



For A Healthy Life

FALL 2019

be  
well

A Publication for L.A. Care Members



You may have seen our exciting L.A. Care Health Plan brand campaign in the community as we continue to unfold it throughout Los Angeles County. We are committed to our goal of revitalizing L.A. Care in the hearts and minds of our communities by raising awareness of the excellent care we offer.

We are, and will always be, dedicated to providing access to health care to L.A. County residents. Our programs and services help improve the quality

of life of our members and the community through our health education classes, our Family Resource Centers, and caring staff who are here to support you!

Look for our exciting campaign in your neighborhood. You will find it on billboards, bus stops and other on-the-go places across Los Angeles. L.A. Care: **Elevating Healthcare for all of L.A.!**



**ELEVATING  
HEALTHCARE**  
IN LOS ANGELES COUNTY  
SINCE 1997



# Ask the Doc: Immunizations Are for Everyone

## Q: What are shots?

**A:** No matter what you call them, immunizations, vaccines or shots, they are medicines given to children and adults to help them stay healthy and keep them from getting sick.

## Q: Who needs to get shots?

**A:** Infants and small children need a series of shots starting at birth up until about two years old. School-age children must be up-to-date with their shots before entering kindergarten. California schools are required to check immunization records (yellow card) for new students from kindergarten through 12<sup>th</sup> grade and all students entering 7<sup>th</sup> grade.

## Q: Should adults get shots also?

**A:** Yes, adults need shots too. As you get older, you could be at risk for certain diseases.

## Q: Can shots cause you to get a disease such as measles or the flu?

**A:** Shots do not make you get a disease.

## Q: When should adults get a shot?

**A:** Adults should get a flu shot every year before flu season starts in the fall. They should also get a Tdap shot, which protects from three diseases – diphtheria, tetanus and whooping cough. If you are over 19 years old and have never had the shot, you should get it. If you are over 60 years old, you might need other shots. Some shots your doctor may recommend are Pneumococcal, Shingles (Zoster), or the measles, mumps and Rubella (MMR).



Your doctor is the best source of health information for you and your family. Ask your doctor what shots he or she recommends. Make sure you have all the shots you need so you can stay healthy. Don't wait until you're sick to go to the doctor. Seeing the doctor when you're well allows the doctor to focus on *you* rather than your illness. Well visits are a time for preventive care including age-appropriate vaccinations.



It is health that is real wealth and not pieces of gold and silver.

- Mahatma Gandhi



# Flu Myths

**MYTH:** The flu shot can give you the flu.

**FALSE:** The flu shot is made from an inactivated (dead) virus that can't make you sick. It takes one to two weeks to get protection from the flu shot. If you get the flu after the shot, you were going to get sick anyway.

**MYTH:** Getting the flu shot is the only way to protect yourself from getting the flu.

**FALSE:** Although getting the flu shot is the best way to prevent the flu, you can also protect yourself by washing your hands, eating healthy foods, and staying away from sick people.

**MYTH:** You don't need to get the flu shot every year.

**FALSE:** You should get a flu shot every year as each year's flu strain is different. The flu shot protects against the most common strains of flu for the current year.

Protect yourself and your family from the flu. Getting a flu shot is easy and free for L.A. Care members. Just go to your doctor or local pharmacy and show your L.A. Care **Member ID** card.



# Healthy Eating Tips to Get Ready for the Holidays

L.A. Care dietitians counsel members throughout the year on healthy eating and lifestyle. Here are some tips for enjoying, but not overdoing, the holidays.

