

2026 MEDI-CAL NEW MEMBER GUIDE



L.A. Care
Medi-Cal

CONTENTS

Message from L.A. Care.....	1
Important Changes to Medi-Cal.....	2
Medi-Cal Renewal.....	5
Where to Go for Care.....	6
Behavioral Health Services & Care.....	9
Prepare for Your Doctor Visit.....	10
Getting Started as a Member.....	12
Benefit Highlights.....	16
VSP Vision Care.....	18
Virtual Care Options.....	19
Medi-Cal Rx and Transportation.....	20
Community Resource Centers and Community Link.....	21
Health Education Services.....	22
My Health In Motion.....	24
How to Access Member Materials.....	25
Reporting Problems, Important Numbers and Stay Connected.....	26
Language Assistance.....	27
Nondiscrimination Notice.....	29





Dear L.A. Care Member,

Welcome to L.A. Care Health Plan (L.A. Care). L.A. Care is the largest Medi-Cal plan in California that provides health care coverage to Medi-Cal beneficiaries residing in Los Angeles County. Medi-Cal provides free or low-cost health care coverage to California residents with limited income who meet eligibility criteria, including income guidelines.

Your health is important to us and we are here to help you get the health care that you need. This is your New Member Welcome Packet, which includes valuable information about your plan benefits, member materials and helpful resources such as:

- The New Member Guide
- Medi-Cal Member Handbook
- Language Card for help requesting interpreter services
- A magnet with important phone numbers for when you need help

At L.A. Care, we are committed to supporting your health beyond just times of illness. We are here for you when it matters most, offering a variety of support to help you meet your health goals such as:

- Asking you for information about your health to help you stay healthy
- Reminding you to schedule your Initial Health Appointment with your PCP
- Providing you with health tips and share information about programs to help you manage your health
- Updating you with changes to your benefits

Important Updates to Medi-Cal

New State and Federal rules are coming that will impact the Medi-Cal program. Some changes will take effect as soon as January 1, 2026, and others will go into effect over the next few years. Many Medi-Cal beneficiaries will be impacted by one or more of the new rules and may need to take action to remain covered. Review the next page to find out which new rules could impact you and learn what action you can take to help you stay covered at lacare.org.

If you have any questions, have special health care needs or you need help arranging services, we will help you. Please call L.A. Care Member Services at **1-888-839-9909** (TTY 711), 24 hours a day, 7 days a week, including holidays.

These calls are free. Call us if you need the information in this package in another language or format (large print or audio). To access the above member materials online, you can visit the L.A. Care website at lacare.org/members/documents.

Again, welcome to L.A. Care!

Sincerely,

L.A. Care Health Plan

IMPORTANT UPCOMING CHANGES

to Medi-Cal Eligibility and Benefits

HERE'S WHAT YOU NEED TO KNOW

L.A. Care Health Plan is committed to keeping you informed about important changes to Medi-Cal benefits and eligibility that will take effect starting January 1, 2026, and continue through 2028.

These new state and federal rules may affect you or members of your household.



ENROLLMENT FREEZE

Starting **January 1, 2026**, some adult immigrants will no longer be able to sign up for full-scope Medi-Cal coverage based on their immigration status.

Who this Applies to:

You may be affected if:

- You are undocumented (you live in the U.S. without legal permission), or
- You are a lawfully present immigrant with unsatisfactory immigration status who is 19 or older and not pregnant or postpartum.

Who this Does Not Apply to:

You will not be affected if:

- You have satisfactory immigration status
- You are a child under 19
- You are pregnant or postpartum
- You are one of the following lawfully present immigrants who has unsatisfactory immigration status:
 - Battered Immigrant (non-VAWA categories) (not exempt from or have not met the five-year waiting period)
 - Deferred Action for Childhood Arrivals (DACA) Recipients
 - Green Card Holder (not exempt from or have not met the five-year waiting period)
 - Paroled into U.S. less than one year
 - U Visa Applicant

Important to know:

- If you already have Medi-Cal, you can stay covered no matter your immigration status **as long as you complete your annual renewal**.
- To keep your Medi-Cal, you must:
 - Fill out your renewal form every year
 - Still meet the Medi-Cal rules (like income and living in California)
- Use your benefits and renew on time. If you don't, your Medi-Cal could end.
- If your Medi-Cal ends because of a **late renewal or missing paperwork**, you will have **90 days** to fix the problem and keep your coverage.

If you miss that 90-day window, you won't be able to get full-scope Medi-Cal again. You can only apply for restricted Medi-Cal, which covers:

- Emergency care
- Pregnancy-related care
- Nursing home care

Pregnancy coverage

lasts through your whole pregnancy and up to one year after it ends.

ASSET LIMITS

Starting **January 1, 2026**, when you apply for or renew your Medi-Cal, we will look at what you own.

This is called an asset check. Assets are things you own that have value.

Who this Applies to:

You may be affected if you:

- Are age 65 and older and meet the household income limit for Medi-Cal.
- Have a disability (physical, mental, or developmental).
- Live in a nursing home.
- Are in a family that makes too much money to qualify under federal tax rules.

Important to know:

- The most you can own (asset limit) is \$130,000 for one person.
- You can add \$65,000 for every extra person in your family. The maximum is 10 people.
- Assets that count include:
 - Bank accounts
 - Cash
 - More than one house or vehicle
- Assets that don't count include:
 - The home you live in
 - One vehicle
 - Household items
 - Some savings, like retirement accounts
- The income rules for Medi-Cal have not changed.

DENTAL COVERAGE CHANGES

Starting **July 1, 2026**, some adult immigrant Medi-Cal members aged 19 or older will stop getting full-scope dental services as part of their coverage due to changes in state law.

Who this Applies to:

This change affects Medi-Cal members who are:

- Age 19 or older who do not have a satisfactory immigration status, and
- Are not pregnant or postpartum, and
- Are lawfully present immigrants who:
 - Have had a Green Card for less than five years and are not exempt from the five-year waiting period.
 - Are classified as PRUCOL (Permanently Residing Under Color of Law).
 - Qualify through a state-funded expansion or a humanitarian program (e.g., for victims of trafficking or crime).
 - Have another immigration status that does not qualify for full-scope Medi-Cal under federal rules.

Important to know:

If this change applies to you, you will get all full-scope Medi-Cal services, except for non-emergency dental services.

- You can still get care **for urgent dental needs**, including:
 - Serious tooth pain
 - Infections
 - Tooth extractions
- You will also get full-scope dental if you are pregnant, and you will get it for one year after your pregnancy ends.
- Your immigration status does affect pregnancy-related dental coverage.

WORK RULES

Starting **January 1, 2027**, some childless adults enrolled in Medi-Cal will be required to engage in community service, participate in a work program, work (paid employment), or other qualifying activities 80 hours per month to qualify for Medi-Cal.

If this applies to you, the county Medi-Cal office will send you a letter.

Who this Applies to:

Medi-Cal members and people applying for Medi-Cal who are:

- Age 19 to 64 years old, and
 - Don't meet any of the exemptions listed directly below.
- ### Exemptions:
- These new work or volunteer rules **do not apply** to:
- Children (0–18).
 - Older adults (65+).
 - Pregnant people, including one year postpartum, regardless of birth outcome.
 - Parents with children 13 years of age or younger.
 - People with disabilities.
 - People with serious health or mental health conditions or substance use problems.
 - People who were released from jail or prison within the last 90 days.
 - People on Medicare Part A or Part B.
 - American Indians or Alaska Natives.
 - Foster youth or former foster youth under age 26.

