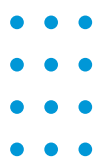




L.A. Care.
Medi-Cal



Medi-Cal New Member Guide SPDs

2024

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Dear Member,

Welcome to L.A. Care Health Plan (L.A. Care). Your health is important to us and we are here to help you get the health care that you need. This is your New Member Welcome Packet. It includes valuable information about your plan benefits, member materials and helpful resources.

L.A. Care is not only here for you when you are sick. We want to help you get and stay healthy. L.A. Care is here for you when it matters. We will help you achieve your health goals by:

- Providing you with health tips and share information about programs to help you manage your health
- Updating you with changes to your benefits
- Asking you for information about your health to help you stay healthy

If you have any questions, have special health care needs or you need help arranging services, we will help you. Please call L.A. Care Member Services at **1.888.839.9909** (TTY **711**), 24 hours a day, 7 days a week, including holidays. These calls are free. Call us if you need the information in this package in another language or format (large print or audio).

Again, welcome to L.A. Care!

Sincerely,
L.A. Care Health Plan



Learn about your Medi-Cal Plan



Getting started as an L.A. Care member

As a new member, here are a few helpful tips:

Tip 1: Review your Member Handbook ("What You Need to Know About Your Benefits")

Your Member Handbook has important information about L.A. Care:

- Your rights and responsibilities
- Important telephone numbers
- Covered benefits and services
- How to change your primary care provider (PCP)

It will also tell you how to access:

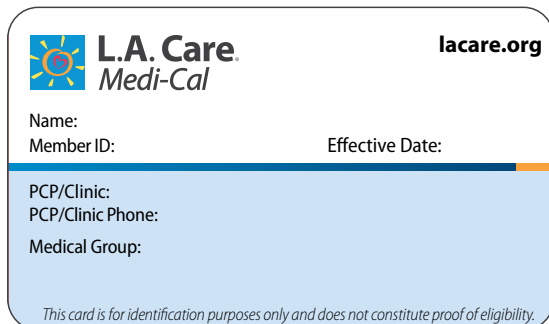
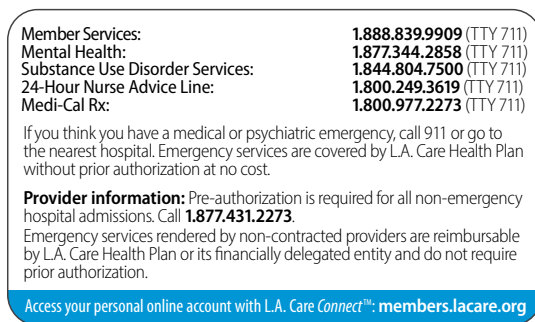
- Preventive, urgent and emergency health care

- Women's health specialists for regular and preventive care
- Language help and interpreters
- Pharmacy benefits and how you can get the medicine you need
- Non-medical and non-emergency medical transportation services
- Care management and disease management programs
- 24 – Hour Nurse Advice Line

A Member Handbook is included in this packet. You can also find the Member Handbook in your language at <https://www.lacare.org/members/documents/medi-cal> or you can request a printed copy of your Member Handbook in any of the available languages by calling L.A. Care's Member Services at **1.888.839.9909 (TTY 711)**.

Tip 2: Check your member ID card

Your member ID card is mailed to you separately. Your ID card includes the following information:

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

Please keep your member ID card with you at all times. Always remember to show your member ID card whenever you get health care services. If you do not get your member ID card or have questions, please call Member Services at **1.888.839.9909** (TTY **711**), 24 hours a day, 7 days a week, including holidays.

Tip 3: Make an appointment with your Primary Care Provider (PCP) as soon as possible

Your Primary Care Provider (PCP) is your main doctor and is the first person you go to when you have a health problem. They make sure you get the right care in the right place at the right time.

Routine visits with your PCP are important to help you stay healthy. Even if you are not sick, we ask all new members to see their PCP within the first 1 – 3 months of joining L.A. Care.

The first visit or initial health appointment (IHA) with your PCP is very important because the PCP will:

- Get to know you and talk about your health
- Learn your medical history
- Give you a physical exam
- Give you health information and services you may need
- Help you understand your health needs
- Teach you ways to improve your health or help you stay healthy

Please keep in mind, you have the right to change your PCP at any time. You must choose a PCP who is in the L.A. Care provider network and is taking new patients.

If you choose a new PCP, then he or she will become your PCP on the first day of the next month after you make the change. If you want to change your PCP, you can call **1.888.839.9909** (TTY **711**), create an L.A. Care Connect account, or you can use our “Find a Doctor or Hospital” tool online at **lacare.org**.

When using the online tool, follow these steps:

- 1) Select Medi-Cal
- 2) Select from the following: “Location, Provider Detail and/or Coverage and Care Requirements”
- 3) You can search for Providers with several filters including, but not limited to:
 - Location
 - Facility Accessibility
 - Provider Detail – gender
 - Provider Name
 - Language spoken by Provider
 - Network
 - Specialty
- 4) Select “Find a Provider”

You can also find a PCP in our provider directory included in this packet.

