



L.A. Care
Medi-Cal

MEDI-CAL NEW MEMBER ORIENTATION





Welcome to **L.A. Care Health Plan**

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.

1200 W. 7th Street Los Angeles, CA 90017

What We Will Talk About Today:

» Healthcare 101

- Your Medi-Cal Member Handbook
- Online Member Materials
- Your Member Identification Cards
- Initial Health Appointment
- Your Primary Care Doctor & Routine Care
- The Referral Process & Prior Authorization
- How to Get the Care You Need
- How to Change Your Primary Care Doctor
- What to Do If You Receive a Bill
- What to Do If You Move
- Pharmacy 101
- Know Your Care Options
- Medi-Cal Renewal Process





What We Will Talk About Today *continued*

» More Services Offered To You

- Community Resource Centers
- CalFresh
- Quality Improvement
- Behavioral Health
- Health Education
- L.A. Care Connect Member Portal
- *My Health In Motion*[™]
- Care Management
- Managed Long Term Support Services
- Transportation
- Dental Services
- Vision Services
- Staying Connected

Healthcare 101

Navigating L.A. Care Health Plan



Your Member Handbook

- » Make sure to review your Medi-Cal Member Handbook. It 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

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- » A Medi-Cal Member Handbook was mailed to you as part of your New Member Packet. You can also find the Medi-Cal Member Handbook in your language at 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).

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Online Member Materials

» Visit our Member Materials page at lacare.org/members/documents/medi-cal. Here you can find important information and resources that help you get the care you need.


You can access the following materials and resources:

- Medi-Cal Member Handbook
- Medi-Cal New Member Guide
- Medi-Cal Annual Guide for Members
- Medi-Cal for Kids and Teens
- Provider Directory
- Links to important resources like the Medi-Cal ID card, Medi-Cal Rx, Community Supports and the Medi-Cal Member Renewal page

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Navigating L.A. Care Health Plan



| | | |
|-----------------------------------------------------------------------------------|------------------------------|-------------------|
|  | L.A. Care Medi-Cal | lacare.org |
| Name: | | |
| Member ID: | | Effective Date: |
| PCP/Clinic: | | |
| PCP/Clinic Phone: | | |
| Medical Group: | | |

| | |
|----------------------------------|---------------------------------|
| Member Services: | 1.888.839.9909 (TTY 711) |
| Mental Health: | 1.877.344.2858 (TTY 711) |
| Substance Use Disorder Services: | 1.844.804.7500 (TTY 711) |
| 24-Hour Nurse Advice Line: | 1.800.249.3619 (TTY 711) |
| Medi-Cal Rx: | 1.800.977.2273 (TTY 711) |

If you think you have a medical or psychiatric emergency, call 911 or go to the nearest hospital. Emergency services are covered by L.A. Care Health Plan without prior authorization at no cost.

Provider information: Pre-authorization is required for all non-emergency hospital admissions. Call **1.877.431.2273**.

Emergency services rendered by non-contracted providers are reimbursable by L.A. Care Health Plan or its financially delegated entity and do not require prior authorization.

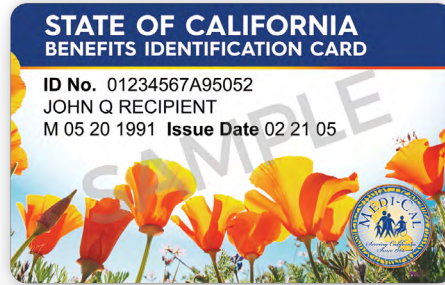
Access your personal online account with L.A. Care Connect™: members.lacare.org

Your Member Identification Cards

- » Your L.A. Care 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 PCP and PCP phone number
 - Your Medical Group (if you have one)
 - L.A. Care's Member Services' phone number and other important information and telephone numbers

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» Your Medi-Cal Benefits Identification Card (BIC) Shows:

- Your ID Number
- Your Name
- Your Gender
- Your Date of Birth
- The Issue Date

» When Do I Show My L.A. Care ID Card and My Benefits Identification Card (BIC)?