Important to know:

- Members must do one or more of the following:
 - Work at a job and get paid.
 - Earn at least **\$580 a month** from working.
 - Be a seasonal worker (someone who only works during certain times of the year) and make an average of **\$580 a month** over the last six months.
 - Be in a job training program (that helps you learn skills to get a job) for at least 80 hours per month.
 - Volunteer or do community service for at least 80 hours per month. This should be organized and something you can prove you did with a letter or form.
 - Go to school at least half-time. This usually means taking two or three classes or about six to eight credits each semester.
 - Do a mix of the things listed above for a total of at least 80 hours per month.
- If you are required to work or volunteer under these new rules and do not meet the rules, you **could lose your Medi-Cal**.
- When you get a letter from Medi-Cal, **open it right away** and **respond quickly** to show how you are meeting the work rules.
- Medi-Cal will send more information before this rule starts, including ways to help you meet the rules.

JANUARY 2027

6-MONTH ELIGIBILITY CHECKS

Starting **January 1, 2027**, some Medi-Cal members will have their eligibility checked **twice a year** instead of once. This means you will need to renew your Medi-Cal twice a year to maintain your coverage.

Who this Applies to:

Medi-Cal members and people applying for Medi-Cal who are:

- Ages 19 to 64 years old, and
- Don't have children younger than age 19

If this applies to you, Medi-Cal will send you a letter.

Important to know:

- You will be asked to renew your Medi-Cal every six months.
- You could lose your coverage if you don't fill out forms completely or turn them in on time.
- Always read your mail from Medi-Cal and respond quickly.

JULY 2027

MONTHLY PREMIUMS

Starting **July 1, 2027**, some Medi-Cal members who do not have a satisfactory immigration status will need to pay a small monthly fee (called a premium) to keep their full-scope Medi-Cal.

Who this Applies to:

- Californians who are between 19 and 59 years old, and
- Are not pregnant, and
- Are lawfully present immigrants and:
 - Have had a Green Card for less than 5 years and don't qualify for an exception
 - Are classified as PRUCOL (Permanently Residing Under Color of Law — a type of immigration status that allows you to stay in the U.S. but doesn't qualify for full federal benefits)
 - Qualify through a state-funded or humanitarian program (like for victims of trafficking or crime)
 - Have another immigration status that does not qualify for full Medi-Cal under federal rules

Important to know:

- If this change applies to you, you will need to pay a small fee each month to keep your full-scope Medi-Cal.
- If you are part of this group and do not pay your premium, you will lose your full-scope Medi-Cal and your coverage will change to restricted Medi-Cal, which covers:
 - Emergency care
 - Pregnancy-related care
 - Nursing home care

OCTOBER 2028



COPAYMENTS

Starting **October 1, 2028**, some Medi-Cal members may need to pay a small fee (called a copayment) for certain Medi-Cal services.

Who this Applies to:

Medi-Cal members who:

- Are 19 to 64 years old, and
- Are not pregnant, and
- Are not on Medicare, and
- Make more than \$15,560 a year.

Medi-Cal Income Limits (100% FPL) by Family Size	
 Family Size	 Yearly Earnings
1	\$15,650
2	\$21,150
3	\$26,650
4	\$32,150
5	\$37,650
6	\$43,150

**Income limits are based on 2025 federal guidelines and are subject to change*

Important to know:

- You might have to pay a small fee for some health care, like seeing a special doctor (like a cardiologist or dermatologist) and getting certain treatments or tests.
- You will not pay more than 5 percent of your household income in copayments each year.
- You won't have to pay for:
 - Services at community health centers or rural health clinics.
 - Emergency care.
 - Regular checkups.
 - Prenatal care (care during pregnancy) and pediatric care (care for children).
 - Mental health and substance use disorder treatment.

MEDI-CAL RENEWAL

Medi-Cal renewals are still happening, and more Medi-Cal members are now required to take action.

Every 12 months, the Los Angeles County Department of Public Social Services (DPSS) will review your information to determine if you are still eligible to receive Medi-Cal benefits and renew your enrollment for the following year. Everyone's renewal date is different. If you are unsure of when your Medi-Cal renewal is due, you can check your renewal due date by linking your Medi-Cal case on benefitscal.com.

If you receive a renewal packet in the mail from DPSS, be sure to complete and return it by the due date listed to keep your coverage. You can submit your renewal information by mail, phone, in person at any DPSS office location, or online through benefitscal.com.

Starting January 1, 2026, Medi-Cal will freeze new enrollments for certain adults do not have a satisfactory immigration status for federal full scope Medi-Cal. **You will stay covered no matter your immigration status as long as you complete your annual renewal.** Make sure to renew and use your benefits. If you are part of this group and lose your coverage, you will not be able to sign up again for full scope Medi-Cal.

Here is some important DPSS contact information to help you with your renewal:

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

1-866-613-3777



Local Numbers

1-626-569-1399

1-310-258-7400

1-818-701-8200



Hours of Operation

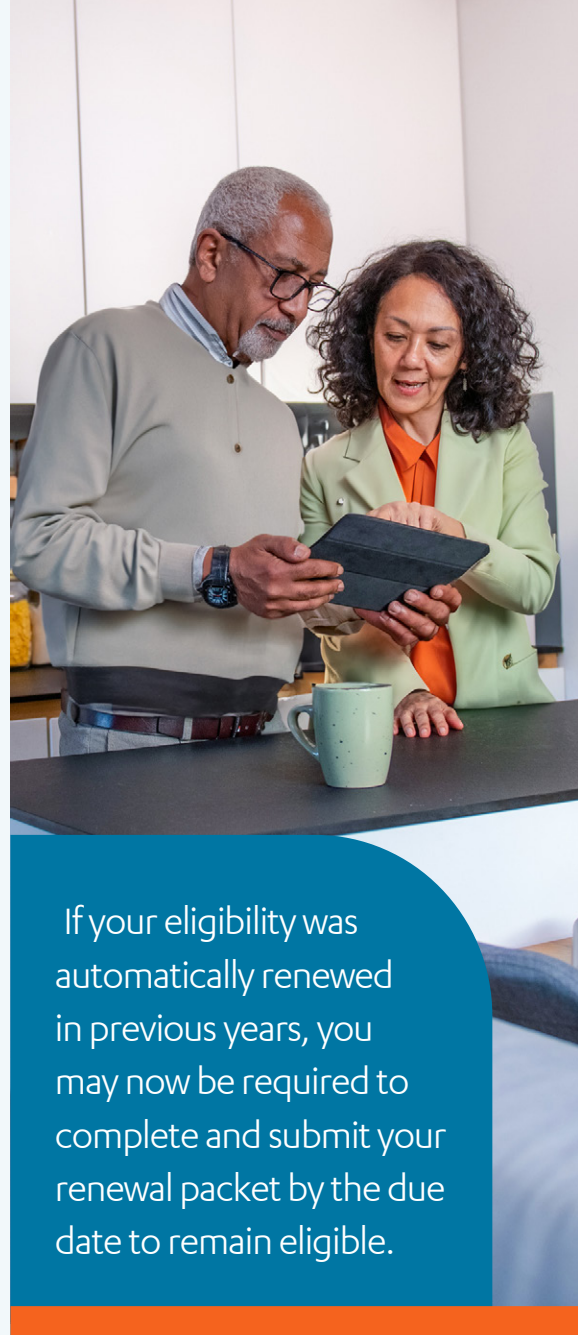
The DPSS CSC is available to assist you:

Monday – Friday

7:30 AM – 5:30 PM

(hours are subject to change)

Excluding holidays



If your eligibility was automatically renewed in previous years, you may now be required to complete and submit your renewal packet by the due date to remain eligible.

To learn more about the annual Medi-Cal renewal process, please visit lacare.org/medi-cal-renewals for helpful information and resources.



WHERE TO GO FOR CARE

When You Need Medical Help



Nurse Advice Line



Talk to a nurse for free, any time, day or night.

Call the Nurse Advice Line at **1-800-249-3619** (TTY **711**) 24 hours a day, 7 days a week, with health concerns when you are not sure what to do:



Sick at night and unsure where to go:

"My child has a fever and I don't know if it is serious"



Questions about symptoms:

"I have a rash that just started. What should I do?"