Tip 4: Do you have access to the Internet? If so, sign up for L.A. Care Connect (your online member account)

To make your experience easier, you can create an online L.A. Care Connect member account for information and services. L.A. Care connect is your online member portal.

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)

With your L.A. Care Connect account, you can:

- 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 of a button

Tip 5: Review important member resources that can be accessed in an electronic format on the lacare.org website, such as:

- Provider Directory: <https://www.lacare.org/members/documents/medi-cal>
- Pharmacy Drug Formulary (through Medi-Cal Rx): <https://www.lacare.org/members/getting-care/pharmacy-services>
- Medi-Cal for Kids & Teens Brochures/Letters: <https://www.lacare.org/members/getting-care/routine-exams>

Tip 6: Complete a Health Risk Assessment and a Health Information Form

You may receive some assessment surveys from L.A. Care. The **Health Risk Assessment (HRA)** is a health survey that will help us get you the care you need. It is important you take the time to complete this survey. You may get a call from us to complete the HRA.

Another assessment you may receive by mail is the **Health Information Form (HIF)**. This is a short, ten-question health survey we ask all new members to complete. We will also use this information to help you get the care you need. You may get a call from us reminding you to complete this form.

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 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).

What is L.A. Care Medi-Cal?

- ❖ 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)

Community Resource Centers

L.A. Care's Community Resource Centers (CRCs) 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

You can learn about your Medi-Cal benefits by signing up for a new member orientation at your local CRC. After the orientation, you will be able to:

- ❖ Understand your benefits
- ❖ Request an ID card
- ❖ Choose or change your doctor
- ❖ Know how to fill prescriptions
- ❖ Understand urgent health care
- ❖ Understand your rights and responsibilities

Come to a new member orientation at an L.A. Care and Blue Shield Promise Community Resource Center and get a \$10 gift card.

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)**.

Health Education Services

L.A. Care offers many health education services, programs and resources. Some of these 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**.

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

Stay Connected

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

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**

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:

1. BenefitsCal website: benefitscal.com

BenefitsCal is a website for L.A. 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: <ul style="list-style-type: none">• Monday–Friday from 7:30 a.m. – 6:30 p.m.• Excluding holidays

If you have any questions, or need help with accessing your Medi-Cal coverage, please contact DPSS at **1.866.613.3777** (TTY) **1.800.660.4026**, go to benefitscal.com or visit KeepMediCalCoverage.org for more information.

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)

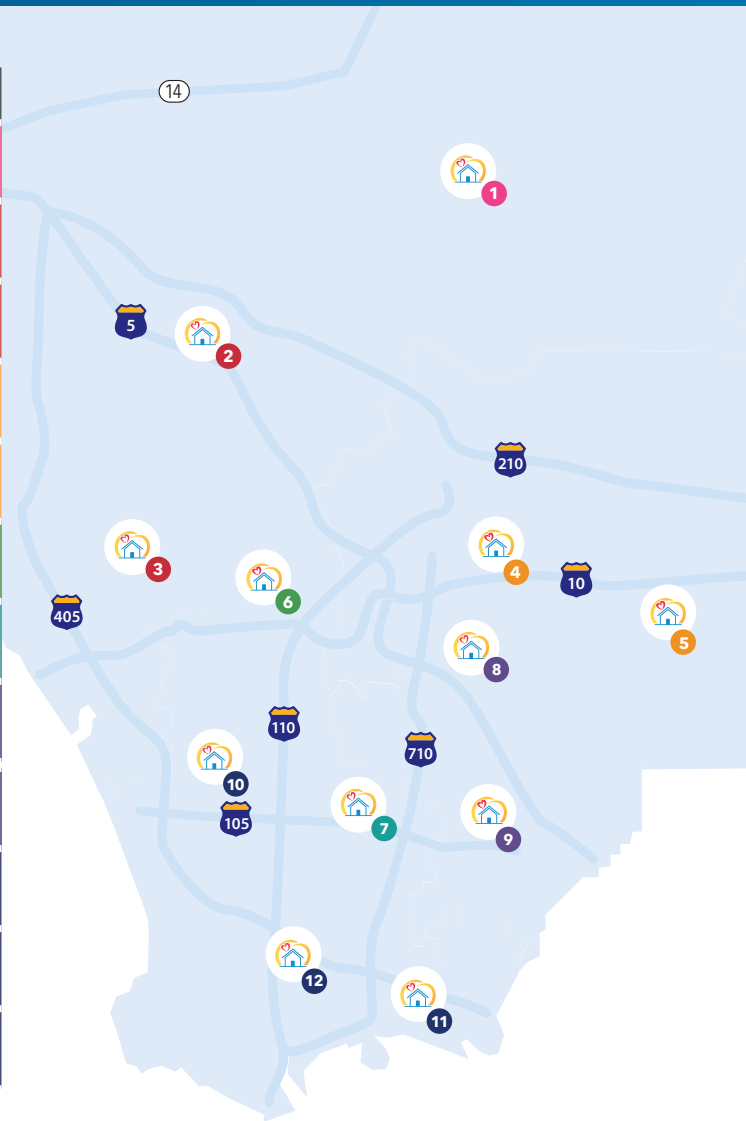
Monday–Friday from 7:30 a.m.– 6:30 p.m. Excluding holidays.



