member Services 24 hours a day, 7 days a week, including holidays, at **1.888.839.9909** (**TTY 711**) at least 10-15 days before your visit

Please have the following information ready when you call:

- Your name
- Your L.A. Care member ID number
- Date and time of your appointment
- Doctor's name
- Doctor's address and phone number

- If your appointment has changed or is cancelled, please call L.A. Care Member Services as soon as possible

L.A. Care Medi-Cal

Medi-Cal Renewal

Every 12 months, the Los Angeles County Department of Public Social Services (DPSS) will conduct a review of your information to determine if you are still eligible to receive Medi-Cal benefits and have your Medi-Cal enrollment renewed to the following year. Though some members may be renewed automatically, some Medi-Cal beneficiaries must renew their Medi-Cal benefits each year, on time, to keep their health care coverage.

To learn more about the annual Medi-Cal renewal process, please visit **www.lacare.org/medi-cal-renewals** for helpful information and resources.

Here is some important DPSS contact information to help you with your renewal:

1. BenefitsCal website: **benefitscal.com**

   BenefitsCal is a website for LA County residents to apply for and to view benefits online for CalWORKs, CalFresh, General Relief, and Medi-Cal applications

2. DPSS Customer Service Center (CSC) Telephone Numbers

Toll Free	**1.866.613.3777**
Local numbers	**1.626.569.1399** **1.310.258.7400** **1.818.701.8200**
Hours of Operation	The CSC is available to assist you: • Monday – Friday from 7:30 a.m. – 6:30 p.m. • Excluding holidays

If you have questions about your Medi-Cal renewal:

Contact your Medi-Cal case worker at your local DPSS office at **1.866.613.3777** | **TTY 1.800.660.4026** Monday – Friday from 7:30 a.m. – 6:30 p.m. excluding holidays.

Important Numbers

- L.A. Care Member Services **1.888.839.9909** (**TTY 711**)
- L.A. Care's 24-Hour Nurse Advice Line **1.800.249.3619** (**TTY 711**)
- L.A. Care Compliance Helpline **1.800.400.4889**
- L.A. Care/Blue Shield of California Community Resource Centers – **1.877.287.6290**
- Medi-Cal Rx at **1.800.977.2273** (**TTY 1.800.977.2273**) and press 5 or **711**
- Los Angeles County Department of Mental Health **1.800.854.7771**
- Social Security Administration Supplemental Social Income (SSI) **1.800.772.1213**

Stay Connected

Here are some ways to stay connected to L.A. Care.

- Visit our website: **lacare.org**
- Call Member Services: **1.888.839.9909** (**TTY 711**) 24 hours a day, 7 days a week, including holidays
- Log on to L.A. Care Connect: **https://members.lacare.org**

Follow us on Social Media

- Facebook: **facebook.com/LACareHealth**
- Twitter: **twitter.com/LACareHealth**
- Instagram: **instagram.com/lacarehealth**
- YouTube: **youtube.com/user/lacarehealthplan**

L.A. Care Medi-Cal

Keep yourself and your family covered

If you have Medi-Cal, make sure you renew it when it's time

Medi-Cal *covers vital health care services for you and your family, including doctor visits, prescriptions, vaccinations, mental health care, and more.*

1 Update your contact information

Report any new changes to your name, address, phone number, and email address, so your county can contact you.

2 Check your mail

Counties will mail you a letter about your Medi-Cal eligibility. You may need to complete a renewal form. If you're sent a renewal form, submit your information by mail, phone, in person, or online at **benefitscal.com**, so you don't lose your coverage.

3 Create or check your BenefitsCal online account

You can sign up to receive alerts on your case. Create or log into your BenefitsCal account to get these alerts. You may submit renewals or requested information online at **benefitscal.com**.

4 Complete your renewal form (if you get one)

If you received a renewal form, submit your information by mail, phone, in person, or online at **benefitscal.com** to help avoid a gap in your coverage.

