

L.A. Care Medi-Cal™

Provider Directory

2018



Directorio de proveedores

Առաքողի Տեղեկատվական Բաժին

의료 서비스 제공자 디렉토리

Danh Mục Các Cơ Quan Cung Cấp Dịch Vụ

បញ្ជីឈ្មោះអ្នកផ្តល់ការថែទាំ

服務提供者名錄

Справочник провайдеров

Direktoryo ng Tagapagkaloob

راهنمای خدمات

دليل موفر الرعاية

1 *Volume 1 of 2*

Thank you for choosing L.A. Care Health Plan!

We are proud to give quality care to **Medi-Cal** program members in Los Angeles County. To make sure you receive the best care, L.A. Care has a large group of doctors who serve all of Los Angeles County. This provider directory lists clinics, doctors, pharmacies, hospitals and other providers who work with L.A. Care.

Your doctor is called a Primary Care Physician or “PCP”

When you join L.A. Care, you choose a doctor or clinic for each member. If you did not, we chose for you. This doctor is called a “Primary Care Physician” or “PCP.” This PCP will take care of most of your care unless it is an emergency or out of area urgent care services. Your PCP’s name and phone number are on your ID card.

How to choose a new doctor (PCP)

You can request to change your doctor, clinic, or physician group at any time. To choose a new doctor, follow what to do below. Or, if you have the Internet, you can go to **lacare.org**. Under, **For Members**, select **Member Tools**, click on **Find a Doctor or Hospital**. Click on **Medi-Cal** under **Choose a Program**. Then, click on, **I want to find a Physician** and follow what to do to choose a new doctor.

1. **Find your city.** In this provider directory, go to the city of your choice to find a list of clinics and doctors near you.
2. **Check the list.** To help you pick, we have listed doctor specialties and the language they speak.

You may choose this type of doctor...

Family Practice	All ages
General Practice	Ages 16 & older
Internal Medicine	Ages 16 & older
Ob/Gyn (women only)	Ages 16 & older
Pediatrics	Ages 21 & younger

to care for...

3. **Choose a doctor, clinic, or physician group.** You can choose a new doctor for each member. But, if you do, we suggest that you choose one who works in the same clinic or office.
4. **Call L.A. Care Member Services at 1.888.839.9909 (TTY: 711) when you make your choice.** Let us know the name and the code number that is in the Provider Directory for that doctor or clinic.

If you get care right now from a doctor not listed in this provider directory and you want to keep getting care from that doctor, call L.A. Care. We will work with you and your doctor to help you get care.

LANGUAGE ASSISTANCE SERVICES

We offer no-cost interpreting services, including American Sign Language, 24 hours a day, 7 days a week. An interpreter can help you talk with your doctor during the health visit. You should never use friends, family, or children as interpreters.

Call L.A. Care at **1.888.839.9909 (TTY: 711)** at least 10 business days before the doctor visit to request an interpreter.

ACCESS INFORMATION FOR PEOPLE WITH DISABILITIES

Many doctors' offices and clinics have letters (**P, B, W, A, E, S, L, R, GB**) after their phone numbers. These letters mean the office has some kind of access for people with disabilities:

P = Parking: accessible ("Handicapped") parking spaces, ramps and curb cuts between parking and office.

B = Building: accessible walkway and entrance to the building where ramps and stairs have handrails. Doors open wide and door handles and elevators are easy to use.

W = Wheelchair Access

A = Reception/Waiting Area: reception and waiting areas have wide aisles with enough room to turn around.

E = Accessible Exam Room & Table: clear path to exam room, doors open wide, are easy to open, and have enough room to turn around. Exam tables move up and down.

S = Scales: Scale has handrails and is accessible for people who use wheelchairs.

L = Lifts: Lifts are available to assist with patient.

R = Restroom & Stall: doors are wide, easy to open and have enough room to turn around. You can grab bars and the sink is easy to get to. The faucets, soap and toilet paper are easy to reach and use.

GB = Grab Bars: Grab bars are available in restroom stalls and other areas

Some doctors' offices and clinics may have these types of access but it is not in this Provider Directory. To get more information on this, call L.A. Care's Member Services.

Our Doctors' Professional Qualifications

We are proud of our doctors and their professional training. If you have questions about their qualifications or would like to verify a doctor's address, call us at **1.888.839.9909 (TTY: 711)**. L.A. Care can tell you about the medical school they went to, their residency or board certification.

Important Information

Some hospitals and other providers do not provide one or more of the following services that may be covered under your plan and that you or your family member might need:

- Family planning;
- Contraceptive services, including emergency contraception;
- Sterilization, including tubal ligation at the time of labor and delivery;
- Infertility treatments; or
- Abortion

Call your doctor, medical group, independent practice association or clinic, or call the health plan at **1.888.839.9909** to make sure you can get the health care services you need. Members with hearing or speech loss, call **TTY: 711**.

