



L.A. Care.
Medi-Cal



2025 Medi-Cal New Member Guide

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Dear Member,

Welcome to L.A. Care Health Plan (L.A. Care). Your health is important to us and we are here to help you get the health care that you need. 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. Our goal is to help you achieve and maintain your best health.

We are here for you when it matters most, offering a range of services to support 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 sharing information about programs to help you manage your health
- Updating you with changes to your benefits

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).

Again, welcome to L.A. Care!

Sincerely,

L.A. Care Health Plan

Learn

ABOUT YOUR MEDI-CAL PLAN



Medi-Cal

- Medi-Cal is California's version of the Medicaid health care program.
- Medi-Cal provides free or low-cost health care coverage to California residents regardless of immigration status, with limited income who meet eligibility criteria, including income guidelines.

Medi-Cal Managed Care and L.A. Care Health Plan

- Medi-Cal Managed Care is an organized system to help members get high-quality care and stay healthy.
- Medi-Cal Managed Care health plans help members find doctors, pharmacies and health education programs.

- Medi-Cal Managed Care health plans also offer care coordination, referrals to specialists, 24-hour nurse advice telephone services and Member Services assistance available 24 hours a day, 7 days a week (including holidays).
- L.A. Care Health Plan is the largest Medi-Cal plan in California that provides health care coverage to Medi-Cal beneficiaries residing in Los Angeles County.
- With L.A. Care Health Plan, you receive the help you need to find the right doctor, pharmacy, and health education programs that will benefit your overall health.

Getting Started as an L.A. CARE MEMBER



As a New Member, Here are
Some Helpful Tips



TIP 1: Review Your Member Handbook

The Member Handbook is a summary of L.A. Care's rules and policies, and is based on the contract between L.A. Care and the Department of Health Care Services (DHCS). Your Member Handbook has important information about L.A. Care:

- Your rights and responsibilities
- Important telephone numbers
- Covered benefits and services
- How to change your primary care provider (PCP)

It will also tell you how to access:

- Preventive, urgent and emergency health care

- Specialty health care services for regular and preventive care
- Language help and interpreters
- Pharmacy benefits and how you can get the medicine you need
- Non-medical and non-emergency medical transportation services
- Care management and disease management programs
- 24-Hour Nurse Advice Line

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 2: Member Materials Web Page

Review important member documents at lacare.org/members/documents/medi-cal.

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
- ⌘ Annual Member Guide
- ⌘ Provider Directory
- ⌘ Medi-Cal ID Card
- ⌘ Medi-Cal Rx
- ⌘ Medi-Cal for Kids and Teens Brochure and Letter

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 the member handbook will be only accessible electronically online. A physical copy of the

member handbook will not be mailed unless requested.

You can also access the following materials and resources in electronic format:

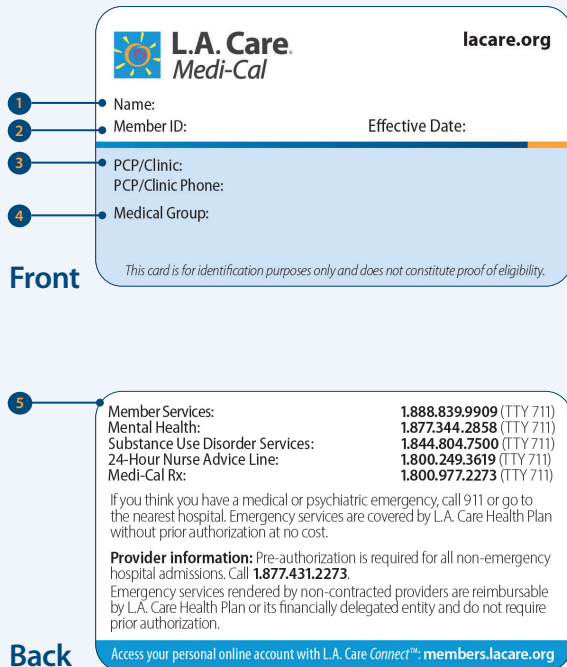
- ⌘ Community Supports: lacare.org/members/community-supports
- ⌘ Medi-Cal Member Renewal page: lacare.org/health-plans/medi-cal/renewals
- ⌘ Provider Directory: lacare.org/members/documents/medi-cal
- ⌘ Pharmacy Drug Formulary (through Medi-Cal Rx): lacare.org/members/getting-care/pharmacy-services
- ⌘ Medi-Cal for Kids & Teens Brochures/Letters: lacare.org/members/getting-care/routine-exams
- ⌘ Behavioral Health Provider Lookup through Carelon Behavioral Health [plan.carelonbehavioralhealth.com/find-a-provider](https://carelonbehavioralhealth.com/find-a-provider)