For more details and to update your contact information, visit **benefitscal.com**

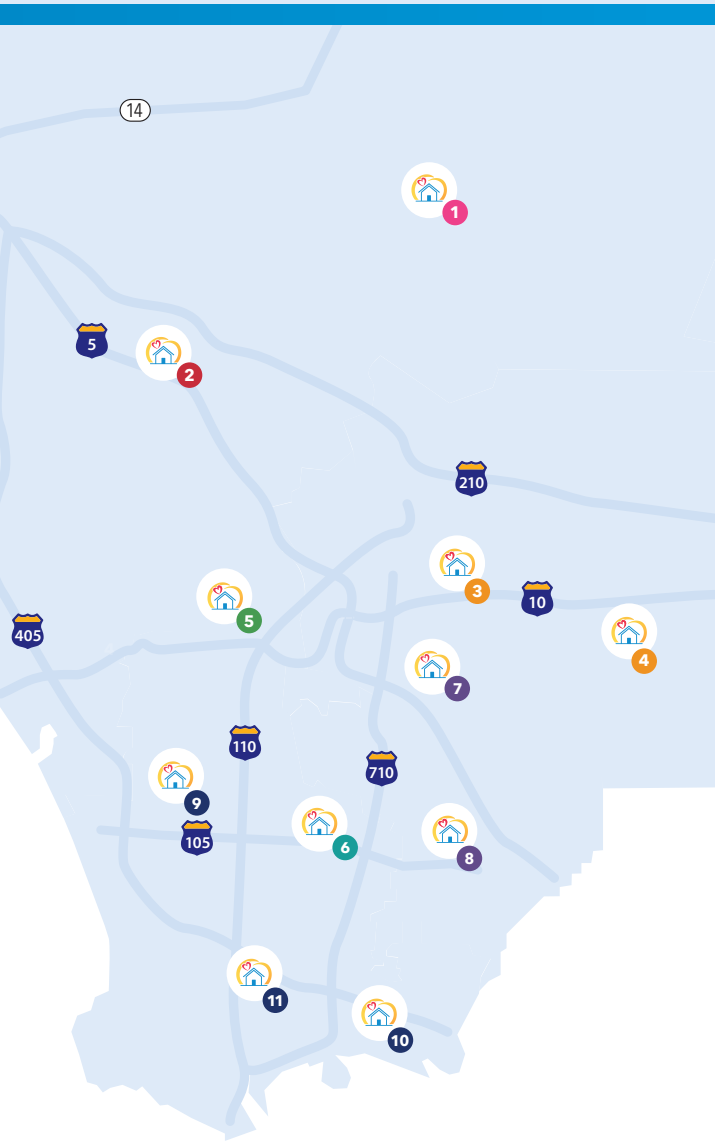
or

Los Angeles County Department of Public Social Services (DPSS)
1.866.613.3777 (**TTY 1.800.660.4026**)
Monday–Friday from 7:30 a.m.– 6:30 p.m. Excluding holidays.

Get Help Completing Your Medi-Cal Enrollment or Renewal Application

All Community Resource Centers (CRC) listed below will be offering assistance with Medi-Cal enrollment and renewals. If you need help completing your Medi-Cal application or renewal packet, call a CRC listed below to schedule an appointment with an application assister. L.A. Care CRCs are open to our members and the general public.

CRC Location	Address and Phone Number
1. Palmdale	2072 E. Palmdale Blvd, Palmdale, CA 93550 **1.213.438.5580**
2. Panorama City (Opening January 2024)	7868 Van Nuys Blvd, Panorama City, CA 91402 **1.213.438.5497**
3. El Monte	3570 Santa Anita Avenue, El Monte, CA 91731 **1.213.428.1495**
4. Pomona	696 W. Holt Avenue, Pomona, CA 91768 **1.909.620.1661**
5. Metro L.A.	1233 S Western Avenue, Los Angeles, CA 90006 **1.213.428.1457**
6. Lynwood	3200 East Imperial Hwy, Lynwood, CA 90262 **1.310.661.3000**
7. East L.A.	4801 Whittier Blvd, Los Angeles, CA 90022 **1.213.438.5570**
8. Norwalk	11721 Rosecrans Avenue, Norwalk, CA 90650 **1.562. 651.6060**
9. Inglewood	2864 W. Imperial Hwy, Inglewood, CA 90303 **1.310.330.3130**
10. Long Beach	5599 Atlantic Blvd, Long Beach, CA 90805 **1.562.265.3130**
11. Wilmington	911 North Avalon Blvd, Wilmington, CA 90744 **1.213.428.1490**



For more information, visit **CommunityResourceCenterLA.org** or call **1.877.287.6290** (TTY **711**), Monday through Friday, 9 a.m. to 5 p.m.

