



L.A. Care
HEALTH PLAN®

Health Education,
Cultural & Linguistics
Materials Portal



This guide helps L.A. Care staff and contracted providers use the health education materials portal. You'll learn how to search for materials, place orders, and complete checkout to support your patient health education needs.

Our materials are medically accurate, culturally sensitive, and available in multiple languages at no cost. You can also request alternative formats, like large print, by emailing us directly.

First-time users must create a new account (separate from the L.A. Care Provider Portal account). For help, check the FAQ/troubleshooting section.

Overview



Webpage Address:

<https://healtheducation.icolorprinting.ds.pressero.com/>

L.A. Care
HEALTH PLAN

Welcome to the L.A. Care Health Education/Cultural & Linguistic Materials Portal

If you are a first time user, you will need to create a new account. All contracted providers/staff may order health education materials at no cost.

^^Orders will take about 21 days to ship out^^

Have questions or need help? Contact our Health Education Department at 1-855-856-6943

LOGIN

Email or Username

Password

LOGIN

Reset password

Create an account

Searching for Materials

- You can search by title, material PCN, key word or browse by topic.
- Narrow down your search by product search results or category (topic).

The screenshot displays the L.A. Care Health Plan website interface. At the top left is the L.A. Care Health Plan logo. To its right, there is a shopping cart icon labeled 'Cart 2 Items | \$0.00' and a search box labeled 'Search Site' with a magnifying glass icon. A red arrow points to the search box with the text 'Search Bar' below it. Below the logo and cart are navigation links: 'Home', 'C&L Resources', 'Health Ed Resources', 'Profile', 'Contact Us', and 'Logout'. The 'C&L Resources' and 'Health Ed Resources' links are highlighted with red boxes. Below the navigation is a banner image featuring three photos: a family sitting on the grass, an elderly woman talking to a man, and a group of diverse young people. Below the banner, the text reads 'L.A. Care Health Plan Health Education and Cultural & Linguistic Materials Portal'. At the bottom left, there is a 'Topic Menu' section with an upward-pointing red arrow and the text 'Topic Menu'. To its right is a section titled 'Advanced Directives' which contains a thumbnail image of a document titled 'Customized Advance Health Care Directive'.

Viewing and Selecting Items

This image will guide you on how to view item descriptions. Available languages are listed in a dropdown, and quantities are pre-selected in the dropdown.

- Most titles are available for download in PDF format in all languages.
- Select the desired item and add it to your cart.

The screenshot displays the L.A. Care Health Plan website interface. At the top, the user is logged in as 'Aurora Geysimonyan'. The navigation bar includes 'Home', 'C&L Resources', 'Health Ed Resources', 'Profile', 'Contact Us', and 'Logout'. The breadcrumb trail shows 'All Products / Health Ed Resources / Health Education Services Menu'. The main heading is 'Health Education Services Menu'. Below this, there is a large image of the menu document. To the right of the image is a sidebar with a 'Qty' dropdown set to '10', a 'Language' dropdown set to 'English', a 'Price' of '\$0.00', and an 'Additional Instructions' text area. Below the sidebar is an 'ADD TO CART' button and two buttons: 'BACK TO CATALOG' and 'SHOPPING CART'. The main content area features a 'DESCRIPTION' section with a red border, containing the text: 'This easy-to-navigate menu is designed to help providers quickly find and utilize the tools and information they need to support their patients' health and well-being. This is for provider audience. Please note, this menu is intended for provider use only and should not be distributed to members.' Below the description is a 'Download PDF:' link with 'English' selected and a red arrow pointing left.

Placing an Order

- ❖ The cart is located at the top of the page. Verify the items and quantities in your cart before selecting checkout.
- ❖ **Tip:** To order the same item in a different language, duplicate the item in the cart, select the new language, and add it again.
- ❖ Review your cart before proceeding to checkout.

The screenshot shows the L.A. Care Health Plan website's shopping cart. At the top, the user is logged in as 'Aurora Geysimonyan'. The cart contains 2 items for a total of \$0.00. The main heading is 'Shopping Cart'. A message states: 'Thank you for your order. Shipping will require about 21 days.' The cart items are:

Item	Quantity	Price
High Blood Pressure Know The Facts	100	\$0.00
High Blood Pressure Know The Facts	100	\$0.00

Annotations on the first item:

- A red arrow points to the 'Duplicate' button.
- A red arrow points to the 'Edit' button with the text 'Edit to select a new language'.

Cart Summary:

- Subtotal: \$0.00
- Buttons: CHECKOUT, CONTINUE SHOPPING



Checkout Tips

- ❖ **Shipping Information:** You can add multiple shipping addresses by selecting the '+' button, or edit them in the 'My Addresses' tab under settings.
- ❖ **Billing Information:** Although all orders are free, you'll need to fill out the billing field to continue. You can input your standard address for this field.
- ❖ **Order Summary Review:** Double-check your order details, including item quantities and shipping addresses. Shipping typically takes about 21 days.
- ❖ **Order Confirmation:** After submitting your order, you'll receive an email confirmation that your order is pending approval. We review most orders within 48 hours. If an item is unavailable, we will notify you via email. Once approved, you'll receive a final confirmation email.



Tracking and Managing Orders

- ❖ If you need to cancel an order, please contact us directly via email.
- ❖ We cannot edit orders after submission, so if you need changes, you'll need to place a new order.
- ❖ Some orders may arrive in multiple boxes.



Troubleshooting and FAQs

- ❖ **Common Issues:** If you have trouble logging in, searching for materials, or if items are out of stock, please reach out via email or use the contact form within the portal.
- ❖ **Requesting Materials:** You can request written health education materials in your patient's preferred language or in alternative formats like large print.
- ❖ **Missing Topics or Titles:** Can't find what you're looking for? Contact us and we'll do our best to provide suitable alternatives. Our library is regularly updated, so check back often.
- ❖ **Missing Orders:** If your order doesn't arrive, confirm that your shipping address is correct. If it still hasn't arrived after 21 days, email us.



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1200 West 7th St., Los Angeles, CA 90017



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Thank you for your interest in L.A. Care Health Plan Health Education Materials.
For questions or help with your order, please email HealthEd_Info_Mailbox@lacare.org
or call **1.855.856.6943** M-F, 8 a.m.-5 p.m.



Visit our providers tool page for more information and resources

<https://www.lacare.org/providers/tools/health-education-tools>