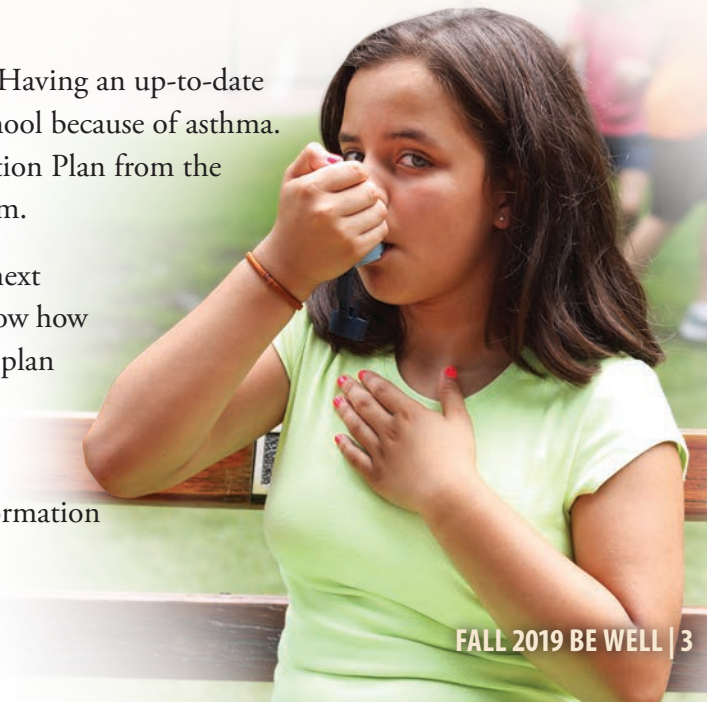
- Be careful with your food choices, but enjoy what you eat!
- Do not eat all the treats that come your way. Eat only those that are really special.
- Look out for high calorie drinks. A cup of hot apple cider has 180 calories and the normal eggnog has 320 calories. Try smaller amounts or light versions of your favorite drinks.
- If you really want to try each food at a holiday event, get a doggy bag to take some food home for later. This helps you to eat less at once.
- Think veggies. Make sure half of your plate is veggies to keep calories down. You will also feel fuller.
- Make activity part of family events. Plan a walk or play a sport.
- Do not overcommit or stress yourself out; make sure you get enough sleep.
- At work and at home, make sure you have low calorie, healthy snacks available.

# Add Asthma Action Plan to Your Child's Back-to-School List

Children with asthma need a current **Asthma Action Plan (AAP)**. Having an up-to-date AAP can help your child do well in school and avoid missing school because of asthma. Help your child this school year by getting a current Asthma Action Plan from the doctor and bringing it to their school and/or after school program.

Complete and review the AAP with your child's doctor at their next appointment. Everyone who takes care of your child needs to know how to manage their asthma. Having an AAP provides a clear written plan for how to manage your child's asthma.

L.A. Care has a free program for members with asthma to speak with a nurse for education, coaching and support. For more information on **L.A. Care's About Asthma® Disease Management Program**, please call **1.888.200.3094**.



# Medications to Your Doorstep: New Mail Order Pharmacy Vendor



Great news - L.A. Care now offers mail order pharmacy service through Kroger Mail Order Pharmacy! Kroger works with Postal Prescriptions Services (PPS) to offer a convenient mail order service to get your prescriptions to your door. The service is optional and at no additional cost. Sign up with PPS, then have your doctor call in, mail, fax or e-prescribe orders directly to PPS. L.A. Care members must register and create an account to use this service.

## What Are the Benefits?

- If your doctor writes prescriptions for **90 days'** worth of your medication, Kroger Mail Order Pharmacy can fill prescriptions for **90 days** and send them straight to your doorstep.
- Standard shipping is **free!**
- You can save time by cutting visits to the pharmacy.
- No extra costs – just your usual pharmacy co-pay! Please refer to your benefits plan for co-pay information.
- Prescriptions arrive within 7 to 10 days of placing your order.

## How Do I Sign Up?

- **Phone:** Call **1.800.552.6694** to sign up with a Kroger Mail Order Pharmacy representative. In most cases, Kroger can call your pharmacy and transfer your prescriptions within 48 hours.
- **Mail/Fax:** Fill out the form (available in English and Spanish), also found on L.A. Care's website at **lacare.org** under the "**Members Services**" tab. Click "**Pharmacy Services**", and mail it to the address below or fax to **1.800.723.9023**.

Kroger Mail Order Pharmacy:  
Postal Prescription Services (PPS)  
P.O. Box 2718  
Portland, OR 97208-2718

- **Online:** Visit **ppsrx.com**, and make an online account to sign up for mail order services and track your prescriptions.