Need help deciding what kind of care to get:

"I'm not sure if I should go to urgent care or wait"



Need help finding urgent care in your medical group:

"I need urgent care, but I am not sure which locations are covered"



1-800-249-3619 (TTY **711**)



Minimal wait time



Available **24/7** by phone — no travel needed

Primary Care (In-Person)



See your regular doctor or care team in-person.

You can find your primary care provider's (PCP) information on your ID card. You can change your PCP at any time by using the online Provider Directory at lacare.org/doctors, visiting the member portal at lacare.org/members or calling Member Services at **1-888-839-9909** (TTY **711**). Schedule an appointment with your PCP for:



Routine check-ups

Annual visit where your PCP will review your medical record and history, perform a physical exam, check your vital signs, discuss any health concerns, and if needed, order lab tests or screenings.



Preventive screenings

"I am due for screenings for cancer, vaccinations, heart health."



Management of Chronic conditions

"I have diabetes and need my blood checked."



- Call your PCP's phone number on your ID card
- Visit the online Provider Directory at lacare.org
- Call Member Services: **1-888-839-9909** (TTY **711**)



- 10 business days or less
- Same day appointments
- If you need care sooner, try other care options like virtual care, urgent care or call Member services for help getting an earlier PCP appointment



Within 10 miles or 30 minutes

- How to Access
- Estimated Wait Times
- Travel Time & Distance

Medical CARE

Primary Care (Virtual)



Many PCPs in L.A. Care's network offer virtual visits.

Virtual visits allow you to see your regular doctor or care team by video or phone from the comfort of your home.

Here are some reasons to schedule a virtual visit with your PCP:



A follow-up after a recent visit

"I had a minor procedure and need to check in with my doctor."



If you think you are contagious and do not want to expose others

"I have a rash and fever and do not want to go into the clinic if it is something contagious."



To review test results or plan next steps

"I had lab work done and want to talk to my doctor about what it means."



Call your PCP's phone number on your ID card



May vary by PCP



No travel needed

Specialty Care



Specialty care is for health concerns that require the expertise of doctors trained in specific areas like cardiology, orthopedics or dermatology.

Your PCP is able to manage a lot of your health needs and will determine if you need more advanced or focused care.



Heart – related issues

"I have been having chest pain, and my doctor referred me to a heart specialist to run more tests."



Broken bones or joint problems

"I injured my knee badly, and my doctor sent me to an orthopedic specialist to check for ligament damage."



Ongoing skin problems

"I have a rash that has not gone away for weeks, so my doctor referred me to a dermatologist."



- Your medical group is a team that helps manage your health care. They include certain providers and facilities that work with L.A. Care.
- To see which Specialists are in your medical group, visit L.A. Care's Provider Directory at lacare.org.



15 business days or less



Within 15 miles or 30 minutes

TO SEE A SPECIALIST, YOUR PCP MUST SUBMIT A REFERRAL TO YOUR MEDICAL GROUP, AND YOUR MEDICAL GROUP MUST APPROVE IT BEFORE YOU RECEIVE CARE

Medical CARE



Urgent Care (In-Person)



For health problems that need care quickly, but are not emergencies and you cannot access your Primary Care Provider in a timely manner, visit an Urgent Care Center or retail clinic.



Minor body injuries
"I hurt my ankle, and I think it could be broken."



Infection signs like sore throat or ear pain
"My throat is very sore, and I have a hard time swallowing."



Choose an urgent care center that works with your medical group:

- Check your medical group on your member ID card
- Use the online Provider Directory at [lacare.org](https://www.lacare.org)
- Call member Services at **1-888-839-9909 (TTY 711)**
- You can also visit one of our six CVS Minute Clinic locations. Visit L.A. Care's Online Provider Directory ([lacare.org/doctors](https://www.lacare.org/doctors)) to see if there is a location near you



Minutes to hours



Travel time depends on urgent care center locations within your medical group

Emergency Care



Call **911** or go to the nearest hospital emergency room



Wait times may vary, depending on the severity of your condition, volume of patients, and treatment rooms available



In an emergency, go to the nearest emergency room. Travel time depends on your location when care is needed

Urgent Care (Virtual)



If you are unable to go to an urgent care in person, some urgent health problems can be addressed through virtual care with Teladoc Health. Use Teladoc for virtual urgent care.



Allergy symptoms
"My eyes are itchy, and I can't stop sneezing."



Cold or flu symptoms
"I have a cough, stuffy nose, and a mild fever."



Minor skin problems
"I have a red itchy spot on my arm that is getting worse."

TELADOC HEALTH LETS YOU CONNECT WITH A DOCTOR BY PHONE OR VIDEO FROM THE COMFORT OF YOUR HOME, 24/7



Visit Teladoc™ (requires Log in/Register) at [member.teladoc.com/lacare](https://www.member.teladoc.com/lacare) or call **1-469-643-2161**



Minutes to hours



Available **24/7** by phone, video, or app — no travel needed



For serious or life-threatening health problems go to the **Emergency Room** or call **911**.



Head injury or sudden confusion
"I hit my head and now I feel dizzy and can't think straight."



Heavy bleeding or broken bones
"I cut myself badly and can't stop the bleeding."



Bad stomach pain or vomiting
"I have been vomiting all day and feel weak."



Severe pain that is not relieved by medicine
"I have pain that is the worst I have ever had."



Chest pain or trouble breathing
"I feel tightness in my chest and it's hard to breathe."

BEHAVIORAL Health Services and Care



Behavioral health services support your emotional, mental and overall psychological well-being. If you are feeling overwhelmed, hopeless or notice changes in your mood, sleep or energy, behavioral health services may help you feel better and manage life's challenges.

Take advantage of the behavioral health services that are part of your benefits. This includes treatment for both mental health and substance use disorders, ensuring that you can get the support you need, when you need it.

L.A. Care provides these services through primary care providers, Behavioral Health Specialists from Carelon Behavioral Health, Los Angeles County Department of Mental Health (DMH), and Los Angeles County Department of Public Health (DPH).



To learn more about behavioral health services available to you visit lacare.org/behavioral-health



HERE ARE SOME OF THE WAYS MEMBERS MAY ACCESS SUPPORT FOR THEIR BEHAVIORAL HEALTH NEEDS



Carelon Behavioral Health is L.A. Care's vendor that has a network of providers offering Non-Specialty Mental Health Services (NSMHS) to L.A. Care Medi-Cal members. These services are provided at no cost to you. Additionally, the services listed do not require a prior authorization with in-network providers, making it easier for you to access care.


NSMH Services include:

- Mental health evaluation and treatment, including individual, group, and family psychotherapy
- Psychological and neuropsychological testing, when clinically indicated to evaluate a mental health condition
- Outpatient services for the purposes of monitoring drug therapy
- Psychiatric consultation

- Outpatient laboratory, drugs, supplies, and supplements

"I was feeling anxious and overwhelmed, so I called Carelon. They asked me a few questions and helped guide me to the right type of mental health care."

 **1-877-344-2858**
(TTY/TTD 1-800-735-2929)

 Online Provider Lookup:
plan.carelonbehavioralhealth.com/find-a-provider



L.A. County Department of Mental Health (DMH). L.A. Care members struggling with serious mental health challenges may get help through the DMH for Specialty Mental Health Services (SMHS). SMHS Services include, but are not limited to:

- Individual therapy
- Medication support
- Crisis intervention and stabilization
- Targeted case management
- Day treatment and rehabilitation
- Residential treatment

"I was feeling really depressed and hearing voices. I went to the L.A. County Department of Mental Health (DMH) and got to see a doctor. They gave me medicine and set me up with a therapist to help me feel better."

 **1-800-854-7771**



L.A. County Department of Public Health (DPH) **Substance Abuse Prevention and Control (SAPC).** SAPC provides substance use treatment services to support individuals and families.

Services include:

- Outpatient treatment
- Residential treatment
- Detox services
- Medications for addiction treatment

"My doctor recommended medication to help with my substance use problem, and I got treatment through SAPC."