TIP 3: Check Your Member ID Card

Your member ID card is mailed to you separately.

Your ID card includes the following information:



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 4: 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.



TIP 5: 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.



Provider Directory



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 6: Learn About Behavioral Health Services Available to You
Your Mental Health Matters. Did You Know that:

- ⌘ **1 in 5 adults** experiences anxiety disorders at any given time

- ⌘ **8.8% of U.S. adults** live with major depression

- ⌘ **60% of youth** with major depression do not get needed care¹

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).

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, making it easier for you to access care.

NSMHS 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.
To find a Carelon provider, you can call **1.877.344.2858** (TTY **1.800.735.2929**) or use their Online Provider Lookup

feature by visiting plan.carelonbehavioralhealth.com/find-a-provider.

L.A. Care members struggling with serious mental health challenges can get help through the DMH for Specialty Mental Health Services (SMHS).

SMHS may include, but are not limited to individual and group therapy, medication support, case management, crisis intervention, peer support, hospitalization, and other rehabilitative services.

To access these services, call **1.800.854.7771**. Help is just a phone call away.

¹ *Mental Health America. (2024). General Mental Health Data. mhnational.org/mentalhealthfacts. Accessed October 9, 2024.*



TIP 7: L.A. Care Connect and My Health in Motion™ (your online member and wellness portals)

L.A. Care Connect

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 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 members.lacare.org.

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

- ❖ **Print** or **view** your member ID card to use at your doctor's office or pharmacy

- ❖ **View** your health care information, including eligibility
- ❖ **Request** to change your PCP
- ❖ **Chat** live with a nurse at a time that is convenient for you
- ❖ **Access more 24/7 Services:** find a doctor, search the Provider Directory, or contact us — all at the touch of a button

- ❖ **Connect to My Health in Motion™** for programs tailored to your health needs

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

- ❖ **Changing** your primary care doctor, clinic, or medical group
- ❖ **Accessing** your plan benefits
- ❖ **Completing**, viewing and updating your Health Risk Assessment form



- **Viewing** authorization statuses in near real-time for L.A. Care authorizations

- **Viewing** and **updating** your demographic information

My Health in Motion™

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

Discover the following features at the brand-new MyHIM site:

- **Fresh and Easy:** Experience a new look with fun and simple features.

- **Wellness Assessment:** Take a quick health test and get your very own report.

- **Interactive Workshops:** Dive into engaging online health workshops.

- **Device Connection:** Connect health trackers like Fitbit for a seamless experience.

- **Expert Health Coaching:** Get help from our health coaching program.

- **Info at Your Fingertips:**

Explore a library packed with health information.

Access MyHIM anytime, anywhere — from a computer, phone, L.A. Care’s Community Resource Centers, and even the 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**.



TIP 8: Call the Nurse Advice Line for health related questions

You can call the Nurse Advice Line for assistance with any health related question so you can take care of yourself or your family.

The nurses will help you in your language at no cost to you and are available to assist you 24 hours a day, 7 days a week.

You can connect with a nurse virtually through live chat, from your L.A. Care Connect online member account or by calling **1.800.249.3619 (TTY 711)**.

To learn more about Nurse Advice Line and the additional services available through this program visit

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



L.A. CARE MEDI-CAL

Benefit Highlights

More details about your benefits can be found in the Medi-Cal Member Handbook available online at:

lacare.org/members/documents/medi-cal.