Scan the QR code to find a center near you.

L.A. Care Medi-Cal

L.A. Care Medi-Cal Benefits Highlights

L.A. Care Health Plan provides a comprehensive set of health benefits.*

*More details about your benefits can be found in the Medi-Cal Member Handbook available online at **lacare.org**.*

More Benefits. At No Cost To You.

** This is a summary only.*

Ambulatory & General Benefits and Services

- Primary Care Doctor and Specialist Visits
- Outpatient Surgery
- Urgent Care and Retail Clinics
- Lab Services and X-Rays
- Flu Shots and Other Recommended Vaccines
- COVID-19 Testing and Vaccination
- Maternity and Newborn Care
- Delivery and Postpartum Care
- Nurse and Midwife Services
- Doula Services
- Pediatric Services (Early and Periodic Screening, Diagnostic and Treatment)
- Podiatry
- Chiropractic
- Treatment Therapies
- Dialysis/Hemodialysis
- Nurse Advice Line
- Telehealth
- Family Therapy
- Street Medicine

Preventive & Wellness Benefits

- *Health in Motion*™ Program
- Disease Management Programs
- Smoking Cessation Services
- Family Planning Services
- Community Health Worker

Behavioral Health Services

- Outpatient Mental Health Services
- Outpatient and Inpatient Specialty Mental Health Services
- Outpatient Substance Use Disorder Services/Alcohol Misuse Screening
  - Voluntary Inpatient Detoxification

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Hospital Services

- Inpatient Services
- Surgical Services
- Major Organ and Tissue Transplant
- Anesthesiologist Services

Emergency Services

- Emergency Room Services
- Ambulance Services

Pharmacy Benefits

- Prescription Drugs (via Medi-Cal Rx: **medi-calrx.dhcs.ca.gov**)

Rehabilitative & Habilitative Services

- Physical Therapy
- Occupational Therapy
- Audiology
- Speech Therapy
- Hearing Exams
- Durable Medical Equipment
- Acupuncture
- Home Health Services
- Orthotics/Prostheses
- Medical Supplies, Equipment and Appliances
- Skilled Nursing Facility (Up to 90 Days)
- Pulmonary rehabilitation

Other Services

- Vision/Optometry
- Transportation
  - Non-Emergency Medical Transportation
    - Litter Van
    - Wheelchair Van
    - Ambulance
  - Non-Medical Transportation
    - Private or public vehicle for people who do not have another way to get to their appointment
- Long Term Services and Supports
  - Skilled Nursing Facilities (91+ Days)
  - Home and Community Based Services
- Dental Care (via Medi-Cal Dental formally known as Denti-Cal: **dhcs.ca.gov/services**)
- Community Supports

** Benefits are subject to change. Please call L.A.Care Member Services at **1.888.839.9909** (**TTY 711**) 24 hours a day, 7 days a week, including holidays for more information or go to **lacare.org**. Your health care provider may need to get approval for some benefits and services.*

L.A. Care Medi-Cal | VSP Vision Care

Keep your eyes healthy

with VSP Vision Care

***We make your eye health our top priority**. As a Vision Care member, you'll receive access to care from great eye doctors, quality eyewear including prescription lenses and frames, and affordable eye care, so you can see clearly and live a healthy life.*

Regular Eye Exams are Important

With VSP® you'll get great care from a VSP network doctor, including a WellVision Exam® — an exam designed to find signs of vision and health conditions like diabetes and high blood pressure.

Using Your VSP Benefit is Easy

View your coverage. Review your personalized coverage details and find an in-network doctor by creating an account at **vsp.com** using your L.A. Care Health Plan ID number (located on your card).

See an in-network doctor. Log-in to your account on **vsp.com** to find a VSP Participating Provider for Medi-Cal near you or call VSP Member Services Department at **1.800.877.7195** (**TTY 1.800.428.4833**), Monday through Saturday 6:00 a.m. to 5:00 p.m. PST (closed Sunday).

At your appointment, tell them you have VSP through L.A. Care Health Plan. Show your L.A. Care Health Plan card at your appointment.