- When you go to the doctor, urgent care or hospital
- When you need emergency services
- When you pick up a prescription

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Routine Care with Your PCP

- » Your 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.
 - » It is important that you see your PCP on a regular basis for routine care.
 - » Routine care is regular health care. It includes preventative care, also called wellness. It helps you stay healthy and helps keep you from getting sick.
- » Your PCP will:
 - Get to know your health history and needs, and keep your health records
 - Give you all your routine care, including a physical exam, regular checkups, shots, treatment, prescriptions and medical advice
 - Teach you ways to improve your health or help you stay healthy
 - Refer (send) you to specialists if needed
 - Order X-rays, or lab work if you need them
 - Arrange for hospital care if you need it

Healthcare 101

Navigating L.A. Care Health Plan

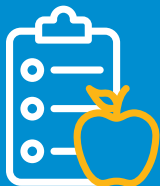


Initial Health Appointment

- » 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)**.
- » The purpose of the IHA is to help your PCP get to know you and learn about your health care history and needs.
- » Your PCP may ask you some questions about your health history or may ask you to complete a questionnaire.
- » Your PCP will also tell you about health education counseling and classes that may help you.

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Navigating L.A. Care Health Plan



The Referral Process

- » Your PCP will give you a referral to send you to a *specialist* if you need one. A specialist is a doctor who has extra education in one area of medicine. Your PCP will work with you to choose a *specialist*. Your PCP's office can help you set up a time to see the specialist.
- » Other services that may require a referral include in-office procedures, X-rays, lab work, special treatments, home care, and elective admissions to a facility. Your PCP may give you a form to take to the specialist. The specialist will fill out the form and send it back to your PCP. The specialist will treat you for as long as he or she thinks you need treatment.
- » Please keep in mind there are some services that never need a referral including:
 - PCP visits
 - Obstetrics/Gynecology (OB/GYN) visits
 - Urgent or emergency care visits
 - Adult sensitive services, such as sexual assault care
 - Family planning services
 - HIV testing and counseling (12 years or older)
 - Sexually transmitted infection services (12 years or older)
 - Initial mental health assessment
 - On-going mental health therapy

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Pre-Approval/Prior Authorization

- » For some types of care, your PCP or specialist will need to ask L.A. Care for permission before you get the care.
- » This is called asking for prior authorization, prior approval, or pre-approval.
- » It means that L.A. Care must make sure that the care is medically necessary or needed. Medically necessary services are reasonable and necessary to protect your life, keeps you from becoming seriously ill or disabled, or reduce severe pain from a diagnosed disease, illness or injury.
- » The following services always need pre-approval (prior authorization), even if you get them from a provider in the L.A. Care network:
 - Hospitalization, if not an emergency
 - Services out of the L.A. Care service area, if not an emergency or urgent
 - Outpatient surgery
 - Long-term therapy or skilled nursing services at a nursing facility
 - Specialized treatments, imagining, testing, and procedures
 - Medical transportation services when it is not an emergency. Emergency ambulance services do not require pre-approval
 - Major organ transplant

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Navigating L.A. Care Health Plan



- » The following services do not require prior authorization if the member sees a Medi-Cal provider within the L.A. Care network:
- Basic prenatal care services
 - Routine obstetrics services
 - Pediatric preventive services
 - Primary and preventive care services
 - Biomarker testing for advanced metastatic stage 3 or 4 cancer or testing for cancer progression or recurrence in patients with advanced metastatic stage 3 or 4 cancer
 - Mental health services (by L.A Care provider or county mental health plan provider)

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How to Work with Your PCP and Medical Group to Get the Care You Need



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You Have the Right to Change Your PCP

You can 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. To find a doctor near you, you can use our “Find a Doctor or Hospital” tool online at [lacare.org](https://www.lacare.org)

To Change a PCP:

- 1 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’s Member Services Representatives can help you select a PCP that meets your needs
- 2 Create an L.A. Care Connect Account (your online member portal)

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If You Receive a Bill From Your Doctor, Urgent Care Center, Hospital or Other Service Covered by L.A. Care:

- » Call L.A. Care's Member Services
- » You do not need to pay

You have the right to file a complaint or grievance report.



