



A PUBLICATION FOR
L.A. CARE MEMBERS



L.A. Care.
Medi-Cal

JANUARY 2025



New Year, New You!

Lose Weight with the Diabetes Prevention Program

Start the New Year by learning how to make small changes to your food choices with the support of L.A. Care. The Diabetes Prevention Program (DPP) can help. You won't even need to leave your house!

The DPP includes a full year of support from health coaches. They will help you make better food and exercise choices. These changes can have a big impact on your health and weight loss.

This is a free program to you. To qualify you must:

- Be at least 18 years old and
- Be overweight based on your height and weight
- Not have diabetes
- Have other risks of developing diabetes, like family history or a history of gestational diabetes

To see if you qualify, call Diabetes Care Partners at **1-877-227-3889** | TTY 711, Monday through Friday from 9 a.m. – 6 p.m. PST.



Behavioral Health Treatment (BHT)/Applied Behavioral Analysis (ABA) Services

Did you know L.A. Care Health Plan offers help for children who have trouble with talking, hearing, walking, or behavior?

L.A. Care's Behavioral Health team can check if your child qualifies for Behavioral Health Treatment (BHT), also called Applied Behavior Analysis (ABA) Services. This therapy helps children learn social skills, improve good behaviors, and reduce challenging ones. BHT can be done at home, school, parks, ABA centers, or other places in the community.

If your child is 0-21 years old and has a recommendation for BHT/ABA services, they might qualify.

If you think there is a problem with the way your child plays, learns, speaks or acts you can meet with your child's doctor or you can call L.A. Care Health Plan at **888-347-2264** to start the process.

For occupational, speech or physical therapy, schedule a visit with your child's doctor for a check-up. The doctor can refer you to the right medical group for these services.

You can also call Carelon Behavioral Health at **877-344-2858** for additional mental health services for your child. You will be connected to a live person who can provide referrals to a therapist, psychiatrist or psychologist that are trained to help.



New Member Portal Coming! Or Sign Up for L.A. Care Connect the Online Member Portal

L.A. Care is launching a new and improved member portal early next year to make managing your health care easier than ever.

The new portal will give you access to plan information in real time, all at your fingertips.

Stay tuned for updates on new features designed to give you quick and convenient access such as:

- Viewing and printing your digital member ID card
- Changing your primary care doctor, clinic, or medical group
- Viewing your current eligibility
- 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

More to Come

L.A. Care will be sending out additional communications in the coming weeks with more detailed information on new features in the portal, how to gain access and where to find other resources.

Stay tuned for more updates!

Thank you for being a part of these exciting changes coming to L.A. Care!

Sign Up for L.A. Care Connect the Online Member Portal

Attention all Medi-Cal members. Be sure to sign up for L.A. Care Connect, your online member portal.

This is the go to place for managing your health care online. The member portal offers a wide variety of self-service features that allows you to independently manage your health needs.

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. 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, view or request a new member ID card to use at your doctor's office or pharmacy
- View your health care information and check your coverage and benefit details
- You can update your PCP, PPG and make plan changes following the outlined process and rules that apply
- Complete, view and update your Health Risk Assessment form
- View authorization statuses in near real-time for L.A. Care authorizations
- View and update your demographic information and add new fields of information
- Chat live with a nurse at a time that's convenient for you
- Search easily for in-network providers, including by specialty

If you have any questions or need any assistance we are available to help 24 hours a day, 7 days a week, including holidays by calling the toll free number on the back of your ID card.



Medi-Cal Pharmacy Benefits

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

For More Information Please visit:

DHCS Medi-Cal Rx <https://www.medi-calrx.dhcs.ca.gov/home/>

L.A. Care Pharmacy Services <https://www.lacare.org/members/getting-care/pharmacy-services>



Need Language Services?

Understanding your health is important. That is why we want to make sure that you can get health care in your language. All these services are free:

- You can receive documents from L.A. Care in your language.
- You can ask for a doctor who speaks your language.
- You can get someone to interpret for you during your doctor visits.

If you want someone to interpret for you during your doctor visit, call us at least 10-15 days before your appointment. We can provide a trained interpreter in any language including American Sign Language.

L.A. Care might ask about your language, race, and ethnicity. We do this to understand what you need and how we can make our services better. But don't worry, this doesn't change any of your healthcare benefits or coverage. We also make sure your private information is safe.

L.A. Care Health Plan Member Services **1-888-839-9909**.



Know Your Rights and Responsibilities

As a member of L.A. Care, you have the right to...

Respectful and courteous treatment.

- You have the right to be treated with respect and courtesy by your health plan's providers and staff.
- You have the right to be free from consequences of any kind when making decisions about your care.

Privacy and confidentiality.

- You have the right to have a private relationship with your provider and to have your medical record kept confidential.
- You also have the right to receive a copy of and request corrections to your medical record.

If you are a minor, you have the right to certain services that do not need your parents' approval.

Choice and involvement in your care.

- You have the right to receive information about your health plan, its services, its doctors and other providers.
- You also have the right to get appointments within a reasonable amount of time.
- You have the right to talk candidly with your doctor about all treatment options for your condition, regardless of the cost or benefit coverage, and participate in making decisions about your care.
- You have the right to say "no" to treatment, and the right to a second opinion.
- You have the right to decide how you want to be cared for in case you get a life-threatening illness or injury.

Receive timely customer service.