** This is a summary only.*



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

MORE BENEFITS AT NO COST TO YOU



Ambulatory and General Benefits and 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



Preventive and Wellness Benefits

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



Hospital Services

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



Emergency Services

- ⌘ Emergency Room Services
- ⌘ Ambulance Services



Rehabilitative and Habilitative Services

- ⌘ Physical Therapy
- ⌘ Occupational Therapy
- ⌘ Audiology
- ⌘ Speech Therapy
- ⌘ Hearing Exams
- ⌘ Durable Medical Equipment
- ⌘ Acupuncture
- ⌘ Home Health Services
- ⌘ Orthotics/Prostheses

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** 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. Your health care provider may need to get approval for some benefits and services.*



- ⌘ Medical Supplies, Equipment and Appliances
- ⌘ Skilled Nursing Facility (Up to 90 Days)
- ⌘ Pulmonary Rehabilitation



Pharmacy Benefits

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



Other Services

- ⌘ Vision/Optometry
- ⌘ Dental Care (via Medi-Cal Dental formally known as Denti-Cal: [dhcs.ca.gov/services](https://www.dhcs.ca.gov/services))
- ⌘ Transportation
 - ⌘ Non-Emergency Medical Transportation
 - Litter Van
 - Wheelchair Van
 - Ambulance
 - ⌘ Non-Medical Transportation
 - Private or public vehicle for people who do not have another

way to get to their appointment

- ⌘ Long Term Services and Supports
 - ⌘ Skilled Nursing Facilities (91+ Days)
 - ⌘ Home and Community Based Services
- ⌘ Community Supports
- ⌘ Enhanced Care Management
- ⌘ Street Medicine

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.

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.

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 through Saturday 6:00 AM to 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.



QUESTIONS?

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

Visit [vsp.com](https://www.vsp.com) or call VSP at **1.800.877.7195 (TTY 711)**, Monday through Saturday 6:00 AM to 5:00 PM PST (closed Sunday).

Additional Ways TO GET CARE



When you cannot reach your PCP, get easy access to care with our partners at Teladoc and Minute Clinic.

HOW TO ACCESS:



1

Set up your account at [Teladoc.com](https://www.teladoc.com). You will need your member ID number.

2

Ask for a virtual visit through the Teladoc call center, member site, or mobile app at any time.

3

Access care that is needed right away by phone or video 24/7.



More Information:
[lacare.org/teladoc](https://www.lacare.org/teladoc)

HOW TO ACCESS:



1

Use the L.A. Care online provider directory to find a Minute Clinic near you.

2

View wait times and plan your visit on the Minute Clinic website.

3

Get care onsite at a Minute Clinic. You will need your Member ID card and a form of ID.







More Information:

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

Questions? Call L.A. Care at:
1.888.839.9909 (TTY 711)





Types of Care	Examples of Symptoms and Services	How to Access	Estimated Wait Times
 <p>Nurse Advice Line</p> <p>Talk to a licensed registered nurse 24/7.</p>	<ul style="list-style-type: none"> • Self-care advice • Answers to health questions • Choosing where to get care 	<ul style="list-style-type: none"> • 1.800.249.3619 (TTY 711) 	<ul style="list-style-type: none"> • No wait time
 <p>Primary Care</p> <p>Call your Primary Care Provider first when you need care.</p>	<ul style="list-style-type: none"> • Preventive care • Sudden or short-term health problems • Long-term conditions or diseases like diabetes 	<ul style="list-style-type: none"> • Call your PCP's phone number on your ID card. • Visit L.A. Care's Online Provider Directory at lacare.org 	<ul style="list-style-type: none"> • 10 business days or less • Some same-day appointments
 <p>Virtual Care</p> <p>Access telehealth services and talk with a doctor over the phone or online.</p>	<ul style="list-style-type: none"> • Cold/flu/fever • Rashes • Infections (skin/eye/ear/UTI) • Respiratory (wheezing/cough) • Stomach (pain/vomiting/diarrhea) • Minor injuries 	<ul style="list-style-type: none"> • Visit Teladoc™ (Requires Log in/Register) at member.teladoc.com/lacare • Teladoc™: 1.469.643.2161 	<ul style="list-style-type: none"> • Minutes to hours