 **1-844-804-7500**

988 SUICIDE & CRISIS LIFELINE

The **988 Suicide and Crisis lifeline** provides free and confidential support to anyone experiencing thoughts of suicide, emotional distress, or a mental health crisis. Trained counselors are available 24/7 by phone or text.

"I was feeling really overwhelmed and didn't know who to talk to, so I called 988 and spoke with someone who helped me feel calmer and more supported."

 **Call or text 988**

 Within 15 miles or 30 minutes

 Non-Urgent Care:

- Mental health appointment — 10 business days
- Specialty care physician — 15 business days

PREPARE FOR YOUR DOCTOR VISIT

A Guide to Help You Make the Most of Your Appointment

IF NEEDED, ASK A FAMILY MEMBER TO HELP YOU COMPLETE THIS FORM BEFORE YOUR DOCTOR'S VISIT



At L.A. Care, Your Experience Matters

The following pages will provide important information on how to prepare for your doctor visit.



Your Name

Doctor's Name

Appointment Date

Time



What to Bring

- Health plan ID card
- List of all medications
- Test results or notes from other providers
- If this visit is for your child, bring their yellow immunization record card



During Your Visit


- If you don't understand something, ask the doctor to explain
- Repeat the doctor's instructions using your own words
- Ask about any preventive care that you need
- Discuss any specialty needs you think you may have
- Understand the medications you have been prescribed and why you are taking them
- Tell your doctor if you are not following any of their previous instructions
- At the end of the visit, review what you and the doctor agreed upon
- If this visit is for your child, be sure to ask about their well-child checkup and confirm they are up to date on immunizations



Before You Leave

- Understand when to follow up with your doctor
- Get a correct medicine list
- Make sure you have the prescriptions and referrals you need
- Understand the timeline for specialty appointments, referrals and prescriptions
- Make sure you know your final diagnosis

Reason(s) for The Appointment Main reason I am seeing the doctor today:	Describe Your Symptoms and Concerns Symptoms I am experiencing and when they started:
<hr/> <hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/> <hr/>




Questions About Your Condition

- What could be causing my symptoms?
- Are there any risks I should be aware of?
- If you are diabetic, ask:
 - What is my current A1c level and what is my target goal?
 - Are there changes I should make to my diet or exercise routine?
- If you have high blood pressure, ask:
 - What is my current blood pressure reading and what should my target be?
 - What could be worsening my high blood pressure?
 - Are there lifestyle changes I can make to help lower it?




Questions About Other Treatments

- What are my treatment options?
- What are the risks and benefits of each?




Questions About Important Screenings

- Am I due for any screenings?
 - Cervical Cancer Colorectal Cancer
 - Breast Cancer




Questions About Your Tests or Procedures

- Why do I need this test/procedure?
- What do I need to do to prepare?
- When will I get the results?



Questions About Your Medicines

- What is this medication for?
- Are there any side effects I should watch out for?
- Are my current medications still the best option for managing my condition?



Follow-Up and Next Steps

Follow-Up Appointment Date.....

Next Steps

.....

Getting Started AS A MEMBER


As a new member, we want to make sure you have the tools and resources you need to access care and feel supported from the very start.



TIP #1

Check your member ID card

Your member ID card is mailed to you separately. Your ID card includes the following information:

1  **L.A. Care**
Medi-Cal **lacare.org**

Name: _____

2 Member ID: _____ Effective Date: _____

3 PCP/Clinic: _____

4 PCP/Clinic Phone: _____

Medical Group: _____

Front *This card is for identification purposes only and does not constitute proof of eligibility.*

5 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.

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

- 1.** The name of your health plan:
L.A. Care Health Plan
- 2.** Your member **ID number**
- 3.** Your **Primary Care Provider (PCP)** and his/her number
- 4.** Your **Medical Group** (if you have one)
- 5.** **L.A. Care Member Services** telephone number and other important information and telephone numbers

Please keep your member ID card with you at all times. Always remember to show your member ID card whenever you get health care services.

If you do not get your member ID card or have questions, please call Member Services at **1-888-839-9909** (TTY **711**), 24 hours a day, 7 days a week, including holidays.

TIP #2

Schedule an initial health appointment with your Primary Care Provider (PCP) as soon as possible

Your Primary Care Provider (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.

Routine visits with your PCP are important to help you stay healthy. Even if you are not sick, we ask all new members to see their PCP within the first 1 – 3 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.

During your IHA, your PCP will:

- **Get** to know you and talk about your health
- **Learn** your medical history
- **Give** you a physical exam
- **Give** you health information and services you may need
- **Help** you understand your health needs
- **Teach** you ways to improve your health or help you stay healthy

You will receive an IHA letter in the mail. You will also receive by mail a Health Information Form (HIF). This is a short, ten-question health survey we ask all new members to complete.

We will also use this information to help you get the care you need. You may get a call from us reminding you to complete this form and to schedule your initial health appointment.

To make an appointment with your main doctor (PCP), call the PCP number listed on your ID card.

You can also call our Member Services team at **1-888-839-9909**. We are here to help you 24 hours a day, 7 days a week.

TIP #3

Find a Provider by using our online 'Find a Doctor or Hospital' tool

Please keep in mind, you have the right to 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.
- If you choose a new PCP, then he or she will become your PCP on the first day of the next month after you make the change.
- If you want to change your PCP, you can call **1-888-839-9909** (TTY **711**), create an L.A. Care Connect account, or you can use our Find a Doctor or Hospital tool online at [lacare.org](https://www.lacare.org).

When using the online tool, follow these steps:



- 1.** Select **Medi-Cal**
- 2.** Select from the following:
“**Location, Provider Detail and/or Coverage and Care Requirements**”
- 3.** You can search for **Providers** with several filters including, but not limited to:
 - **Location**
 - **Facility Accessibility**
 - **Provider Detail** — gender
 - **Provider Name**
 - **Language** spoken by Provider
 - **Network**
 - **Specialty**
- 4.** Select “**Find a Provider**”

TIP #4

Get to Know Your Medical Group

L.A. Care contracts with medical groups to provide your care. Each medical group includes PCPs and specialists, and also works closely with hospitals and other providers to make sure you get the care that you need.

What your medical group helps with:

- **Work** with your PCP to connect you with the right services
- **Help** you get referrals to specialists like a heart doctor
- **Review** and approve services so your care is covered
- **Offers** help and answers if you are not sure where to go for care

You can find your medical group on the front of your member ID card. If you need help finding out if a doctor or clinic is in your medical group, call Member Services at **1-888-839-9909** (TTY **711**).

TIP #5

Review your Member Handbook (“What You Need to Know About Your Benefits”)

The Member Handbook tells you about your coverage under L.A. Care. It will help you understand your benefits, the services available to you, and how to get the care you need.

Your Member Handbook has important information about L.A. Care:

- Your rights and responsibilities
- Important telephone numbers
- Covered benefits and services

A Member Handbook is included in this packet.



You can also find the Member Handbook in your language at lacare.org/members/handbook 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**).

TIP #6

Visit our Member Materials Web Page

Review important member documents at lacare.org/documents.



Here you can find the following important information and resources that help you get the care you need:

- Medi-Cal Member Handbook
- New Member Welcome Guide
- New Member Orientation Presentation
- Annual Member Guide
- Provider Directory
- Medi-Cal ID card
- Medi-Cal Rx
- Medi-Cal for Kids & Teens brochure and letter

Medi-Cal member materials are updated annually and posted to the website.

TIP #7

Sign up for the 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.

Create an account online by visiting lacare.org/members or by clicking the member sign in button on the upper right hand side of the lacare.org landing page.