That's it! We'll handle the rest—there are no claim forms to complete when you see a VSP Participating Provider.

Questions? Visit **vsp.com** or call VSP at **1.800.877.7195** (**TTY 1.800.428.4833**), Monday through Saturday 6:00 a.m. to 5:00 p.m., PST (closed Sunday).

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Know Your Care Options

Types of Care	Types of Provider	Examples of Services	Estimated Wait Times
Nurse Advice Line	**Licensed RN** Talk to a nurse 24/7	• Self-care advice • Answers to health questions • Choosing where to get care	• No wait time
Primary Care	**Primary Care Provider (PCP)** Call your PCP first when you need care	• Preventive care • Sudden or short-term health problems • Long-term conditions or diseases like diabetes	• 10 business days or less • Some same-day appointments
Virtual Care	**Telehealth Services** Talk with a doctor over the phone or online	• Cold/flu/fever • Rashes • Infections (skin/eye/ear/UTI) • Respiratory (wheezing/cough) • Stomach (pain/vomiting/diarrhea) • Minor injuries	• Minutes to hours
Urgent Care	**Retail Clinics** Located in retail pharmacy and staffed by a nurse practitioner	• Cold/flu/fever • Rashes • Infections (skin/eye/ear/UTI) • Respiratory (wheezing/cough) • Stomach (pain/vomiting/diarrhea) • Minor injuries	• Minutes to hours • Schedule a visit and check approximate walk-in wait times online
	Urgent Care Center Receive same day care from doctors, even after hours and weekends		• Minutes to hours
Emergency Care	**Emergency Room** Care for life-threatening conditions. Do not use the ER for routine care or mild illness	• Chest pain • Sudden vision changes • Weakness/trouble talking	• Wait depends on how sick/hurt you are

For more information on cost and how to access these services visit: **lacare.org/members/getting-care** or call the number on the back of your Member ID Card.

If you need further assistance, contact L.A. Care Member Services at **1.888.839.9909** (**TTY 711**), 24 hours a day, 7 days a week, including holidays.

L.A. Care Medi-Cal

COVID-19, Flu and Respiratory Synctial Virus (RSV) Prevention + Care

Protect yourself and everyone close to you with vaccines!

COVID-19, flu and RSV are all very contagious viruses. These viruses spread from person to person and can cause serious illness like lung infection, long-COVID, hospitalization and death.

All public health agencies and L.A. Care recommend that everyone who is eligible get the COVID-19, flu and RSV vaccines and/or boosters.

- **Eligibility:** The COVID-19 and flu vaccines are available for everyone ages six months and older. The RSV vaccine is now available to very young children and older adults who are eligible. Getting vaccinated is one of the best ways to protect yourself and your loved ones.

- **Access:** COVID-19 and flu shots are available at most pharmacies and your primary care provider's office, or go to **lacare.org/flu** to find free flu shots in the community. The RSV vaccine is primarily available for newborns and young children, so you will need to check with your provider to see if the RSV vaccine is available and if you qualify. For older adults, a prior authorization is required for the RSV vaccine.

- **Cost:** There is no cost to eligible L.A. Care Medi-Cal members to receive the COVID-19, and Flu and RSV vaccines or medications.

- **Side Effects:** The vaccines do not infect you with a virus. Common side effects of these vaccines during clinical trials included pain at the injection site, fatigue, headache, muscle and joint pain, chills and mild fever. Side effects are generally mild and go away after a day or two, while the benefit of the vaccines remain.

Stay Protected!

- Cover your coughs and sneezes with tissue or cough and sneeze into your elbow
- Wash your hands frequently and with soap
- Stay at home from work or school when sick and until symptoms improve
- Wear a mask if needed

Get Treated

If you test positive for COVID-19 or have the flu, you can ask your provider to prescribe medications to treat these infections. These medications may limit the duration and severity of the infection and lower the potential risk for severe disease.

Questions about COVID-19, Flu or RSV?

If you have questions about these vaccines or if you want to learn more about medications available, please talk with your primary care provider or visit **lacare.org/vaccine**.

For more information on RSV, please visit **http://publichealth.lacounty.gov/acd/diseases/RSV.html**

Get your FREE COVID-19 and flu shot today!