## Questions?

- Contact the Kroger customer service line at **1.800.552.6694**. It is available Monday through Friday from 6 a.m. to 6 p.m., and Saturday from 9 a.m. to 2 p.m.
- You can also learn more about the mail order pharmacy on L.A. Care's website at **lacare.org**. Under the *For Members* tab, select Pharmacy Services.

## Ready...Set...Quit!

If you're ready to quit smoking, or even thinking about it, the **Great American Smokeout** is for you! The American Cancer Society sets aside one day a year for smokers to commit to quit even for just one day. This year, that day is **Thursday, November 21**.



Quitting smoking may be one of the hardest things you'll ever do, but it's one of the best things for your health. You may have tried to quit once, twice, or many times before. These attempts are not failures! They helped prepare you for success - the time you'll quit for good!

If you need help quitting, L.A. Care can help. Call **1.855.856.6943** to learn about in-person workshops and online self-paced programs and resources. Talk to your doctor about medications to help you. You can also call the California Smoker's Helpline, a free phone-based counseling service, at **1.800.NO.BUTTS (1.800.662.8887)**. You will be taking an important step towards a healthier life. One day at a time.



# Fun Foods for Fall!



Fall is when the summer bounty of fresh fruits and vegetables starts to slow down, but keep serving those fruits and veggies! Get inspired with this year-round favorite: spinach. It's packed with vitamins and minerals to keep you feeling your healthy best.

If you or your family are unsure about "green foods," try raw baby spinach in salads. Add sliced pears, orange slices, or dried cranberries to make it fun and tasty. Try a new recipe, such as the one which follows. It can be used as a side dish or as a snack that everyone will love!

## Parmesan Spinach Creamy Bites

### Ingredients:

- ✓ 20 ounces frozen chopped spinach, thawed and drained
- ✓ 3 large eggs
- ✓ 1 cup non-fat milk
- ✓ 1 cup white, whole wheat flour or whole wheat pastry flour
- ✓ 1 teaspoon baking powder
- ✓ 1 ½ cup (6 ounces) shredded Monterey Jack cheese or other cheese of your choice
- ✓ ½ cup grated Parmesan cheese

### Instructions:

- ✓ Preheat oven at 350 degrees
- ✓ Oil a 13" x 9" dish with spray oil
- ✓ Mix eggs and milk in large bowl
- ✓ Add all other ingredients and mix
- ✓ Bake for 35 minutes or until edges begin to brown
- ✓ Let cool and cut into squares of desired size

Enjoy!

Call the L.A. Care **Health Education Unit** at **1.855.856.6943** to learn more about healthy eating.

## Health Education Just for You

No matter what your health needs are, or how you like to learn, L.A. Care has something for you. If you enjoy meeting people and talking face-to-face, join an in-person group workshop. Busy schedule? We can talk with you over the phone. Prefer to learn online? Go to L.A. Care's website at **lacare.org** and log into the member portal for online tools and resources. Like to read? We have health education materials on many health topics and in different languages.

To learn more about health education, call **1.855.856.6943** or visit us online at **lacare.org/healthy-living/health-resources/health-education**.



# Your First Doctor Visit

New to L.A. Care? If so, please call the doctor's office listed on your member ID card to make an appointment for your first visit as soon as possible, which is called an Initial Health Assessment (IHA). It is a time for your doctor to get to know you and better understand your health needs.

You will be asked to fill out a form called the Staying Healthy Assessment (SHA). It helps the doctor offer counseling or information on lifestyle choices. Call today to make your first doctor appointment!

Not sure if you need this visit? Call your doctor to check. Even if you already had your first visit and you feel fine, you should still see your doctor each year for a checkup. This will help your doctor catch issues early and he/she may do lab work to help you stay healthy.

For more information, please contact **Member Services at 1.888.839.9909 (TTY 711)**, 24 hours a day, 7 days a week and holidays.



## What Are Early and Periodic, Screening, Diagnostic, and Treatment Services (EPSDT)?

L.A. Care wants to make sure that our members – children and adults stay healthy. Our doctors are trained to check to see if your child has challenges with speaking, hearing, walking, or behavior. They use special rules called Early and Periodic, Screening, Diagnostic, and Treatment Services (EPSDT) to check. If your child's doctor finds a challenge, they can send them for treatment. The EPSDT rules say that children need to get treatments that are proven to work.