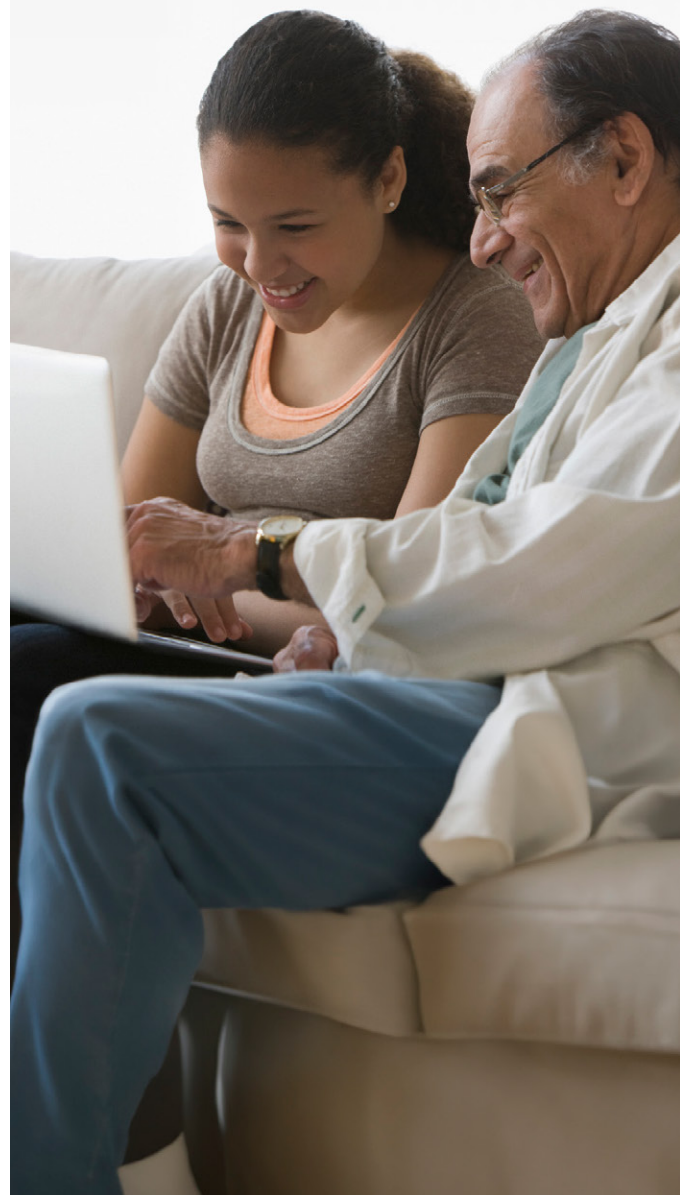
You will need your member ID number and a valid e-mail address to create an account (your member ID number is on your member ID card).

To access a step-by-step Registration Guide, please visit lacare.org/members.



With your L.A. Care Connect account, you can:

- **Request**, view, and/or print your ID card
- **Change** your Doctor or medical group
- **View** your eligibility and benefits
- **View** the status of your authorization near real time
- **View** and **update** your demographic information and add new fields of information
- **Get** directed to Medi-Cal Rx to manage your medications, view your medication history, find a pharmacy and access all other pharmacy benefits
- **Chat** live with a nurse at a time that is convenient for you
- **Complete**, view, and update your Health Risk Assessment Form





L.A. Care Medi-Cal BENEFIT HIGHLIGHTS

L.A. Care Health Plan provides a comprehensive set of health benefits.



Ambulatory & General Benefits/Services

- Primary Care Doctor and Specialist Visits
- Outpatient Surgery
- Urgent Care and Retail Clinics
- Lab Services and X-Rays
- Flu Shots and Other Recommended Vaccines
- COVID-19 Testing and Vaccination
- Maternity and Newborn Care
- Delivery and Postpartum Care
- Nurse and Midwife Services
- Doula Services
- Pediatric Services (Early and Periodic Screening, Diagnostic and Treatment)
- Podiatry
- Chiropractic
- Treatment Therapies
- Dialysis/Hemodialysis
- Nurse Advice Line
- Telehealth
- Family Therapy

* This is a summary only. More details about your benefits can be found in the Medi-Cal Member Handbook available online at: lacare.org/documents.



Preventive & Wellness Benefits

- Health in Motion™ Program
- Disease Management Programs
- Smoking Cessation Services
- Family Planning Services
- Community Health Worker Services



Rehabilitative & Habilitative Services

- Physical Therapy
- Occupational Therapy
- Audiology
- Speech Therapy
- Hearing Exams
- Durable Medical Equipment
- Acupuncture
- Home Health Services
- Orthotics/Prostheses
- Medical Supplies, Equipment and Appliances
- Skilled Nursing Facility (Up to 90 Days)
- Pulmonary Rehabilitation



Hospital Services

- Inpatient Services
- Surgical Services
- Major Organ and Tissue Transplant
- Anesthesiologist Services



Emergency Services

- Emergency Room Services
- Ambulance Services



Behavioral Health Services

- Outpatient Mental Health Services
- Outpatient and Inpatient Specialty Mental Health Services
- Outpatient Substance Use Disorder Services/Alcohol Misuse Screening
 - Voluntary Inpatient Detoxification



Pharmacy Benefits

- Prescription Drugs (via Medi-Cal Rx: [medi-calrx.dhcs.ca.gov](https://www.medi-calrx.dhcs.ca.gov))



Other Services

- Vision and Optometry
- *Dental Care (via Medi-Cal Dental formally known as Denti-Cal: [dhcs.ca.gov/services](https://www.dhcs.ca.gov/services))
- Long Term Services and Supports
 - Skilled Nursing Facilities (91+ Days)
 - Home and Community-Based Services
- Community Supports
 - Assisted Living Facilities Transitions
 - Asthma Remediation
 - Community or Home Transition Services
 - Day Habilitation Programs
 - Environmental Accessibility Adaptations (Home Modification)
 - Housing Transition Navigation Services
 - Housing Deposits
 - Housing Tenancy and Sustaining Services
 - Medically Tailored Meals/ Medically Support Food
 - Personal Care and Homemaker Services
 - Respite Services
 - Sobering Centers
 - Recuperative Care (Medical Respite)
- Short-Term Post-Hospitalization Housing
- Transitional Rent
- Enhanced Care Management
 - Comprehensive assessment and care management
 - Comprehensive transitional care
 - Coordination and referral to community and social supports
 - Enhanced coordination of care
 - Health promotion
 - Member and family support services
 - Outreach and engagement
- Street Medicine
- Transportation
 - Non-Emergency Medical Transportation
 - Ambulance
 - Litter Van
 - Wheelchair Van
 - Non-Medical Transportation
 - Private or public vehicle for people who do not have another way to get to their appointment

MORE BENEFITS AT NO COST TO YOU

* Benefits are subject to change. Please call L.A. Care Member Services at **1-888-839-9909 (TTY 711)** 24 hours a day, 7 days a week, including holidays for more information or go to [lacare.org](https://www.lacare.org). Your health care provider may need to get approval for some benefits and services.

* As of July 1, 2026, dental benefits will no longer be available to members who do not meet satisfactory immigration status requirements.



REGULAR EYE EXAMS ARE IMPORTANT

With VSP® you'll get great care from a VSP network doctor, including a WellVision Exam® — an exam designed to find signs of vision and health conditions like diabetes and high blood pressure.

Keep Your Eyes Healthy with VSP VISION CARE

We Make Your Eye Health Our Top Priority.

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.

USING YOUR VSP BENEFIT IS EASY



View your coverage.

Review your personalized coverage details and find an in-network doctor by creating an account at [vsp.com](https://www.vsp.com) using your L.A. Care Health Plan ID number (located on your card).



See an in-network doctor.

Log-in to your account on [vsp.com](https://www.vsp.com) to find a VSP Participating Provider for Medi-Cal near you or call VSP Member Services Department at **1-800-877-7195** (TTY **711**), Monday – Saturday 6:00 AM – 5:00 PM PST (closed Sunday).



At your appointment, tell them you have VSP through L.A. Care Health Plan. Show your L.A. Care Health Plan card at your appointment.

That's it! We'll handle the rest — there are no claim forms to complete when you see a VSP Participating Provider.

QUESTIONS?