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Navigating L.A. Care Health Plan



If You Move, You Should Do **One** of the Following: (*unless you have SSI-Linked Medi-Cal*)

» Call Your DPSS eligibility worker at:

Toll Free 1.866.613.3777

Local Numbers 1.626.569.1399

1.310.258.7400

1.818.701.8200

Hours of Operation Monday – Friday 7:30 a.m. – 6:30 p.m.
Excluding holidays

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

SSI-Linked Medi-Cal Members Should:

» Call Social Security at **1.800.772.1213** (TTY 1.800.325.0778)

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Medi-Cal Rx

Medi-Cal Pharmacy Benefits are administered through the fee-for service delivery system **Medi-Cal Rx**

Visit the Medi-Cal Rx website at medi-calrx.dhcs.ca.gov/home or call **1.800.977.2273** (TTY **1.800.977.2273** and press **7** or **711**) to:

- » Get a copy of the Contract Drug List
- » Find a list of pharmacies that work with Medi-Cal Rx in the Medi-Cal Rx Pharmacy Directory

A few examples include:

- » CVS, Walgreens, Rite Aid

What Should I Bring?

- » Your Plan ID Card
- » Your doctor's prescription



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Know Your Care Options

The Nurse Advice Line

- » You can call the Nurse Advice Line for assistance with any health related question so you can take care of yourself or your family
- » The nurses will help you in your language at no cost to you
- » The nurses are available to assist you 24 hours a day, 7 days a week: **1.800.249.3619 (TTY 711)**

You can also find the toll-free number on the back of your ID card.

Nurse Advice Line Resources

To learn more about Nurse Advice Line and the additional services available through this program visit the L.A. Care website:

lacare.org/members/getting-care/nurse-advice-line

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Navigating L.A. Care Health Plan



Nurse Advice Line - Additional Services

Live Chat

Virtual access to a nurse

Access to the Health Education Audio Reference Library (HEAR)

Allows you to listen to pre-recorded messages on health topics in English and Spanish:

lacare.org/members/getting-care/nurse-advice-line/audio-reference-library



Healthcare 101

Navigating L.A. Care Health Plan



What You Should Do in an Emergency

- ›› Go to the nearest emergency room
- ›› If you need emergency transportation, call 911

For emergency care, you do not need pre-approval (prior authorization)

If you are not sure if it is an emergency

- ›› Call your PCP
- ›› You may also call the 24/7 Nurse Advice Line at **1.800.249.3619** (TTY 711)



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Urgent Care

Urgent care is when care is needed, but it is not life threatening or an emergency

Examples include:

- » A cut finger that needs stitches
- » Fever or flu
- » Skin rashes

Find an Urgent Care Center Associated with your Medical Group (See your ID Card for your Medical Group)

- » Call Member Services at **1.888.839.9909** (TTY 711) 24 hours a day, 7 days a week, including holidays
- » Call your PCP
- » In your provider directory (online or print)

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Retail Clinic

- ›› Members can receive the care they need at L.A. Care's retail clinic partner, MinuteClinic®
- ›› MinuteClinic® offers board-certified nurse practitioners at select locations in CVS Pharmacy stores who can:
 - Diagnose, treat and write prescriptions for members' non-emergency medical conditions
 - Send results of a member's visit to their regular PCP upon their request

Examples of services include:

- Cold, flu, fever
- Rashes
- Infections (skin, eye, ear, UTI)
- Respiratory (wheezing, cough)
- Stomach issues
- Minor injuries (burns, sprains)

Healthcare 101

Navigating L.A. Care Health Plan



Retail Clinic (*continued*)

- » How to Access Minute Clinic
 - Use the L.A. Care online provider directory to find a Minute Clinic near you.
 - View wait times and plan your visit on the Minute Clinic website
 - 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



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Navigating L.A. Care Health Plan



Virtual Care

Telehealth

- » Telehealth is a way of getting services without being in the same physical location as your provider. Telehealth may involve having a live conversation with your provider by phone, video, or other means.
- » Members can use Teladoc® for additional access to care
 - Teladoc® offers access to licensed physicians 24 hours a day, 7 days a week
 - Members can talk to a doctor by phone or video to treat non-emergency medical issues
 - Members can use Teladoc® when their PCP is not available or if it is a more convenient option
 - Teladoc® is for health conditions that need to be treated right away, but are not life-threatening

Healthcare 101

Navigating L.A. Care Health Plan



Telehealth (*continued*)

Teladoc® doctors can prescribe medication if necessary, which members can pick up at their local pharmacy for issues such as:

- » Cold and flu symptoms
- » Rashes
- » Infections (skin, eye, ear, UTI)
- » Respiratory (wheezing, cough)
- » Stomach issues
- » Minor injuries (burns, sprains)
- » Other non-emergency medical conditions

Members can register for service by:

- » Downloading the App
 - Members can download the Teladoc® app to their mobile phone. Follow the instructions to set up an account using this link teladoc.com/mobile
- » Going Online
 - Create an account at Teladoc's website using this link teladoc.com/lacare

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Medi-Cal Renewal Process

- » Every 12 months, the Los Angeles County Department of Public Social Services (DPSS) conducts a review of your information to determine if you are still eligible to receive Medi-Cal benefits for the following year.
- » Though some members may be renewed automatically, some Medi-Cal beneficiaries must renew their Medi-Cal benefits by timely submitting requested information back to DPSS in order to keep their health care coverage.
- » To learn more about the annual Medi-Cal renewal process, please visit lacare.org/medi-cal-renewals for helpful information and resources.

Healthcare 101

Navigating L.A. Care Health Plan



Medi-Cal Renewal Process *continued*

Here is some important DPSS contact information:

- 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 | Local Numbers | Hours of Operation |
|----------------|-----------------------------------------------------|------------------------------------------------------------------------------------------------------------|
| 1.866.613.3777 | 1.626. 569.1399 1.310.258.7400 1.818.701.8200 | The CSC is available to assist you: Monday - Friday from 7:30 a.m. - 6:30 p.m. Excluding holidays |

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

Did You Know?

More Services Offered to You



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
- » CalFresh enrollment assistance
- » 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 communityresourcecenterla.com for CRC location/addresses, telephone numbers, hours of operations and calendars of events.

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

Did You Know?

More Services Offered to You

Learn About CalFresh

CalFresh is California's supplemental nutrition assistance program that provides monthly food benefits to help low-income individuals and families access healthy food. If eligible for CalFresh, you can receive monthly benefits on an Electronic Benefit Transfer (EBT) card that can be used to buy food at grocery stores and most farmers' markets.

Eligibility for CalFresh is based on several factors such as your income, household size, work requirements and immigration status. These factors also determine the amount of money you receive each month.

Generally, to be eligible for CalFresh, you must be:

- ›› A resident of California *and*
- ›› A U.S. citizen or qualified immigrant *and*
- ›› Have an annual household income below the income limit in the table below:

| Household Size | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|-----------------------------------|---------|---------|---------|---------|---------|---------|---------|---------|
| Gross Monthly Income Limit | \$2,510 | \$3,408 | \$4,304 | \$5,200 | \$6,098 | \$6,994 | \$7,890 | \$8,788 |
| Maximum Monthly Benefit | \$292 | \$536 | \$768 | \$975 | \$1,158 | \$1,390 | \$1,536 | \$1,756 |

Did You Know?

More Services Offered to You

Please note that actual benefit amounts depend on each household's specific circumstances. The table is provided for general guidance and informational purposes only. The amounts displayed are effective from 10/1/24 - 9/30/25.

You can apply for CalFresh:

- » Online at:
 - www.GetCalFresh.org
 - www.benefitscal.com
- » By phone - call the CalFresh Information Line at **1.877.847.3663**
- » In person at your local DPSS Office
- » In person at your local CRC
 - CalFresh enrollment assistance is offered at our CRCs and provided by the National Health Foundation (NHF). Call your local CRC to schedule an appointment with an NHF Health Promoter at **1.877.287.6290 (TTY 711)**.

Start your journey to better nutrition today! To find out more information on CalFresh, visit <https://dpss.lacounty.gov/en/food/calfresh.html>.

Did You Know?

More Services Offered to You



Quality Improvement Team

What do we do?

- » Track how often people see their doctor for certain types of basic services, such as Preventive Services
- » This helps us develop ways, like mailers and phone calls, to ensure our members get the care they need when they need it
- » Send reminders (mail, phone calls, and/or text messages) for services you are due for such as shots, tests, or screenings. Give resources and tips for how to get care
- » Remind doctors which members are due for services, like screenings or tests, and ask them to follow up with you

Getting Care isn't always easy. It can be hard to get a ride, take time off work, and make sure the kids have care. That's why we sometimes offer incentives and gifts to members for completing certain services.

Did You Know?

More Services Offered to You



Important Tips from our Quality Improvement Team

Please remember to see your doctor every year, even if you are healthy!
Regular visits keep you healthy and can save your life!

- » Don't throw away our letters! There may be a gift or instructions on how to earn rewards inside. Sometimes we offer members gift cards/ gifts for completing certain tests or screenings.
- » You don't need a referral for a mammogram or to see an OB/GYN for a Pap test or Prenatal Care.