Contact your Primary Care Physician (PCP) to schedule an appointment. You can also go to a local pharmacy. No appointment needed! Show them your L.A. Care ID card and get your free flu shot. If you need any other assistance, contact our Member Services department at **1.888.839.9909** (**TTY 711**).

L.A. Care Medi-Cal

How to Access

L.A. Care's Medi-Cal Member Materials

L.A. Care Health Plan *provides you with information about your Medi-Cal benefits, covered drugs and the doctors that work with L.A. Care. It is easy to view or print important member materials such as the Medi-Cal Member Handbook, Provider Directory, Pharmacy Drug Formulary (Medi-Cal Rx), and Medi-Cal for Kids and Teens brochures.*

Search

lacare.org | 24 hours a day, 7 days a week

To view and print the Medi-Cal Member Materials, you can visit L.A. Care's website and click on Member Materials (Medi-Cal) link: **https://www.lacare.org/members/documents/medi-cal**.

Visit L.A Care

During normal business hours

Visit one of L.A. Care/Blue Shield of California's Community Resource Centers to get assistance with obtaining print copies of Member Materials or to have a customer service representative answer your questions on how to access your new Medi-Cal benefits.

Call

1.888.839.9909 (**TTY 711**)
24 hours a day, 7 days a week, including holidays

An L.A. Care Member Services staff can help you with any questions you have about how to access the Member Handbook, Provider Directory and the Pharmacy Drug Formulary (Medi-Cal Rx).

To get this information in another language or in an alternative format, like large print, audio, or Braille, please call L.A. Care Member Services at **1.888.839.9909** (**TTY 711**) 24 hours a day, 7 days a week, including holidays.

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Nondiscrimination Notice

Discrimination is against the law. L.A. Care Health Plan follows State and Federal civil rights laws. L.A. Care Health Plan 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.

L.A. Care Health Plan provides:

- Free aids and services to people with disabilities to help them communicate better, such as:
  - ✓ Qualified sign language interpreters
  - ✓ Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose primary language is not English, such as:
  - ✓ Qualified interpreters
  - ✓ Information written in other languages

If you need these services, contact L.A. Care Health Plan 24 hours a day, 7 days a week, including holidays, by calling **1.888.839.9909**. If you cannot hear or speak well, please call **TTY 711**. Upon request, this document can be made available to you in braille, large print, audio cassette, or electronic form. To obtain a copy in one of these alternative formats, please call or write to:

L.A. Care Health Plan
Member Services Department
1055 West 7th Street, 10th Floor
Los Angeles, CA 90017
1.888.839.9909
TTY: 711

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HOW TO FILE A CIVIL RIGHTS GRIEVANCE

If you believe that L.A. Care Health Plan has failed to provide these services or unlawfully discriminated in another way on the basis 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, you can file a grievance with L.A. Care Health Plan Chief Compliance Officer. You can file a civil rights grievance by phone, in writing, in person, or electronically:

- **By phone**: Contact L.A. Care Health Plan Chief Compliance Officer, 24 hours a day, 7 days a week, including holidays, by calling **1.888.839.9909**. Or, if you cannot hear or speak well, please call **TTY 711**.
- **In writing**: Fill out a complaint form or write a letter and send it to:

  L.A. Care Health Plan
  Chief Compliance Officer
  1055 West 7th Street, 10th Floor
  Los Angeles, CA 90017

  Email: **civilrightscoordinator@lacare.org**
- **In person**: Visit your doctor's office or L.A. Care Health Plan and say you want to file a civil rights grievance.
- **Electronically**: Visit L.A. Care Health Plan website at **www.lacare.org/members/member-support/file-grievance/grievance-form** or send an email to **civilrightscoordinator@lacare.org**.

OFFICE OF CIVIL RIGHTS – CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

You can also file a civil rights complaint with the California Department of Health Care Services, Office for Civil Rights by phone, in writing, or electronically:

- **By phone**: Call **1.916.440.7370**. If you cannot speak or hear well, please call 711 (**Telecommunications Relay Service**).
- **In writing**: Fill out a complaint form or send a letter to:

  Deputy Director, Office of Civil Rights
  Department of Health Care Services
  Office of Civil Rights
  P.O. Box 997413, MS 0009
  Sacramento, CA 95899-7413

  Complaint forms are available at **http://www.dhcs.ca.gov/Pages/Language_Access.aspx**.