Visit [vsp.com](https://www.vsp.com) or call VSP at **1-800-877-7195** (TTY **711**), Monday – Saturday, 6:00 AM – 5:00 PM PST (closed Sunday).

vsp VISION™

VIRTUAL CARE OPTIONS at No Cost to You

L.A. Care offers virtual care through many of our network providers.





Virtual Primary Care is Great For:

- Routine check-ups
- Follow-up visits
- Managing chronic conditions (like diabetes or asthma)
- Prescription refills
- Questions about your health

CALL YOUR PCP TO ASK IF VIRTUAL VISITS ARE AVAILABLE

If your current PCP does not offer virtual visits, you can change your PCP (and/or medical group) at any time by visiting the member portal or calling Member Services at **1-888-839-9909** (TTY 711).

It's Easy to Use:

-  Call your PCP to schedule a virtual visit
-  Use a smartphone, tablet, or computer with internet
-  Your visit is private, safe, and secure
-  Your PCP is located on your member ID card



Virtual care lets you connect with providers by phone or video so you can get the care you need, when you need it.



If your PCP is not available or does not offer virtual visits, L.A. Care partners with Teladoc Health to provide virtual care 24 hours a day, seven days a week, for non-routine and non-life-threatening conditions. Teladoc Health's providers can diagnose, treat and prescribe medication when needed.

Teladoc Health is Great for:

- Allergy symptoms
- Cold or flu symptoms
- Sore throats
- Rashes
- Pink eye
- Sinus infections
- Bronchitis
- Urinary tract infection


Teladoc Health is Not Good for:

- Routine check-ups and follow-up visits
- Managing chronic conditions
- Prescription refills


**RECEIVE QUALITY CARE
IN THE COMFORT OF YOUR
HOME WITH L.A. CARE**




It's Easy to Use— Book Your Same-Day Visit

 Register online at teladoc.com/lacare or scan the QR code



 Talk to a provider by calling Teladoc at **1-469-643-2161** or by scheduling a video chat on the Teladoc mobile application

 Use a smartphone, tablet, or computer with internet

 Your visit is private, safe, and secure

MEDI-CAL Rx

Medi-Cal Pharmacy Benefits are administered through the fee-for service delivery system, Medi-Cal Rx. This means you can contact Medi-Cal Rx for all your pharmacy needs, such as prescriptions and medication refills. Visit the Medi-Cal Rx website at:

[medi-calrx.dhcs.ca.gov](https://www.medi-calrx.dhcs.ca.gov) 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

Also known as the drug formulary, this is a list of medications covered under your Medi-Cal Rx pharmacy benefit.

It is important to check the formulary because it shows which medicines are covered and helps keep your costs low.



Find a List of Pharmacies

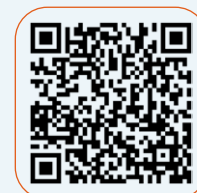
that work with Medi-Cal Rx in the Medi-Cal Rx Pharmacy Directory like CVS and Walgreens.

TRANSPORTATION

Your benefits include getting non-medical transportation (NMT) and Non-Emergency Medical transportation (NEMT) to your medical appointments or when picking up prescriptions and medical supplies.

To schedule NMT or NEMT services, please call L.A. Care Member Services at **1-888-839-9909** (TTY **711**) 24 hours a day, 7 days a week, including holidays, and select the 'transportation' prompt.

To learn more about transportation services available to you, visit: [lacare.org/members/transportation](https://www.lacare.org/members/transportation).





ALL CRC SERVICES ARE FREE AND OPEN TO YOU AND ANYONE IN THE COMMUNITY



COMMUNITY Resource Centers

The L.A. Care and Blue Shield Promise Community Resource Centers offer a variety of free health and wellness classes, programs and services tailored to members and the community. Services offered include:

- Medi-Cal enrollment and renewal support
- Health screenings, food assistance and community events throughout the year
- Free health and wellness classes for adults and children and classes to help manage chronic conditions
- Free Wi-Fi for telehealth services
- CalFresh enrollment assistance
- Social services assistance
- Linkage and referrals to local community resources

You can learn about your Medi-Cal benefits by signing up for a new member orientation at your local CRC. After the orientation, you will be able to:

- Understand your benefits
- Request an ID card
- Choose or change your doctor
- Learn how to get your prescriptions filled
- Understand urgent health care
- Understand your rights and responsibilities

COME TO A NEW MEMBER ORIENTATION AT A CRC AND GET A \$20 GIFT CARD.



Go to communityresourcecenterla.org for CRC location/addresses, telephone numbers, hours of operations and calendars of events.



You can schedule an appointment by calling **1-877-287-6290 (TTY 711)**.



Connect to Services with COMMUNITY LINK

L.A. Care Community Link helps members connect with community agencies for assistance with housing, food, bills and more.

Visit communitylink.lacare.org to search for free or reduced cost services and take a Social Factors of Health Survey.



HEALTH EDUCATION Services

TAKE THAT FIRST STEP
IN MAKING A CHANGE TO
IMPROVE YOUR HEALTH



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



Diabetes Self-Management Education and Support (DSME-S) and Diabetes Prevention Program (DPP)

- The DSME-S program is for L.A. Care members who have diabetes
- The program helps members control and manage their diabetes, including A1c level
- DPP is a free, 12-month program designed to help members with pre-diabetes make healthy lifestyle changes
- The goal is to prevent or delay the onset of Type 2 diabetes
- Both programs are offered in a virtual group setting



Call Diabetes Care Partners at **1-877-227-3889** (TTY 711) or call Health Education **1-855-856-6943** to learn if you qualify for the program



Maternal Health Programs

- **L.A. Care's Healthy Pregnancy Program** helps new parents learn about the importance of getting care for you and baby through educational materials. Learn about:
 1. Planning a healthy pregnancy
 2. Nutrition
 3. Caring for yourself after giving birth
 4. Breastfeeding
- **L.A. Care's Healthy Mom Program** provides support for new moms to get the postpartum care they need. Learn about:
 1. The importance of the postpartum visit
 2. Scheduling your postpartum visit
 3. Arrange interpreting services
 4. Arrange transportation if needed
- **The Doula Benefit** connects pregnant and postpartum members with a doula to provide guidance and support during their pregnancy journey.



Visit lacare.org/pregnancy for details.

\$40

A gift card may be available to eligible members after completing their postpartum visit.



Call 1-213-694-1250 Ext. 4408 for more details.



Meals as Medicine

o **Meals as Medicine** is a therapeutic nutrition intervention program aimed at improving health outcomes.

Eligible members receive:

1. **Home-delivered**, healthy meals tailored to your health needs
2. **Two meals per day** or one food box per week for up to 12 weeks, or longer if medically necessary
3. **Nutrition education** from a health educator or registered dietitian as needed

o To be eligible, you must be an L.A. Care Medi-Cal member and have a chronic or other serious health condition that is nutrition sensitive.

Examples include cancer(s), cardiovascular disorders, hypertension, high cholesterol, dyslipidemia, heart failure, stroke, chronic kidney disease, end stage renal disease, COPD, diabetes, HIV, gastrointestinal disorders, high risk perinatal conditions and malnutrition.



A referral from your provider is required for program extensions.



Medical Nutrition Therapy (MNT)

o **Medical Nutrition Therapy** helps you set nutrition goals and make a plan to achieve those goals with a Registered Dietitian (RD). This service is provided over the phone to better fit your schedule.

This therapy is available for those with one or more of the following medical conditions:

1. **Type I or II diabetes**
2. **Pre-end-stage renal disease** (eGFR 13- 50ml/min/1.73m)
3. **Obesity** (pediatric, age 2–18 years, BMI > 95th percentile and adults, age 18 years and over, BMI > 30)
4. **Underweight** (pediatric, age 2–18 years, BMI < 5th percentile, adults, age 18–64 years, BMI < 18.5, and older adults, age 65 years and older, BMI < 23)
5. **Prediabetes** (A1c 5.7–6.4)
6. **Gastrointestinal disorders, cardiovascular disease** and other nutrition related conditions.

You must be referred by your doctor for Medical Nutrition Therapy.