Did You Know?

More Services Offered to You



Community Health Worker Services

L.A. Care offers Community Health Worker (CHW) services to members through our contracted Provider network and various CRC locations. CHW services may help prevent disease, disability, and other health conditions from worsening to prolong life and promote physical and mental well-being. A CHW is a trained non-clinical professional who can help you with addressing chronic conditions, preventive healthcare needs, and health-related social needs.

Some services include:

- » Health Education
- » Health Navigation
- » Screening and Assessment
- » Individual Support or Advocacy
- » Resource Connection
- » Violence Prevention Services (Only offered through L.A. Care contracted providers.)

CHW services require a written recommendation by a physician or other licensed practitioner of the healing arts. Please contact them to request for a recommendation be submitted on your behalf. For questions, contact Member Services at **1.888.839.9909** or email CHWBenefit@lacare.org.

Did You Know?

More Services Offered to You



Behavioral Health

- » L.A. Care offers behavioral health services through Caredon Behavioral Health, L.A. Care's Behavioral Health Treatment (BHT) Provider Network, L.A. County Department of Mental Health (DMH), and L.A. County Department of Public Health (DPH).
- » Some services include:
 - Individual therapy
 - Group therapy
 - Family Therapy
 - BHT (for Medi-Cal members under 21)
 - Psychiatric testing
 - Outpatient services

Did You Know?

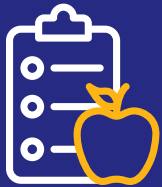
More Services Offered to You

- » For L.A. Care's BHT for Medi-Cal Members under 21
 - **1.888.347.2264** or email: ASDBenefit@lacare.org
- » For mild to moderate (non-specialty) mental health services
 - Carelon Behavioral Health: **1.877.344.2858** (TTY **1.800.735.2929**). Someone is available to help you connect to services 24 hours a day, 7 days a week, including holidays
- » For moderate to severe (specialty) mental health services
 - L.A. County Department of Mental Health (DMH): **1.800.854.7771** (TTY **711**) accessible 24 hours a day, 7 days a week
- » For substance use treatment services
 - L.A. County Department of Public Health (DPH): **1.844.804.7500** (TTY **711**) accessible 24 hours a day, 7 days a week



Did You Know?

More Services Offered to You



Health Education

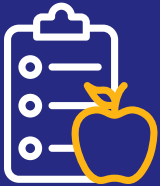
L.A. Care offers no-cost wellness and disease prevention services, programs, and resources.

» Health Education Services

- Individual telephonic counseling with registered dietitians/health educators
- Group appointments in the community
- Online workshops, chat function and videos through our health and wellness portal
- Diabetes Self-Management Education (DSME)
- Meals As Medicine (MAM)
- Medical Nutrition Therapy (MNT)

Did You Know?

More Services Offered to You



- » Health Education Programs
 - Healthy Pregnancy, Healthy Mom and Doula Services
 - Smoke Free Tobacco Cessation
 - Diabetes Prevention Program
 - Fight the Flu and COVID
 - Condition support programs for asthma, COPD, diabetes, diabetes + kidney disease, high-risk pregnancy

- » Health Education Materials and Resources
 - Easy to read materials in a variety of topics and languages
 - Nurse Advice Line - advice from a nurse 24 hours a day, 7 days a week
 - Visit lacare.org/healthy-living for member health education materials
 - Have questions about Health Education? Call us at 1.855.856.6943 Monday - Friday 8 a.m. - 5 p.m.

Did You Know?

More Services Offered to You



L.A. Care Connect Member Portal

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.

- 1 Create an account online by visiting <https://members.lacare.org> or by clicking the member sign in button on the upper right-hand side of the lacare.org landing page.
- 2 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). To access a step-by-step Registration Guide, please visit <https://members.lacare.org>.

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
- Request to change your PCP
- Chat live with a nurse at a time that's convenient for you
- More 24/7 Services: find a doctor, search the Provider Directory or contact us - all at the touch of a button
- Connect to My *Health in Motion*™ for programs tailored to your health needs

Did You Know?