Types of Care	Examples of Symptoms and Services	How to Access	Estimated Wait Times
 <p>Emergency Care</p> <p>Emergency room care for life-threatening conditions. Do not use the ER for routine care or mild illness.</p>	<ul style="list-style-type: none"> • Chest pain • Sudden vision changes • Weakness/trouble talking • Thoughts of hurting yourself or any other mental health emergency 	<ul style="list-style-type: none"> • Call 911 or go to the nearest hospital emergency room 	<ul style="list-style-type: none"> • Wait times may vary, depending on the severity of your condition, volume of patients, and treatment rooms available.

For more information on cost and how to access these services visit: lacare.org/members/getting-care or call the number on the back of your Member ID Card. If you need further assistance, contact L.A. Care Member Services at **1.888.839.9909 (TTY 711)**, 24 hours a day, 7 days a week, including holidays.



Types of Care	Examples of Symptoms and Services	How to Access	Estimated Wait Times
 <p>UrgentCare</p> <p>• Retail Clinics Located in retail pharmacy and staffed by a nurse practitioner</p>	<ul style="list-style-type: none"> • Cold/flu/fever • Rashes • Infections (skin/eye/ear/UTI) • Respiratory (wheezing/cough) 	<ul style="list-style-type: none"> • Visit a CVS MinuteClinic location • Visit L.A. Care's Online Provider Directory for a list of retail clinics. 	<ul style="list-style-type: none"> • Minutes to hours • Schedule a visit and check approximate walk-in wait times online
<p>• Urgent Care Center Receive same day care from doctors, even after hours and weekends.</p>	<ul style="list-style-type: none"> • Stomach (pain/vomiting/diarrhea) • Minor injuries 	<ul style="list-style-type: none"> • Visit L.A. Care's Online Provider Directory at lacare.org • Call Member Services at 1.888.839.9909 (TTY 711) 	<ul style="list-style-type: none"> • Minutes to hours
 <p>Behavioral Health Services</p> <p>Access behavioral health providers through:</p>	<ul style="list-style-type: none"> • Feelings of hopelessness or overwhelm • Uncharacteristic anger, anxiety, irritability, and other mood changes • Sleep, appetite, or energy level changes 		

Types of Care	Examples of Symptoms and Services	How to Access	Estimated Wait Times
• Carelon Behavioral Health	<ul style="list-style-type: none"> • Initial mental health assessment (no prior authorization needed) • Individual, group, or family therapy • Psychological and neuropsychological testing • Screenings & brief interventions • Outpatient monitoring for drug therapy 	<ul style="list-style-type: none"> • Carelon Behavioral Health: 1.877.344.2858 TTY/TTD 1.800.735.2929 	Non-Urgent Care: <ul style="list-style-type: none"> • Mental health appointment—10 business days • Specialty care physician—15 business days

Types of Care	Examples of Symptoms and Services	How to Access	Estimated Wait Times
<p>• LA County Department of Mental Health (DMH)</p>	<ul style="list-style-type: none"> • Individual therapy • Medication support • Crisis intervention and stabilization • Targeted case management • Day treatment and day rehab • Residential treatment • Acute psychiatric inpatient mental health care 	<ul style="list-style-type: none"> • DMH ACCESS and Substance Use Service Hotline: 1.800.854.7771 	<p>Non-Urgent Care:</p> <ul style="list-style-type: none"> • Mental health appointment—10 business days • Specialty care physician—15 business days
<p>• LA County Department of Public Health (DPH) Substance Abuse Prevention and Control (SAPC)</p>	<ul style="list-style-type: none"> • Substance use treatment such as outpatient and residential services 	<ul style="list-style-type: none"> • Substance Abuse Service Hotline: 1.844.804.7500 	



Resources

AVAILABLE TO YOU



Community Resource Centers

L.A. Care's Community Resource Centers (CRCs) are operated jointly with Blue Shield of California Promise Health Plan and offer many free health and wellness related services and resources tailored to members and the community.