L.A. Care Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. L.A. Care Health Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

L.A. Care Health Plan:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)

- Provides 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 our Member Services Department at **1.888.839.9909 (TTY 711)**.

If you believe that L.A. Care Health Plan has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance/complaint with the Civil Rights Coordinator of L.A. Care Health Plan. You have two options in which you may file a grievance/complaint:

You may call in a grievance/complaint at:

Member Services Department – **1.888.839.9909 (TTY 711)**

Or you may send in a written grievance/complaint to:

Civil Rights Coordinator
c/o Compliance Department
L.A. Care Health Plan
1055 West 7th Street, 10th Floor
Los Angeles, CA 90017
Email: civilrightscordinator@lacare.org

You can file a grievance/complaint in person, by mail, by telephone, or by email. If you need help filing a grievance/complaint, the Civil Rights Coordinator via the Member Services Department is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue SW., Room 509F, HHH Building, Washington, DC 20201, 1-800-868-1019, 1-800-537-7697 (TDD).

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

English: Free language assistance services are available. You can request interpreting or translation services, information in your language or in another format, or auxiliary aids and services. Call L.A. Care at **1-888-839-9909 (TTY 711)**, 24 hours a day, 7 days a week, including holidays. The call is free.

Spanish: Los servicios de asistencia de idiomas están disponibles de forma gratuita. Puede solicitar servicios de traducción e interpretación, información en su idioma o en otro formato, o servicios o dispositivos auxiliares. Llame a L.A. Care al **1-888-839-9909 (TTY 711)**, las 24 horas del día, los 7 días de la semana, incluso los días festivos. La llamada es gratuita.

Chinese: 提供免費語言協助服務。您可申請口譯或翻譯服務，您使用之語言版本或其他格式的資訊，或輔助援助和服務。請致電 L.A. Care 電話 **1-888-839-9909 (TTY 711)**，服務時間為每週 7 天，每天 24 小時（包含假日）。上述電話均為免費。

Vietnamese: Có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Quý vị có thể yêu cầu dịch vụ biên dịch hoặc phiên dịch, thông tin bằng ngôn ngữ của quý vị hoặc bằng các định dạng khác, hay các dịch vụ và thiết bị hỗ trợ ngôn ngữ. Xin vui lòng gọi L.A. Care tại **1-888-839-9909 (TTY 711)**, 24 giờ một ngày, 7 ngày một tuần, kể cả ngày lễ. Cuộc gọi này miễn phí.

Tagalog: Available ang mga libreng serbisyo ng tulong sa wika. Maaari kang humiling ng mga serbisyo ng pag-interpret o pagsasalang-wika, impormasyon na nasa iyong wika o nasa ibang format, o mga karagdagang tulong at serbisyo. Tawagan ang L.A. Care sa **1-888-839-9909 (TTY 711)**, 24 na oras sa isang araw, 7 araw sa isang linggo, kabilang ang mga holiday. Libre ang tawag.

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 7 일, 하루 24 시간 동안 L.A. Care, **1-888-839-9909 (TTY 711)** 번으로 문의하십시오. 이 전화는 무료로 이용하실 수 있습니다.

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: Չանգահարեք L.A. Care **1-888-839-9909** համարով (TTY 711), օրը 24 ժամ, շաբաթը 7 օր, ներառյալ տոնական օրերը: Այս հեռախոսազանգն անվճար է:

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 **1-888-839-9909 (TTY 711)** در 24 ساعت شبانهروز و 7 روز هفته شامل روزهای تعطیل تماس بگیرید. این تماس رایگان است.

Russian: Мы предоставляем бесплатные услуги перевода. У Вас есть возможность подать запрос о предоставлении устных и письменных услуг перевода, информации на Вашем языке или в другом формате, а также вспомогательных средств и услуг. Звоните в L.A. Care по телефону **1-888-839-9909 (TTY 711)** 24 часа в сутки, 7 дней в неделю, включая праздничные дни. Этот звонок является бесплатным.

Japanese: 言語支援サービスを無料でご利用いただけます。通訳・翻訳サービス、日本語や他の形式での情報、補助具・サービスをリクエストすることができます。L.A. Care までフリーダイヤル **1-888-839-9909 (TTY 711)** にてご連絡ください。祝休日を含め毎日 24 時間、年中無休で受け付けています。

Arabic:

خدمات المساعدة اللغوية متاحة مجانًا. يمكنك طلب خدمات الترجمة الفورية أو الترجمة التحريرية أو معلومات بلغتك أو بتنسيق آخر أو مساعدات وخدمات إضافية. اتصل بـ L.A. Care على الرقم **1-888-839-9909 (TTY 711)** على مدار الساعة وطوال أيام الأسبوع، بما في ذلك أيام العطلات. المكالمات مجانية.