More Services Offered to You



L.A. Care is launching an improved member portal in 2025 to make managing your health care easier than ever. Stay tuned for updates on new features designed to give you quick and convenient access such as:

- Changing your primary care doctor, clinic, or medical group
- Accessing your plan benefits
- Completing, viewing and updating your Health Risk Assessment form
- Viewing authorization statuses in near real-time for L.A. Care authorizations
- Viewing and updating your demographic information and adding new fields of information

Did You Know?

More Services Offered to You



My Health In Motion™

Take charge of your health and feel your best with the all-new My Health In Motion™ (MyHIM) online wellness portal!

- » Discover the following features at the brand-new MyHIM site:
 - **Fresh and Easy:** Experience a new look with fun and simple features
 - **Wellness Assessment:** Take a quick health test and get your very own report
 - **Interactive Workshops:** Dive into engaging online health workshops
 - **Device Connection:** Connect health trackers like Fitbit for a seamless experience
 - **Expert Health Coaching:** Get help from our health coaching program
 - **Info at Your Fingertips:** Explore a library packed with health information
 - **And More!** There's a whole lot more waiting for you!

Did You Know?

More Services Offered to You



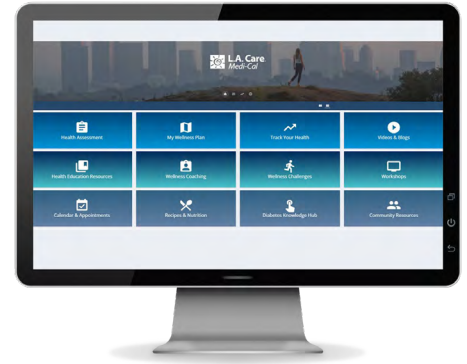
Access MyHIM anytime, anywhere - from a computer, phone, L.A. Care's Community Resource Centers, and even the Public Library!

» To get started:

- 1 Go to lacare.org and click on "Member Sign-In" or use the QR code below!
- 2 Click on the "My Health In Motion™" tab and create your profile. If you need help our health coaches are available at 1.855.856.6943 Monday - Friday 8 a.m. - 5 p.m.

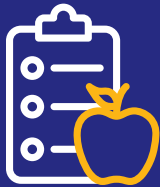


Scan to get started



Did You Know?

More Services Offered to You



Care Management

L.A. Care offers Care Management Services as part of your benefits

- » Your PCP can refer you to L.A. Care's Care Management department
- » You may contact the department by calling **1.844.200.0104 (TTY 711)**, Monday-Friday from 8 a.m. to 5 p.m.
- » The Care Manager will determine the care manager that is appropriate for you.
- » Your Care Management Team can:
 - Help you get the right care at the right time in the right place
 - Help you understand and guide you through the Health Care System
 - Talk to you about your treatment plans and medications
 - Help you set-up transportation for your appointments
 - Explain your Health Plan benefits and resources in your community

L.A. Care's goal is to help you take charge of your care.

Did You Know?

More Services Offered to You



Managed Long term Services (MLTSS)

We've created a checklist below to help you understand if you qualify for MLTSS. If you answer "Yes" to one or more of these questions, MLTSS may be able to help you.

- » Call us at **1.855.427.1223** (TTY 711) to find out how to access these benefits.
 - Do you need more help at home with personal care, cleaning and shopping because your state of health changed? Are you in need of another person to care for you when your caregiver cannot come?
 - Do you need help with rides to and from health care visits, the grocery stores or church?
 - Have you fallen two or more times in the last three months?
 - Have you gone to the emergency room two or more times in the last year?
 - Do you live alone with no family support or ever feel lonely at home?
 - You do not need to reside in a nursing facility or some other institutional facility to receive these benefits. These services can be provided in your home.

You do not need to reside in a nursing facility or some other institutional facility to receive these benefits. These services can be provided in your home.

Did You Know?

More Services Offered to You



Emergency Transportation

L.A. Care covers ambulance services in emergency situations to help you get to the nearest place of care in emergency situations.

- » This means that your condition is serious enough that other ways of getting to a place of care could risk your health or life.
- » No services are covered outside the U.S. except for emergency services that require you to be in the hospital in Canada or Mexico.
- » If you receive emergency ambulance services in Canada and Mexico and you are not hospitalized during that episode of care, your ambulance services will NOT be covered by L.A. Care.



Did You Know?

More Services Offered to You



Non-Medical Transportation (NMT)

Your benefits include getting a ride to your appointments when the appointment is for a Medi-Cal covered service and you do not have any access to transportation.