Services offered include:

- Free health and wellness classes for adults and children and classes to help manage chronic conditions
- Free WiFi for telehealth services
- CalFresh enrollment assistance
- Medi-Cal enrollment and renewal support
- Social services assistance

- Linkage and referrals to local community resources

- Health screenings, food assistance and community events throughout the year

You can learn about your Medi-Cal benefits by signing up for a new member orientation at your local CRC.



Come to a
new member
orientation at
a CRC and get a
\$10 GIFT CARD

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

Go to [communityresourcecenterla.org](https://www.communityresourcecenterla.org) for CRC location/addresses, telephone numbers, hours of operations and calendars of events.

You can schedule an appointment by visiting [communityresourcecenterla.org](https://www.communityresourcecenterla.org) and using the online scheduling tool or by calling **1.877.287.6290 (TTY 711)**.

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



Health Education Services

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

- ⌘ Individual telephonic counseling with registered dietitians/health educators

- ⌘ Group wellness appointments in the community
- ⌘ Online workshops, chat functions and videos through My Health in Motion™ our health and wellness portal
- ⌘ Diabetes Self-Management Education (DSME)
- ⌘ Meals As Medicine (MAM)
- ⌘ Medical Nutrition Therapy (MNT)
- ⌘ Healthy Pregnancy, Healthy Mom and Doula Services
- ⌘ Smoke Free Tobacco Cessation
- ⌘ Flu and COVID Prevention and Care
- ⌘ Condition support programs for asthma, COPD, diabetes, diabetes and kidney disease, high-risk pregnancy
- ⌘ Easy to read materials in a variety of topics and languages
- ⌘ Health Education Audio Reference Library (HEAR)
- ⌘ Nurse Advice Line
1.800.249.3619 (TTY 711)



To learn more call
1.855.856.6943 (TTY 711)
Monday through Friday from
8:00 AM to 5:00 PM or go to
lacare.org/healthy-living for
member health education
materials.



Free Interpreter Services

- You have the right to get an interpreter when you speak with your doctor
- L.A. Care offers free interpreter services, including American Sign Language
- You do not have to use a family member or friend as an interpreter, except in an emergency
- To ask for an interpreter, call L.A. Care Member Services 24 hours a day, 7 days a week, including holidays, at **1.888.839.9909 (TTY 711)** at least 10–15 days before your visit

Please have the following information ready when you call:

- Your name

- Your L.A. Care member ID number
- Date and time of your appointment
- Doctor's name
- Doctor's address and phone number

If your appointment has changed or is cancelled, please call L.A. Care Member Services as soon as possible.

**ALL HEALTH EDUCATION SERVICES
ARE AT NO CHARGE TO YOU**



To view language assistance videos and learn more about free language assistance services, please visit lacare.org/members/interpretation-translation.

Additional RESOURCES



Medi-Cal Rx

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

Visit the Medi-Cal Rx website at [medi-calrx.dhcs.ca.gov/home](https://www.medi-calrx.dhcs.ca.gov/home) or call **1.800.977.2273** (TTY **800.977.2273** and press **7** or **711**) to:

- Get a copy of the Contract Drug List
- Find a list of pharmacies that work with Medi-Cal Rx in the Medi-Cal Rx Pharmacy Directory like CVS, Walgreens and Rite Aid



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.



Community Link

- L.A. Care Community Link helps members connect with community agencies for assistance with housing, food, bills and lots more.
- Visit communitylink.lacare.org to search for free or reduced cost services and take a Social Factors of Health Survey.



Learn About CalFresh

CalFresh is California's supplemental nutrition assistance program that provides monthly food benefits to help low-income individuals and families access healthy food.



If eligible for CalFresh, you can receive monthly benefits on an Electronic Benefit Transfer (EBT) card that can be used to buy food at grocery stores and most farmers' markets.