- You have the right to wait no more than 10 minutes to speak to a customer service representative during L.A. Care's normal business hours.

Voice your concerns.

- You have the right to complain about L.A. Care, the health plans and providers we work with, or the care you get without fear of losing your benefits.
- L.A. Care will help you with the process. If you do not agree with a decision, you have the right to appeal, which is to ask for a review of the decision.
- You have the right to disenroll from your health plan whenever you want. As a Medi-Cal member, you have the right to request a State Fair Hearing.

Service outside of your health plan's provider network.

- You have the right to receive emergency or urgent services, as well as family planning and sexually transmitted disease services, outside of your health plan's network.

- You have the right to receive emergency treatment as follows:
 - Medi-Cal and Medicare members: Emergency care services are covered at all times anywhere in the United States, Mexico, and Canada.
 - L.A. Care Medicare Plus members are covered for emergency and urgently needed services received outside of the United States and its territories are covered up to \$10,000 combined per calendar year.
 - For Medicare-covered emergency care provided outside of the United States and its territories that are not covered by Medi-Cal, you may receive a bill from the provider.
 - PASC-SEIU members: Emergency care services are covered 24 hours a day, 7 days a week, anywhere.

Service and information in your language.

- You have the right to request an interpreter at no charge. You have the right to get all member information in your language or in another format (such as audio or large print).

Know your rights.

- You have the right to receive information about your rights and responsibilities.
- You have the right to make recommendations about these rights and responsibilities.

As a member of L.A. Care, you have the responsibility to...

Act courteously and respectfully.

- You are responsible for treating your doctor, all providers, and staff with courtesy and respect.
- You are responsible for being on time for your visits or calling your doctor's office at least 24 hours before the visit to cancel or reschedule.

Give up-to-date, accurate, and complete information.

- You are responsible for giving correct information that your providers and L.A. Care need in order to provide care.
- You are responsible for getting regular checkups and telling your doctor about health problems before they become serious.

Follow your doctor's advice and take part in your care.

- You are responsible for talking over your health care needs with your doctor, developing and agreeing on goals, doing your best to understand your health problems, and following the treatment plans you and your doctor agree on.

Use the Emergency Room only in an emergency.

- You are responsible for using the emergency room in cases of an emergency or as directed by your doctor.

Report wrongdoing.

- You are responsible for reporting health care fraud or wrongdoing to L.A. Care.
- You can do this without giving your name by calling the L.A. Care Compliance Helpline toll free at 1.800.400.4889 (TTY 711), going to lacare.ethicspoint.com calling the California Department of Health Care Services (DHCS) Medi-Cal Fraud and Abuse Hotline toll-free at 1.800.822.6222 (TTY 711), Monday-Friday, 8 a.m. – 5 p.m.



L.A. Care
HEALTH PLAN®



L.A. Care Works for You

Be sure to like us on Facebook, X, Instagram and LinkedIn.

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 at **lacare.org**.



Community Engagement Group

Looking for L.A. Care Members to Join the Community Engagement Group!

Do you want to help improve the healthcare of your family? Would you like to share your thoughts on how L.A. Care can improve health services for its members? If you answered yes, then L.A. Care would like to invite you to join our Community Engagement Group (CEG)!

As a CEG member, you will receive information on L.A. Care's programs, trainings on health topics and skills to help you be an advocate for your community. Best of all, you will meet other members who want to make a difference in improving the health care for over 2 million L.A. Care members in L.A. County! If you are interested in joining the CEG or have questions, please email coeadvisory@lacare.org



Important Numbers

Do you have questions about your benefits? Please see the contact information below to get help and answers.

L.A. Care Health Plan

24 hours a day, 7 days a week and holidays

L.A. Care Medi-Cal Plan

1.888.839.9909 (TTY 711)

24 hours a day, 7 days a week and holidays
1200 W. 7th Street Los Angeles, CA 90017

L.A. Care Language/Interpreter Services

1.844.854.7272 (TTY 711)

24 hours a day, 7 days a week and holidays

L.A. Care Medicare Plus

1.833.522.3767 (TTY 711)

24 hours a day, 7 days a week and holidays

L.A. Care Nurse Advice Line

(for non-emergency medical advice)

1.800.249.3619 (TTY 711)

24 hours a day, 7 days a week and holidays

L.A. Care Covered

1.855.270.2327 (TTY 711)

24 hours a day, 7 days a week and holidays

Others:

Transportation Services

1.844.854.7272 (TTY 711)

24 hours a day, 7 days a week

L.A. Care PASC-SEIU Health Plan

1.844.854.7272 (TTY 711)

24 hours a day, 7 days a week and holidays

Carelon Behavioral Health

(Behavioral Health Care)

1.877.344.2858 (TTY 1.800.735.2929)

carelonbehavioralhealth.com

24 hours a day, 7 days a week

L.A. Care Community Resource Centers

(Your Centers for Health and Wellness)

1.877.287.6290 (TTY 711)

L.A. Care Covered

1.855.270.2327 (TTY 711)

Monday – Friday, 9 a.m. – 5 p.m.

TelaDocR

1.800.835.2362 TTY 711

(Talk to a doctor for urgent care needs)

24 hours a day, 7 days a week and holidays

L.A. Care Compliance Helpline:

(to report fraud or abuse)

1.800.400.4889 (TTY 711)

IN CASE OF EMERGENCY CALL: 911