- » You can get a ride, at no cost to you, when you have tried all other ways to get transportation and are:
 - Traveling to and from an appointment for a Medi-Cal covered service
 - Picking up prescriptions and medical supplies
- » You can use a car, taxi, bus or other public/private way of getting to your medical appointment for Medi-Cal covered services
- » L.A. Care will cover the lowest cost non-medical transportation that meets your needs. Sometimes, L.A. Care can give reimbursement for rides in a private vehicle that you arrange. This must be approved by L.A. Care before you get the ride, and you must tell us why you cannot get a ride any other way, such as by bus or covered transportation arranged through L.A. Care
- » You cannot drive yourself and be reimbursed.
- » For more information, please call L.A. Care Member Services at **1.888.839.9909** (TTY 711) 24 hours a day, 7 days a week, including holidays

Did You Know?

More Services Offered to You



Non-emergency Medical Transportation (NEMT)

You are entitled to non-emergency medical transportation (NEMT) if you have medical needs that do not allow you to use a car, bus or taxi to your appointments

- » NEMT can be provided for Medi-Cal covered services and pharmacy appointments
- » You can request NEMT by speaking to your doctor, dentist, podiatrist, or mental health or substance use disorder provider. Your provider will decide the correct type of transportation to meet your needs. If they find that you need medical transportation, they will prescribe it by completing a Physician Certification Form (PCS) and submitting it to L.A. Care. Once approved, the approval is good for **12 months** depending on the medical need.
- » L.A. Care allows the lowest cost medical transportation for your medical needs when you need a ride to your appointment

Did You Know?

More Services Offered to You



Non-emergency Medical Transportation *continued*

- » Modes of NEMT are:
 - Wheelchair van
 - Litter van/gurney
 - Basic Life Support (BLS)
 - Advance Life Support (ALS)
 - Specialty Care Transport (SCT)
 - Air transport
- » NEMT must be used when:
 - It is physically or medically needed, as determined, with a written authorization by your doctor or other provider because you are not able to physically or medically able to use a bus, taxi car or van to get to your appointment.
 - You need help from the driver to and from your residence, vehicle or place of treatment due to a physical or mental disability.
- » To ask for NEMT that your doctor has prescribed for non-urgent (routine) appointments, please call L.A. Care Member Services at **1.888.839.9909 (TTY 711) at least two business days (Monday - Friday) before your scheduled appointment.** For urgent appointments, please call as soon as possible.

Did You Know?

More Services Offered to You



Dental Services

- » Dental services covered through the Medi-Cal Dental Managed Care Program include:
 - Diagnostic and preventive dental hygiene (such as examinations, X-rays and teeth cleanings)
 - Emergency services for pain control
 - Tooth extractions
 - Fillings
 - Root canal treatments (anterior/posterior)
 - Crowns (prefabricated/laboratory)
 - Scaling and root planning
 - Complete and partial dentures
 - Topical fluoride
 - Orthodontics for children who qualify

Learn more by visiting dental.dhcs.ca.gov/ or smilecalifornia.org or by calling 1.800.322.6384 (TTY 1.800.735.2922 or 711)

Did You Know?

More Services Offered to You



Vision Services

Keep your eyes healthy with VSP Vision Care! 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.

Coverage Includes:

- ›› Routine eye exam once every 24 months
- ›› Eyeglasses (frames and lenses) once every 24 months with a valid prescription
- ›› Replacement eyeglasses within 24 months for changes in prescription, lost, stolen or broken (and it was not your fault and they cannot be fixed)
- ›› Medically necessary contact lenses

Finding a Vision Provider:

- ›› Visit the online directory at the [vsp.com](https://www.vsp.com) page to locate a provider.
- ›› For questions related to your Vision Benefit, please visit [vsp.com](https://www.vsp.com) or call 1.800.877.7195 (TTY 1.800.428.4833) Monday - Saturday from 6 a.m. - 5 p.m. PST (closed Sunday).







Stay Connected

We are here for you!

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: members.lacare.org

Follow us on Social Media

-  facebook.com/LACareHealth
-  x.com/LACareHealth
-  Instagram.com/lacarehealth
-  youtube.com/user/lacarehealthplan



Thank you

L.A. Care Health Plan

1200 W. 7th Street

Los Angeles, CA 90017

BE ACTIVE,
HEALTHY
& INFORMED