- **Electronically:** Send an email to **CivilRights@dhcs.ca.gov**.

OFFICE OF CIVIL RIGHTS – U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

If you believe you have been discriminated against on the basis of race, color, national origin, age, disability or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

- **By phone**: Call **1.800.368.1019**. If you cannot speak or hear well, please call **TTY/TDD 1.800.537.7697**.
- **In writing**: Fill out a complaint form or send a letter to:

  U.S. Department of Health and Human Services
  200 Independence Avenue, SW
  Room 509F, HHH Building
  Washington, D.C. 20201

  Complaint forms are available at **http://www.hhs.gov/ocr/office/file/index.html**.

- **Electronically**: Visit the Office for Civil Rights Complaint Portal at **https://ocrportal.hhs.gov/ocr/portal/lobby.jsf**.

L.A. Care Medi-Cal

Language Assistance

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

يُرجى الانتباه: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ **1.888.839.9909** (**TTY 711**) تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بريل والخط الكبير. اتصل بـ **1.888.839.9909** (**TTY 711**) . هذه الخدمات مجانية.

Armenian

ՈՒՇԱԴՐՈՒԹՅՈՒՆ: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք **1.888.839.9909** (**TTY 711**): Կան նաև օժանդակ միջոցներ ու ծառայություններ հաշմանդամություն ունեցող անձանց համար, օրինակ՝ Բրայլի գրատիպով ու խոշորատառ տպագրված նյութեր: Զանգահարեք **1.888.839.99099** (**TTY 711**): Այդ ծառայություններն անվճար են:

Cambodian

ចំណាំ៖ បើអ្នក ត្រូវ ការជំនួយ ជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ **1.888.839.9909** (**TTY 711**) ។ ជំនួយ និង សេវាកម្ម សម្រាប់ ជនពិការ ដូចជាឯកសារសរសេរជាអក្សរផុស សម្រាប់ជនពិការភ្នែក ឬ ឯកសារសរសេរជាអក្សរពុម្ពធំ ក៏អាចរកបានផងដែរ។ ទូរស័ព្ទមកលេខ **1.888.839.9909** (**TTY 711**) ។ សេវាកម្មទាំងនេះមិនគិតថ្លៃឡើយ។

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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 بریل 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 प्रिंट में भी दस्तावेज़ उपलब्ध हैं। **1.888.839.9909** (**TTY 711**) पर कॉल करें। ये सेवाएं निःशुल्क हैं।

Hmong

CEEB 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. 점자나 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: ຖ້າທ່ານຕອ້ງການຄວາມຊວ່ຍເຫຼືໃນພາສາຂອງທ່ານໃຫໂ້ທຫາເບ ໄ**1.888.839.9909** (**TTY 711**). ຍງັມຄີວາມຊວ່ຍເຫຼືແລະການບລໍກິານສາລບັຄນົພກິານ ເຊນັເອກະສານທເີປັນ ອກັສອນນນູແລະມໂຕພມິໃຫຍ ໃຫໂ້ທຫາເບ ໄ**1.888.839.9909** (**TTY 711**). ການບລໍກິານເຫຼົ່ນບີ່ ຕອ້ງເສຍຄາ່ໃຊຈ້າ່ຍໃດໆ.

Mien

LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiemx 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 mborqv benx domh sou se mbenc nzoih bun longc. Douc waac daaih lorx **1.888.839.9909** (**TTY 711**). Naaiv deix nzie weih gong-bou jauv-louc se benx wang-henh tengx mv zuqc cuotv nyaanh oc.

Panjabi

ਧਆਿਨ ਦਓਿ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਚਿ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ **1.888.839.9909** (**TTY 711**). ਅਪਾਹਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਵਿੇ ਕਾਿ ਬ੍ਰੇਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਚਿ 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 serbisyong ito.

Thai

โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปทีหมายเลข 1.888.839.9909 (TTY 711) นอกจากนี ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลทีมีความพิการ เช่น เอกสารต่าง ๆ ทีเป็นอักษรเบรลล์และเอกสารทีพิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปทีหมายเลข 1.888.839.9909 (TTY 711) ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี

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.

NOTES:

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