Panjabi: ਪੰਜਾਬੀ: ਮੁਫਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਤੁਸੀਂ ਦੁਆਰੀਆ ਜਾਂ ਅਨੁਵਾਦ ਸੇਵਾਵਾਂ, ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਣਕਾਰੀ ਜਾਂ ਕਿਸੇ ਹੋਰ ਫੋਰਮੈਟ ਵਿੱਚ, ਜਾਂ ਸਹਾਇਕ ਉਪਕਰਣਾਂ ਅਤੇ ਸੇਵਾਵਾਂ ਲਈ ਬੇਨਤੀ ਕਰ ਸਕਦੇ ਹੋ। L.A. Care ਨੂੰ **1-888-839-9909 (TTY 711)** ਨੰਬਰ ਉੱਤੇ ਕਾਲ ਕਰੋ, ਇੱਕ ਦਿਨ ਵਿੱਚ 24 ਘੰਟੇ, ਹਫ਼ਤੇ ਵਿੱਚ 7 ਦਿਨ, ਛੁੱਟੀਆਂ ਸਮੇਤ। ਕਾਲ ਮੁਫਤ ਹੈ।

Khmer: សេវាជំនួយខាងភាសា គឺមានដោយឥតគិតថ្លៃ។ អ្នកអាចស្នើសុំសេវាបកប្រែផ្ទាល់មាត់ ឬការបកប្រែ ស្នើសុំព័ត៌មាន ជាភាសាខ្មែរ ឬជាទម្រង់មួយទៀត ឬជំនួយជ្រោមជ្រែង និងសេវា។ ទូរស័ព្ទទៅ L.A. Care តាមលេខ **1-888-839-9909 (TTY 711)** បាន 24 ម៉ោងមួយថ្ងៃ 7 ថ្ងៃ មួយអាទិត្យ រួមទាំងថ្ងៃបុណ្យផង។ ការហៅនេះគឺឥតគិតថ្លៃឡើយ។

Hmong: Muaj kev pab txhais lus pub dawb rau koj. Koj tuaj yeem thov kom muab cov ntaub ntawv txhais ua lus lossis txhais ua ntawv rau koj lossis muab txhais ua lwm yam lossis muab khoom pab thiab lwm yam kev pab cuam. Hu rau L.A. Care ntawm tus xov tooj **1-888-839-9909 (TTY 711)**, tuaj yeem hu tau txhua txhua 24 teev hauv ib hnuv, 7 hnuv hauv ib vij thiab suab nrog cov hnuv so tib si, tus xov tooj no hu dawb xwb.

Hindi: मुफ्त भाषा सहायता सेवाएं उपलब्ध हैं। आप दुभाषिया या अनुवाद सेवाओं, आपकी भाषा या किसी अन्य प्रारूप में जानकारी, या सहायक उपकरणों और सेवाओं के लिए अनुरोध कर सकते हैं। आप L.A. Care को **1-888-839-9909 (TTY 711)** नंबर पर फ़ोन करें, दिन में 24 घंटे, सप्ताह में 7 दिन, छुट्टियाँ सहित। कॉल मुफ्त है।

Thai: มีบริการช่วยเหลือภาษาฟรี คุณสามารถขอรับบริการการแปลหรือล่าม ข้อมูลในภาษาของคุณหรือในรูปแบบอื่น หรือความช่วยเหลือและบริการเสริมต่าง ๆ ได้ โทร L.A. Care ที่ **1-888-839-9909 (TTY 711)** ตลอด 24 ชั่วโมง 7 วันต่อสัปดาห์รวมทั้งวันหยุด โทรฟรี

Lao: ພາສາອັງກິດ ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໂດຍບໍ່ເສຍຄ່າ. ທ່ານສາມາດຂໍຮັບບໍລິການນາຍພາສາ ຫຼື ແປພາສາໄດ້, ສໍາລັບຂໍ້ມູນໃນພາສາຂອງທ່ານ ຫຼື ໃນຮູບແບບອື່ນ, ຫຼື ເຄື່ອງມືຊ່ວຍເຫຼືອ ແລະ ບໍລິການເສີມ. ໃຫ້ໂທຫາ L.A. Care ໄດ້ທີ່ **1-888-839-9909 (TTY 711)**, 24 ຊົ່ວໂມງຕໍ່ມື້, 7 ມື້ຕໍ່ອາທິດ, ລວມເຖິງວັນພັກຕ່າງໆ. ການໂທແມ່ນບໍ່ເສຍຄ່າ.

The information in this Provider Directory is accurate as of **May 1, 2018**. For the most up to date provider information, please visit our website **lacare.org**.



L.A. Care
HEALTH PLAN®



Toll Free: **1.888.839.9909** | TTY: 711



lacare.org