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

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

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

Please note that actual benefit amounts depend on each household's specific circumstances.

The table below is provided for general guidance and informational purposes only.

**Amounts displayed are effective for [10/1/24 – 9/30/25]*

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



You Can Apply for CalFresh



Online at:

- ⌘ GetCalFresh.org
- ⌘ benefitscal.com



By phone — call the CalFresh Information Line at **1.877.847.3663**



In person at your local DPSS Office

In person at your local CRC

- ⌘ CalFresh enrollment assistance is offered at our CRCs and provided by the National Health Foundation (NHF).

- ⌘ Call your local CRC to schedule an appointment with a NHF Health Promoter.

Start your journey to better nutrition today!

To find out more information on CalFresh, visit: dpss.lacounty.gov/en/food/calfresh.html

Reporting and Solving Problems

You have the right to file a complaint (grievance) if you have a problem or are unhappy with the services you are getting from L.A. Care or a provider.

To learn more

about this process, please reference Chapter 6 of your member handbook.

MEDI-CAL RENEWAL



Every 12 months, the Los Angeles County Department of Public Social Services (DPSS) will conduct a review of your information to determine if you are still eligible to receive Medi-Cal benefits and have your Medi-Cal enrollment renewed to the following year.

Though some members may be renewed automatically, some Medi-Cal beneficiaries must renew their Medi-Cal eligibility by submitting requested information back to DPSS each year, on time, to keep their health care coverage.

Here is Some Important DPSS Contact Information



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

BenefitsCal website:
benefitscal.com

BenefitsCal is a website for California residents to apply for and to view benefits online for CalWORKs, CalFresh, General Relief, and Medi-Cal applications



DPSS Customer Service Center (CSC) Telephone Numbers



Toll free 866.613.3777



626.569.1399
Local 310.258.7400
numbers 818.701.8200



Hours of operation

The CSC is available to
assist you:

Monday – Friday from
7:30 AM – 6:30 PM

Excluding holidays



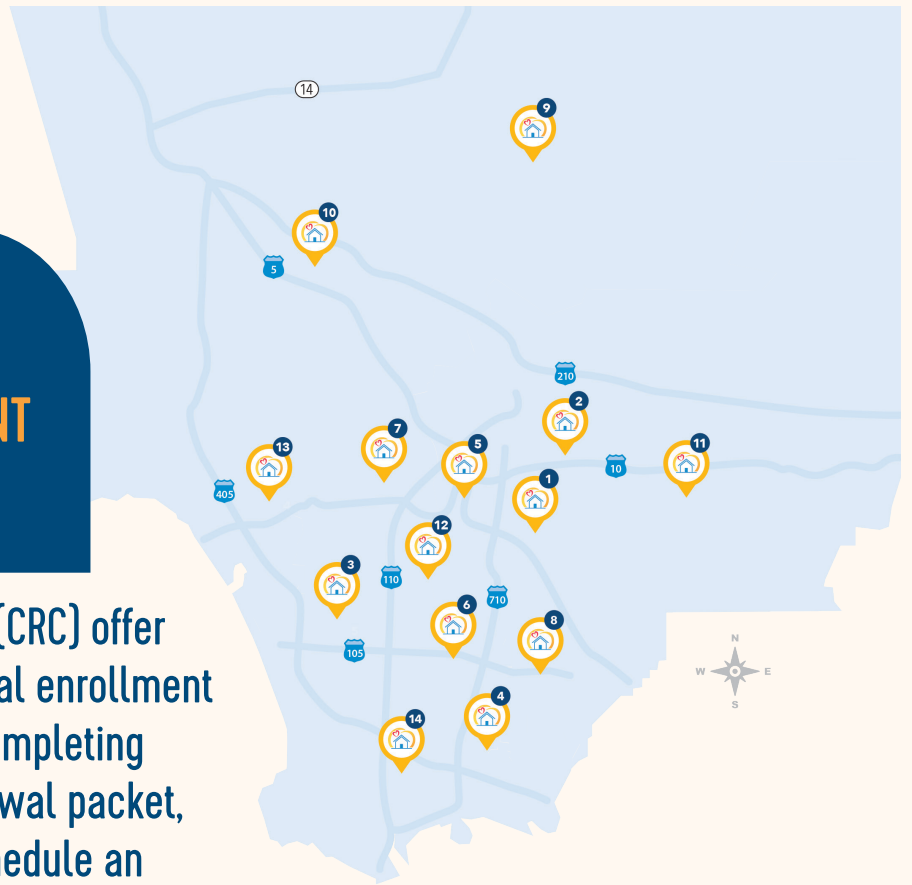
**If you have any questions, or need help with
accessing your Medi-Cal coverage**, please contact
DPSS at **1.866.613.3777** (TTY) **1.800.660.4026**, go to
benefitscal.com or visit **KeepMediCalCoverage.org** for
more information.