If your child's doctor finds behavioral challenges, a referral may be made for behavioral health treatment,

which can happen at home, a park, library or during play dates. Treatment teaches children how to make good choices and to make behavior changes. It also teaches parents how to help children control how they act in different places.

### **Contact information:**

For questions related to behavioral health services, please call L.A. Care at **1.888.347.2264**.

For other questions, please contact **Member Services at 1.888.839.9909**.



# Occupational, Physical, Speech Therapy Available

L.A. Care Health Plan provides supportive services for members between ages 0-21 with developmental disabilities. We offer the following:

- Occupational therapy
- Speech therapy
- Physical therapy

Call your doctor if you think you need any of these services. Your doctor will do tests to see if you can benefit from having them. Based on the results, your doctor may make a referral.

Occupational therapy can help you with learning self-help and daily living skills. Speech therapy can help you speak more clearly using words, gestures or signs. Physical therapy can help you with walking, sitting, running or simply moving.

For more information, please contact **Member Services at 1.888.839.9909 (TTY 711)**, 24 hours a day, 7 days a week and holidays.



## Your Centers for Health and Wellness!

Come to L.A. Care's **Family Resource Centers (FRCs)** to improve your health and elevate your knowledge with a variety of classes and services that are **FREE** and **OPEN** to anyone! The Centers offer classes like CPR, Dance, Healthy Cooking, Parenting Support, Yoga, Zumba®, children's classes and much more. Earn rewards when you attend six health education classes and receive a gift!

L.A. Care members can attend a Member Orientation to learn how to get a Member ID card, choose or change a doctor, and fill a prescription. At the Centers, L.A. Care members can also speak to a Member Services Representative or Care Manager to learn more about their health plan benefits.

There are now six **FRCs** conveniently located throughout Los Angeles County. For more information and to view the schedule of classes, visit [lacare.org/frc](http://lacare.org/frc) or call **1.877.287.6290 (TTY 711)**.

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

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

**Inglewood**  
Phone: **310.330.3130**

**Lynwood**  
Phone: **310.661.3000**

**Pacoima**  
Phone: **213.438.5497**

**Palmdale**  
Phone: **213.438.5580**

# How Long Should I Wait for My Appointment?

Did you know L.A. Care has rules about how long you should wait to get a doctor appointment?

Appointments must be offered within the timeframes listed below\*:

## Primary Care Doctors

- Routine appointment (non-urgent): **10 business days**
- Urgent appointment (no authorization required): **48 hours**

## Specialists

- Routine appointment (non-urgent): **15 business days**
- Urgent appointment (requiring prior authorization): **96 hours**

Did you know you can get health advice when your doctor's office is closed and on weekends or holidays?

- L.A. Care doctors must be available, or have someone available, to help you at all times.
- If you need to talk to your doctor when the office is closed, call your doctor's office phone number. Follow their instructions.
- A doctor or nurse should call you back within 30 minutes.

\*Wait time for an appointment may be extended if the referring or treating provider has determined and noted in the medical record that a longer time will not have a negative impact on the health of the member.



If you have trouble reaching your doctor, call L.A. Care's **Nurse Advice Line** at **1.800.249.3619** (TTY 711) 24 hours per day, 7 days per week. A nurse will give you the health information you need. Remember, if you have a medical emergency and need help right away, dial **911** or go to your nearest emergency room.



## Diabetes Awareness Month

November is Diabetes Awareness Month. There is no better time to talk with your doctor to find out if you are at risk. If you have diabetes, talk with your doctor to get the exams you need to keep diabetes in control.

L.A. Care has a program for members with diabetes to speak with a nurse for education, coaching and support. For more information on *L.A. Care's About Diabetes® Disease Management Program*, please call **1.877.796.5878**.