Call Health Education to get started **1-855-856-6943**.



Wellness Coaching

o **Wellness Coaching** is provided by an L.A. Care Registered Dietitian or Health Coach either by phone or at one of our local Community Resource Centers.

o You will learn how to set personal health goals and make a plan to reach those goals.

Health coaching includes the following:

- › **Adult Weight Management**
- › **Healthy Lifestyle**
- › **Tobacco Cessation**
- › **Stress Management**
- › **Asthma Basics**

o Materials for health education topics are provided in all languages.

All health education services are at no charge to you.

To speak with a Health Coach, Registered Dietitian or to request materials call **1-855-856-6943 (TTY 711)**.



To learn more call **1-855-856-6943 (TTY 711)** **Monday – Friday from 8:00 AM – 5:00 PM** or go to **lacare.org/healthy-living** for member health education materials.



MY HEALTH IN MOTION™

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



DISCOVER THE FOLLOWING FEATURES AT THE MyHIM SITE



Wellness Assessment

Take a quick health test and get your very own report.



Expert Health Coaching

Get help from our health coaching program.



Interactive Workshops

Dive into engaging online health workshops.



Info at Your Fingertips

Explore a library packed with health information.



Device Connection

Connect health trackers like Fitbit for a seamless experience.



Access MyHIM

Anytime, anywhere — from a computer, phone, L.A. Care’s Community Resource Centers, and even a Public Library.



READY TO GET STARTED?

1. Go to lacare.org and click on “Member Sign-In”
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**.

HOW TO ACCESS

L.A. Care Health Plan's Medi-Cal Member Materials

Medi-Cal member materials are updated annually and posted to the website. Each year you will receive a physical copy of the Annual Mailing Guide but certain materials such as the member handbook will be only accessible electronically online and not mailed unless requested.

Our member materials provide you with information about your Medi-Cal benefits, covered drugs and in-network doctors. It is easy to view or print important member materials such as the Medi-Cal Member Handbook, Provider Directory, Pharmacy Drug Formulary (Medi-Cal Rx), and Medi-Cal for Kids and Teens brochures.



SEARCH

[Lacare.org](https://www.lacare.org), 24 hours a day, 7 days a week. To review and print important member materials that are available in an electronic format, please visit L.A. Care's website via these links:

- Medi-Cal Member Handbook and Materials: [lacare.org/documents](https://www.lacare.org/documents)
- Medi-Cal Member Renewal Page: [lacare.org/renewals](https://www.lacare.org/renewals)
- Provider Directory: [lacare.org/documents](https://www.lacare.org/documents)
- Pharmacy Drug Formulary (through Medi-Cal Rx): [lacare.org/pharmacy](https://www.lacare.org/pharmacy)
- Community Supports: [lacare.org/community-supports](https://www.lacare.org/community-supports)
- Medi-Cal for Kids and Teens Brochures/Letters: [lacare.org/exams](https://www.lacare.org/exams)
- Behavioral Health Provider Lookup (Carelton Behavioral Health): plan.careltonbehavioralhealth.com/find-a-provider



VISIT

L.A. Care During normal business hours. Visit one of L.A. Care and Blue Shield Promise Community Resource Centers to get assistance with obtaining member materials, accessing your new Medi-Cal benefits, or answers to any questions you may have.



CALL

1-888-839-9909 (TTY 711), 24 Hours a day, 7 days a week, including holidays. An L.A. Care Member Services staff can help you with any questions you may have about how to access the Member Handbook, Provider Directory and the Pharmacy Drug Formulary (Medi-Cal Rx).



To get this information in another language or in an alternative format, like large print, audio, or Braille, please call L.A. Care Member Services at **1-888-839-9909 (TTY 711)** 24 hours a day, 7 days a week, including holidays.

Reporting & Solving PROBLEMS

You have the right to file a complaint (grievance) or an appeal if you have a problem or are unhappy with the services you are getting from L.A. Care or a provider. You can file a complaint (grievance) or appeal one of the following ways:



Online

Visit lacare.org to complete and submit an online **Appeals and Grievances Form**



Fax

Download an Appeals and Grievances Form and fax to **1-213-428-5748** once completed



Mail

Mail in your Appeals and Grievances Form to:

Attention: Appeals and Grievances

L.A. Care Health Plan
1200 W. 7th Street
Los Angeles, CA 90017



Write, visit or call

L.A. Care Member Services Department

1200 W. 7th Street

Los Angeles, CA 90017

1-888-839-9909 (TTY 711)

If your grievance or appeal is still not resolved after 30 days, or you are unhappy with the result, you can call the California Department of Managed Health Care (DMHC). Ask DMHC to review your complaint or conduct an Independent Medical Review (IMR). If your matter is urgent, such as those involving a serious threat to your health, you may call DMHC right away without first filing a grievance or appeal with L.A. Care. You can call DMHC for free at **1-888-466-2219** (TTY **1-877-688-9891** or **711**). Or go to: dmhc.ca.gov.

Important NUMBERS

L.A. Care Member Services
1-888-839-9909 (TTY 711)

L.A. Care's 24-Hour Nurse Advice Line
1-800-249-3619 (TTY 711)

L.A. Care Compliance Helpline
1-800-400-4889

L.A. Care/Blue Shield of California
Community Resource Centers
1-877-287-6290

Medi-Cal Rx
1-800-977-2273 (TTY **1-800-977-2273**)
and press **5** or **711**

Los Angeles County
Department of Mental Health
1-800-854-7771

Carelon Behavioral Health
1-877-344-2858
(TTY **1-800-735-2929**)

Social Security Administration
Supplemental Social Income
(SSI)
1-800-772-1213

Los Angeles County Department
of Public Social Services (DPSS)
1-866-613-3777

Stay CONNECTED

Here are Some 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

lacare.org/members



Follow Us on Social Media



Facebook

facebook.com/lacarehealth



Instagram

instagram.com/lacarehealth



X

x.com/lacarehealth



YouTube

youtube.com/user/lacarehealthplan

Language ASSISTANCE



English

ATTENTION: If you need help in your language call **1-888-839-9909 (TTY 711)**. Aids and services for people with disabilities, like documents in braille and large print, are also available. Call **1-888-839-9909 (TTY 711)**. These services are free of charge.

الشعار بالعربية (Arabic)

يُرجى الانتباه: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ **1-888-839-9909 (TTY 711)** وتتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بريل والخط الكبير. اتصل بـ هذه الخدمات مجانية. **1-888-839-9909 (TTY 711)**

Հայերեն պիտակ (Armenian)

Ուշադրություն: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք **1-888-839-9909 (TTY 711)**: Կան նաև օժանդակ փոփոխություններ ու ծառայություններ հանրահասարակության ունեցող անձանց համար, օրինակ՝ Բրայլի գրատիպով ու խոշորատառ տպագրված նյութեր: Չանգահարեք **1-888-839-9909 (TTY 711)**: Այդ ծառայություններն անվճար են:

ប្លាសម្ព័ន្ធជាភាសាខ្មែរ (Cambodian)

ចំណាំ: បើអ្នក ត្រូវ ការជំនួយ ជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ **1-888-839-9909 (TTY 711)** ។ ជំនួយ និង សេវាកម្ម សម្រាប់ ជនពិការ ដូចជាជនមាន សរសេរជាអក្សរធំ សម្រាប់ជនពិការភ្នែក បំណកសារ សរសេរជាអក្សរព័ទ្ធជុំវិញ ក៏អាចរកបានផងដែរ។ ទូរស័ព្ទ មកលេខ **1-888-839-9909 (TTY 711)** ។ សេវាកម្ម ទាំងនេះមិនគិតថ្លៃឡើយ។

简体中文标语 (Chinese)

请注意:如果您需要以您的母语提供帮助,请致电 **1-888-839-9909 (TTY 711)**。另外还提供针对残疾人士的帮助和服务,例如文盲和需要较大字体阅读,也是方便取用的。请致电 **1-888-839-9909 (TTY 711)**。这些服务都是免费的。

فارسی زبان به مطلب (Farsi)

توجه: اگر می‌خواهید به زبان خود کمک دریافت کنید، با تماس بگیرید. کمک‌ها و **1-888-839-9909 (TTY 711)** خدمات مخصوص افراد دارای معلولیت، مانند نسخه‌های خط بریل و چاپ با حروف بزرگ، نیز موجود است. با **711 (TTY 711)** تماس بگیرید. این خدمات رایگان ارائه می‌شوند.

