

A PUBLICATION FOR
L.A. CARE MEMBERS



L.A. Care
PASC-SEIU

DECEMBER 2024

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.



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 ap-ointment. 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 cover-age. We also make sure your private information is safe.

L.A. Care Health Plan Member Services **1-844-854-7272**.



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, dignity and courtesy by L.A. Care providers and staff.
- You have the right to be free from retaliation or force of any kind when making decisions about your care.
- You have the right to be free from restraint (including physical and mechanical restraints and drugs), used as a means of coercion, discipline, convenience or retaliation.

Privacy and confidentiality.

- You have a right to have a private relationship with your provider and to have your medical record kept confidential.
- You also have a right to receive a copy of and request corrections to your medical record.
- If you are a minor, you have a right to certain services that do not need your parent's consent.

Choice and involvement in your care.

- You have the right to receive information about L.A. Care, its services, its doctors, and other providers.
- You have the right to choose your Primary Care Physician (doctor) from the doctors and clinics listed in L.A. Care's website or provider directory.
- You also have the right to get appointments within a reasonable amount of time.
- You have a right to talk with your doctor about any care your doctor provides or recommends.
- You have the right to a second opinion.
- You have a right to information about treatment regardless of the cost or what your benefits are.
- You have the right to say "no" to treatment.
- You have a right to decide in advance how you want to be cared for in case you have 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, our providers, 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 a right to ask for a review.
- You have a right to disenroll from L.A. Care whenever you want.

Service outside of L.A. Care's provider network.

- You have a right to receive emergency, urgent and/or services in certain facilities outside L.A. Care's provider network.
- You have the right to receive emergency treatment whenever and wherever you need it. If you receive emergency care outside of the United States.
- You have a right to be reimbursed for the cost of emergency services at the maximum allowable amount.

Service and information in your language.

- You have the right to request an interpreter at no charge instead of using a family member or friend to interpret for you.
- You should not use children to interpret for you.
- You have the right to request other member materials in a language or format (such as large print or audio) you understand.

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 to all of your providers.
- You are responsible for getting regular checkups and telling your doctor about health problems before they become serious.
- You are responsible for notifying L.A. Care as soon as possible if you are billed by mistake by a provider.

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 you both 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 or L.A. Care's 24-hour, free nurse advice line.
- If you are not sure you have an emergency, you can call your doctor or call our free Nurse Advice Line at 1.800.249.3619.

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.



New Member Portal Coming

L.A. Care is excited to announce that our new Member Portal is coming soon!

The new modernized portal offers our members access to a range of new and enhanced features, giving you more information and more online resources at your fingertips.

The new Member Portal offers an intuitive, user-friendly interface that supports easy adoption of this exciting new technology; enhanced capabilities and features that allow you to do more online and a streamlined platform that enables you to interact more efficiently with us through the portal.

In the new portal, members will be able to view and print their Digital Member ID card, change their primary care doctor, clinic, or medical group, view their current eligibility, access their plan benefits in real time, and MORE!

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!



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 1.844.854.7272 (TTY 711) 24 hours a day, 7 days a week and holidays. Also, visit our website at [lacare.org](https://www.lacare.org).



Nurse Advice Line

<https://www.lacare.org/members/getting-care/nurse-advice-line>



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:

L.A. Care Medi-Cal Plan

1.888.839.9909 (TTY 711)

24 hours a day, 7 days a week and holidays

1055 W. 7th Street Los Angeles, CA 90017

L.A. Care PASC-SEIU Health Plan **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 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.

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 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

Carelon Behavioral Health

(Behavioral Health Care)

1.877.344.2858

(TTY 1.800.735.2929) [carelonbehavioralhealth.com](https://www.carelonbehavioralhealth.com)

24 hours a day, 7 days a week

TelaDoc[®]

1.800.835.2362 TTY 711

(Talk to a doctor for urgent care needs)

24 hours a day, 7 days a week and holidays

In case of emergency, call: 911