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. West L.A. (Opening January 2024)	11173 W. Pico Blvd. Los Angeles, CA 90064 1.310.231.3854
4. El Monte	3570 Santa Anita Avenue, El Monte, CA 91731 1.213.428.1495
5. Pomona	696 W. Holt Avenue, Pomona, CA 91768 1.909.620.1661
6. Metro L.A.	1233 S Western Avenue, Los Angeles, CA 90006 1.213.428.1457
7. Lynwood	3200 East Imperial Hwy, Lynwood, CA 90262 1.310.661.3000
8. East L.A.	4801 Whittier Blvd, Los Angeles, CA 90022 1.213.438.5570
9. Norwalk	11721 Rosecrans Avenue, Norwalk, CA 90650 1.562.651.6060
10. Inglewood	2864 W. Imperial Hwy, Inglewood, CA 90303 1.310.330.3130
11. Long Beach	5599 Atlantic Blvd, Long Beach, CA 90805 1.562.265.3130
12. 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

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).

L.A. Care Medi-Cal Benefits Highlights

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

**This is a summary only.*

More details about your benefits can be found in the Medi-Cal Member Handbook available online at [lacare.org](https://www.lacare.org).

More Benefits. At No Cost To You.

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



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](https://www.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](https://www.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](https://www.lacare.org). Your health care provider may need to get approval for some benefits and services.*

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	<ul style="list-style-type: none"> • Self-care advice • Answers to health questions • Choosing where to get care 	<ul style="list-style-type: none"> • No wait time
 Primary Care	Primary Care Provider (PCP) Call your PCP first when you need care	<ul style="list-style-type: none"> • Preventive care • Sudden or short-term health problems • Long-term conditions or diseases like diabetes 	<ul style="list-style-type: none"> • 10 business days or less • Some same-day appointments
 Virtual Care	Telehealth Services Talk with a doctor over the phone or online	<ul style="list-style-type: none"> • Cold/flu/fever • Rashes • Infections (skin/eye/ear/UTI) • Respiratory (wheezing/cough) • Stomach (pain/vomiting/diarrhea) • Minor injuries 	<ul style="list-style-type: none"> • Minutes to hours
 Urgent Care	Retail Clinics Located in retail pharmacy and staffed by a nurse practitioner	<ul style="list-style-type: none"> • Cold/flu/fever • Rashes • Infections (skin/eye/ear/UTI) 	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Respiratory (wheezing/cough) • Stomach (pain/vomiting/diarrhea) • Minor injuries 	<ul style="list-style-type: none"> • Minutes to hours
 Emergency Care	Emergency Room Care for life-threatening conditions. Do not use the ER for routine care or mild illness	<ul style="list-style-type: none"> • Chest pain • Sudden vision changes • Weakness/trouble talking 	<ul style="list-style-type: none"> • 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.

Additional Ways to Get Care



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



How to Access Teladoc

1. Set up your account at **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. Access care that is needed right away!



For more Information visit: **lacare.org/teladoc**
Or Scan QR Code: **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



For more Information visit: **lacare.org/minuteclinic**
Or Scan QR Code: **lacare.org/minuteclinic**

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



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.



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>.



During normal business hours

Visit one of L.A. Care/Blue Shield Promise 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.



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.

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**

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**](http://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>.

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 برييل 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: Չանզահարեք **1.888.839.9909 (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 ដូចជាឯកសារសរសេរជាអក្សរធំ សម្រាប់ជនពិការភ្នែក ឬ ឯកសារសរសេរជាអក្សរព្រមព្រីន ក៏អាចរកបានផងដែរ។ ទូរស័ព្ទមកលេខ **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 بریل و چاپ با حروف بزرگ، نیز موجود است. با **1.888.839.9909 (TTY 711)** 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: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໂທຫາເບ 1.888.839.9909 (TTY 711). ຍັງມີຄວາມຊ່ວຍເຫຼືອແລະການບໍລິການສໍາລັບຄົນພິການ ເຊັ່ນເອກະສານທັບ ອັກສອນນູແລະມິຕິພິໃຫຍ ໃຫ້ໂທຫາເບ 1.888.839.9909 (TTY 711). ການບໍລິການເຫຼົ່ານີ້ ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ.

Mien

LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiex 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

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ 1.888.839.9909 (TTY 711). ਅਪਾਰਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿੱਚ 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 กรุณาโทรศัพท์ไปที่หมายเลข **1.888.839.9909 (TTY 711)** นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข **1.888.839.9909 (TTY 711)** ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้

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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