Get Help Completing



YOUR MEDI-CAL ENROLLMENT OR RENEWAL APPLICATION

All Community Resource Centers (CRC) offer in-person assistance with Medi-Cal enrollment and renewals. If you need help completing your Medi-Cal application or renewal packet, call 1.877.287.6290 (TTY 711) to schedule an appointment with a certified application assister. L.A. Care CRCs are open to our members and the general public.



Location	Address	Phone
1 East L.A.	4801 Whittier Blvd. Los Angeles, CA 90022	213.438.5570
2 El Monte	3570 Santa Anita Ave. El Monte, CA 91731	213.428.1495
3 Inglewood	2864 W. Imperial Hwy. Inglewood, CA 90303	310.330.3130
4 Long Beach	5599 Atlantic Ave. Long Beach, CA 90805	562.256.9810
5 Lincoln Heights*	2426 N. Broadway Los Angeles, CA 90031	213.294.2840
6 Lynwood	3200 East Imperial Hwy. Lynwood, CA 90262	310.661.3000
7 Metro L.A.	1233 S. Western Ave. Los Angeles, CA 90006	213.428.1457
8 Norwalk	11721 Rosecrans Ave. Norwalk, CA 90650	562.651.6060
9 Palmdale	2072 E. Palmdale Blvd. Palmdale, CA 93550	213.438.5580
10 Panorama City	7868 Van Nuys Blvd. Panorama City, CA 91402	213.438.5497
11 Pomona	696 W. Holt Ave. Pomona, CA 91768	909.620.1661
12 South L.A.	5710 Crenshaw Blvd. Los Angeles, CA 90043	213.428.1410
13 West L.A.	11173 W. Pico Blvd. Los Angeles, CA 90064	310.231.3854
14 Wilmington	911 North Avalon Blvd. Wilmington, CA 90744	213.428.1490

*El centro de Lincoln Heights se inaugura en 2025.

Blue Shield of California Promise Health Plan and Blue Cross of California are independent entities, contracted with L.A. Care Health Plan to provide Medi-Cal Managed Care services in Los Angeles County.

Blue Shield of California Promise Health Plan is an independent licensee of the Blue Shield Association.

For more information, visit CommunityResourceCenterLA.org or call **1.877.287.6290 (TTY 711)**, Monday through Friday, 9 AM to 5 PM

Scan the QR code to find a center near you.



HOW TO ACCESS



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

L.A. Care Health Plan's (L.A. Care) member materials provides 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, 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 the following links:

•• Medi-Cal Member Handbook:
lacare.org/members/documents/medi-cal

•• Provider Directory:
lacare.org/members/documents/medi-cal

•• Pharmacy Drug Formulary (through Medi-Cal Rx):
lacare.org/members/getting-care/pharmacy-services

•• Medi-Cal for Kids and Teens Brochures/Letters:
lacare.org/members/getting-care/routine-exams

VISIT L.A. CARE



During normal business hours

Visit one of L.A. Care/Blue Shield of California's 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.