# Nurse Advice Line Can Help You



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

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

If you are a Medi-Cal member with one of our Plan Partners, you can call the **Nurse Advice Line** at:

**Anthem Blue Cross:**  
1.800.224.0336 TTY 1.800.368.4424

**Blue Shield of California  
Promise Health Plan:**  
1.800.609.4166 TTY 1.800.735.2929

**Kaiser Permanente:**  
1.888.576.6225

## How to Access Interpreting Services

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

For in person interpreting services, please let us know:

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



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



## Go Green and Get *Be Well* Electronically!

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

# Medical Identity Theft: How to Keep Yourself Safe

If someone gets your medical ID or Social Security number, you could become a victim of medical identity theft. They can use it to see the doctor, buy prescription drugs, or submit fake bills in your name. Your credit rating and your health could also be harmed by medical identity theft. If false information gets into your medical records, you may get the wrong treatment.



Tips to protect yourself against medical identity theft include:

- Do not trust strangers who offer free or discounted medical services.
- File paperwork and shred what you do not need.
- Keep your insurance and Social Security numbers safe.
- Never share your information with persons who say they are bill collectors. If they really are bill collectors, they will already have your information.
- Review your medical bills and statements (if any) and/or your Explanation of Benefits. Check for items or services you did not receive. If you see something strange or wrong, call your health care provider.

If you have questions about your bill and/or Explanation of Benefits or think there is a mistake, please call L.A. Care **Member Services** at **1.888.839.9909** (TTY 711), 24 hours a day, 7 days a week and holidays.

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

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

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





# L.A. Care Works for You

At L.A. Care, we inform, educate, and engage our members. We want to empower YOU to be well and happy with your health care. We reach more than 2 million members through mail, email, phone, websites, newsletters, and even through your doctor!

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



## Important Numbers

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

### L.A. CARE

#### L.A. Care Health Plan

**1.888.839.9909** (TTY 711)

24 hours a day, 7 days a week and holidays

#### PASC-SEIU

**1.844.854.7272** (TTY 711)

24 hours a day, 7 days a week and holidays

#### L.A. Care Cal MediConnect

**1.888.522.1298** (TTY 711)

24 hours a day, 7 days a week and holidays

#### L.A. Care Family Resource Centers

(Your Centers for Health and Wellness)

**1.877.287.6290** (TTY 711)

#### L.A. Care Covered™

**1.855.270.2327** (TTY 711)

#### L.A. Care Compliance Helpline

(to report fraud or abuse)

**1.800.400.4889** (TTY 711)

24 hours a day, 7 days a week and holidays

### L.A. Care Language/Interpreter Services

**1.888.839.9909** (TTY 711)

24 hours a day, 7 days a week and holidays

### L.A. Care's Nurse Advice Line

(for non-emergency medical advice)

**1.800.249.3619** (TTY 711)

24 hours a day, 7 days a week and holidays

### OTHERS

#### Transportation Services

(No Cost Medi-Ride to the Doctor)

**1.888.839.9909** (TTY 711)

24 hours a day, 7 days a week

#### Beacon Health Options

(Behavioral Health Care)

**1.877.344.2858** (TTY **1.800.735.2929**)

[beaconhs.com](http://beaconhs.com)

24 hours a day, 7 days a week

### MEDI-CAL PLAN PARTNERS

#### Anthem Blue Cross

**1.888.285.7801**

#### Blue Shield of California (BSC)

#### Promise Health Plan

**1.800.605.2556**

#### Kaiser Permanente

**1.800.464.4000**

### PLAN PARTNERS' NURSE ADVICE LINES

(for non-emergency medical advice)

**Anthem Blue Cross: 1.800.224.0336**

(TTY **1.800.368.4424**)

**Blue Shield California Promise**

**Health Plan: 1.800.609.4166**

(TTY **1.800.735.2929**)

**Kaiser Permanente: 1.888.576.6225**

**IN CASE OF EMERGENCY,  
CALL 911**



**L.A. Care**  
HEALTH PLAN®

**SALES & MARKETING DEPARTMENT**

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FALL 2019  
**be well**

A Publication for L.A. Care Members

PSRT STD  
U.S. POSTAGE  
**PAID**  
LOS ANGELES, CA  
PERMIT NO. 3244



**Health and wellness or prevention information**



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

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

*Be Well* is a member news publication by L.A. Care for members of L.A. Care's Health Plan. If you would like the information contained in this newsletter in another language or another format, please call **Member Services** at **1.888.839.9909** (TTY 711), 24 hours a day, 7 days a week including holidays.

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