हिंदी टैगलाइन (Hindi)

ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो **1-888-839-9909 (TTY 711)** पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे बरेल और बड़े प्रिंट में भी दस्तावेज़ उपलब्ध हैं। **1-888-839-9909 (TTY 711)** पर कॉल करें। ये सेवाएं नि:शुल्क हैं।

Nqe Lus Hmoob Cob (Hmong)

CEEB TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau **1-888-839-9909 (TTY 711)**. Muaj cov kev pab txhawb thiab kev pab cuam rau cov neeg xiam oob qhab, xws li puav leej muaj ua cov ntawv su thiab luam tawm ua tus ntawv loj. Hu rau **1-888-839-9909 (TTY 711)**. Cov kev pab cuam no yog pab dawb xwb.

日本語表記 (Japanese)

注意日本語での対応が必要な場合は **1-888-839-9909 (TTY 711)** へお電話ください。点字の資料や文字の拡大表示など、障がいをお持ちの方のためのサービスも用意しています。 **1-888-839-9909 (TTY 711)** へお電話ください。これらのサービスは無料で提供しています。

한국어 태그라인 (Korean)

유의사항: 귀하의 언어로 도움을 받고 싶으시면 **1-888-839-9909 (TTY 711)** 번으로 문의하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. **1-888-839-9909 (TTY 711)** 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.

ແທກໄລພາສາລາວ (Laotian)

ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໂທຫາເບ **1-888-839-9909 (TTY 711)**. ຍັງມີຄວາມຊ່ວຍເຫຼືອແລະການບໍລິການສໍາລັບຄົນພິການ ເຊັ່ນເອກະສານທັບປື້ມອັກສອນນູແລະມິໂຕໂພມິໄທຍ ໃຫ້ໂທຫາເບ **1-888-839-9909 (TTY 711)**. ການບໍລິການເຫຼົ່ານີ້ບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ.

Mein (Mien)

LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiex longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux **1-888-839-9909 (TTY 711)**. Liouh lorx jauvlouc tengx aengx caux nzie gong bun taux ninh mbuo wuaaic fangx mienh, beiv taux longc benx nzangc-pokc bun hluo mbiutc aengx caux aamz mborqv benx domh sou se mbenc nzoih bun longc. Douc waac daaih lorx **1-888-839-9909 (TTY 711)**. Naaiv deix nzie weih gong-bou jauv-louc se benx wang-henh tengx mv zuqc cuotv nyaanh oc.

ਪੰਜਾਬੀ ਟੈਗਲਾਈਨ (Panjabi)

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਅਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ **1-888-839-9909 (TTY 711)**. ਅਪਾਰਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ **1-888-839-9909 (TTY 711)**. ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।

Русский слоган (Russian)

ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру **1-888-839-9909 (TTY 711)**. Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру **1-888-839-9909 (TTY 711)**. Такие услуги предоставляются бесплатно.

Español (Spanish)

ATENCIÓN: si necesita ayuda en su idioma, llame al **1-888-839-9909 (TTY 711)**. También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al **1-888-839-9909 (TTY 711)**. Estos servicios son gratuitos.

Tagalog (Tagalog)

ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa **1-888-839-9909 (TTY 711)**. Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Tumawag sa **1-888-839-9909 (TTY 711)**. Libre ang mga serbisyo ng ito.

แท็กไลน์ภาษาไทย (Thai)

โปรดทราบ: หากคุณต้องการความช่วยเหลือ เป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข **1-888-839-9909 (TTY 711)** นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์ และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข **1-888-839-9909 (TTY 711)** ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้

Примітка українською (Ukrainian)

УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер **1-888-839-9909 (TTY 711)**. Люди з обмеженими можливостями також можуть скористатися допоміжними засобами та послугами, наприклад, отримати документи, надруковані шрифтом Брайля та великим шрифтом. Телефонуйте на номер **1-888-839-9909 (TTY 711)**. Ці послуги безкоштовні.

Khẩu hiệu tiếng Việt (Vietnamese)

CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số **1-888-839-9909 (TTY 711)**. Chúng tôi cũng hỗ trợ và cung cấp các dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi Braille và chữ khổ lớn (chữ hoa). Vui lòng gọi số **1-888-839-9909 (TTY 711)**. Các dịch vụ này đều miễn phí.

Nondiscrimination NOTICE

Discrimination is Against the Law

L.A. Care Health Plan follows State and Federal civil rights laws. L.A. Care Health Plan does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation. L.A. Care Health Plan provides:

Free aids and services in a timely manner to people with disabilities to help them communicate better, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Free language services in a timely manner to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact L.A. Care Health Plan 24 hours a day, 7 days a week, including holidays, by calling **1-888-839-9909**.

If you cannot hear or speak well, please call **TTY 711**. Upon request, this document can be made available to you in braille, large print, audio cassette, or electronic form.

To obtain a copy in one of these alternative formats, please call or write to:

L.A. Care Health Plan
Member Services Department
1200 West 7th St., Los Angeles, CA 90017
1-888-839-9909 TTY: 711

How to File a Grievance

If you believe that L.A. Care Health Plan has failed to provide these services or unlawfully discriminated in another way on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation, you can file a grievance with L.A. Care Health Plan Chief Compliance Officer.

You can file a grievance by phone, in writing, in person, or electronically:



BY PHONE

Contact L.A. Care Health Plan Chief Compliance Officer, 24 hours a day, 7 days a week, including holidays, by calling **1-888-839-9909**. Or, if you cannot hear or speak well, please call **TTY 711**.



IN WRITING

Fill out a complaint form or write a letter and send it to:

**L.A. Care Health Plan
Chief Compliance Officer
1200 West 7th Street
Los Angeles, CA 90017**



EMAIL

civilrightscordinator@lacare.org



IN PERSON

Visit your doctor's office or L.A. Care Health Plan and say you want to file a civil rights grievance.



ELECTRONICALLY

Visit L.A. Care Health Plan website at: **lacare.org/members/member-support/file-grievance/grievance-form** or send an email to **civilrightscordinator@lacare.org**



Office of Civil Rights

— California Department
of Health Care Services

You can also file a civil rights complaint with the California Department of Health Care Services, Office for Civil Rights by phone, in writing, or electronically:

BY PHONE

Call **1-916-440-7370**. If you cannot speak or hear well, please call **711** (Telecommunications Relay Service).

IN WRITING

Fill out a complaint form or send a letter to:

**Deputy Director,
Office of Civil Rights
Department of Health Care Services
Office of Civil Rights
P.O. Box 997413, MS 0009
Sacramento, CA 95899-7413**

Complaint forms are available at:

dhcs.ca.gov/pages/language_access.aspx

ELECTRONICALLY

Send an email to:

civilrights@dhcs.ca.gov

Office of Civil Rights

— U.S. Department of Health
and Human Services

If you believe you have been discriminated against on the basis of race, color, national origin, age, disability or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by phone, in writing, or electronically:

BY PHONE

Call **1-800-368-1019**. If you cannot speak or hear well, please call TTY/TDD **1-800-537-7697**.

IN WRITING

Fill out a complaint form or send a letter to:

**U.S. Department of Health
and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201**

Complaint forms are available at:

hhs.gov/ocr/office/file/index.html

ELECTRONICALLY

Visit the Office for Civil Rights

Complaint Portal at:

ocrportal.hhs.gov/ocr/portal/lobby.jsf



1.888.839.9909 | TTY 711

 [lacare.org](https://www.lacare.org)