IMPORTANT NUMBERS
and **STAY CONNECTED**



- ⌘ 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
- ⌘ Social Security Administration
Supplemental Social Income (SSI)
1.800.772.1213

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
members.lacare.org
- ⌘ Follow Us on Social Media
- Facebook
facebook.com/lacarehealth
- Instagram
instagram.com/lacarehealth
- Twitter
twitter.com/lacarehealth
- YouTube
**[youtube.com/user/
lacarehealthplan](https://youtube.com/user/lacarehealthplan)**

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 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 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 Civil Rights 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 civil rights 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

civilrightscoordinator@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 **civilrightscoordinator@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](https://www.hhs.gov/ocr/office/file/index.html).



ELECTRONICALLY

Visit the Office for Civil Rights Complaint Portal at: ocrportal.hhs.gov/ocr/portal/lobby.jsf.



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 بالعرب □□ (Arabic)

□□ رجي الانتباه: إذا احتجت إلى المساعدة بلغتك ، فاتصل ب □□

1.888.839.9909 (TTY 711)

تتوفر □□ض □□ا المساعدات والخدمات للأشخاص ذو □□ الإعاقة ، مثل المستندات المكتوبة بتر □□ قة بر □□ ل والخط الكب □□ر. اتصل

1.888.839.9909 □□ب (TTY 711)

هذه الخدمات مجان □□ة.

Հայերեն պիտակ (Armenian)

ՈՒՇԱԴՐՈՒԹՅՈՒՆ: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով,

զանգահարեք **1.888.839.9909 (TTY 711):**

Կան նաև օժանդակ միջոցներ ու ծառայություններ հաշմանդամություն ունեցող անձանց համար, օրինակ՝ Բրայլի գրատիպով ու խոշորատառ տպագրված նյութեր: Զանգահարեք **1.888.839.9909 (TTY 711):**

Այդ ծառայություններն անվճար են:

ឃ្លាសម្គាល់ជាភាសាខ្មែរ (Cambodian)

ចំណាំ៖ បើអ្នក ត្រូវ ការជំនួយ ជា ភាសា របស់អ្នក សូម ទូរស័ព្ទ ទៅលេខ **1.888.839.9909 (TTY 711)** ។ ជំនួយ និង សេវាកម្ម សម្រាប់ ជនពិការ ដូចជា ឯកសារសរសេរជាអក្សរជួស សម្រាប់ជនពិការភ្នែក ឬឯកសារ សរសេរជាអក្សរពម្រឹកអាច រកបានផងដែរ។ ទូរស័ព្ទមកលេខ **1.888.839.9909 (TTY 711)** ។

សេវាកម្មទាំងនេះមិនគិតថ្លៃ ឡើយ។

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

1.888.839.9909 (TTY 711)

تماس بگیرید. کمک‌ها و خدمات مخصوص افراد دارای معلولیت، مانند نسخه‌های خط بریل و چاپ با حروف بزرگ، نیز موجود است.

1.888.839.9909 (TTY 711) با

تماس بگیرید. این خدمات رایگان ارائه می‌شوند.

ह दी 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 ब्रेल और बड़े परति 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.

ເທກໄລພາສາລາວ (Laotian)

ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໂທຫາເບ

1.888.839.9909 (TTY 711). ຍັງ

ມຄູ່ຄວາມຊ່ວຍເຫຼືອແລະການບໍລິການສໍາລັບຄູນພູການ ເຊັ່ນເອກະສານທັບອກສອນນູແລະມໂຕພມໃຫຍ່ ໃຫ້ໂທຫາເບ **1.888.839.9909 (TTY 711)**.

ການບໍລິການເຫຼົ່ານີ້ບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ.

Mein (Mien)

LONGC HNYOUV JANGX

LONGX OC: Beiv taux meih qiemx 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 hluc 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 ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ **1.888.839.9909 (TTY 711)**. ਅਪਾਹਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬ੍ਰੇਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿੱਚ 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 serbisyonang ito.

แท็กไลน์ภาษาไทย (Thai)

โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข **1.888.839.9909 (TTY 711)** นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข **1.888.839.9909 (TTY 711)** ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้

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