

L.A. Care Covered™

WELCOME!

If the video doesn't play automatically: Click **Edit** then, click **Preferences**. On the left column menu, click on **Multimedia** (Legacy) Under **Preferred Media Player** select **Windows Media (R) Player** then, click on **OK**.

L.A. Care Covered™



L.A. Care
Covered
For All of L.A.

L.A. Care Health Plan is a proud partner of Covered California™

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1 Use L.A. Care Connect

L.A. Care Connect
is your online
gateway to
L.A. Care Covered™
services.

You will be able to
use these secure features:

- ✓ Select Your Doctor/PCP
- ✓ Replace an ID card
- ✓ Pay Your Premium
- ✓ Sign up to Get Updates by Text or E-mail

To create an account, visit www.lacarecovered.org

- Click on **For Members**
- Then, click on **Member Sign In**
- Click on **Create an Account**. You will need to use your Member ID to create an account.



2 Get Care

Choose a Doctor/PCP

High-quality care starts with building a good relationship with your doctor. Your doctor is your primary care physician, or PCP. He or she is the first person you go to when you need health care.

PHONE



For personal assistance, call **1-855-270-2327** or (TTY/TDD **1-855-576-1620**).

Our member services has access to the latest listings of available doctors. They'll talk to you about your needs and help you make your choice.

Once you've decided on a doctor/PCP, schedule your first appointment. You should see your doctor even if you are not sick. This first check-up is called a "well visit" or "physical exam". This visit helps your doctor know how to best care for you.

ONLINE

To explore on your own, visit www.lacarecovered.org.

- ✓ Log on to your L.A. Care Connect account.
- ✓ Or, scroll mouse over **For Member** to see the submenu then, click **Find a Doctor or Hospital** and then, click on **Physician**. Type as much or as little information as you know. Search for a doctor by location, gender and languages spoken. Click GO to see a full list of doctors who match your needs

Remember, your PCP will put you in contact with specialists.

Have questions? Need help? Give us a call **1-855-270-2327** (TTY/TDD **1-855-576-1620**), 24 hours a day, 7 days a week.

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Get ready for your first appointment

Here's A Checklist to Help You Prepare

- Gather up your medications.** Make a list of everything you take, including vitamins and herbal supplements, or bring these items in their original containers.
- Create a basic medical history.** Note any allergies, ongoing conditions, past treatments, and surgeries.
- Write down any concerns.** You may want to discuss any cultural, religious, or personal beliefs that could affect your immediate or future treatment options.
- Make a list of other health needs.** If you're curious about our other health services and resources, jot down your questions and ask your doctor for more information.
- Dress comfortably.** You may need to roll up your sleeve to have your blood pressure taken or remove your shoes to have your height and weight measured.

Get the care you need, when you need it.

Different health needs require different kinds of care. Use this chart to help you decide how to get the right medical care when you need it.

	Nurse Advice Line	Your Doctor's	Specialty Care	Urgent Care	Emergency Care
What is it for?	Advice and assistance on health worries over the phone, like: <ul style="list-style-type: none">- Understanding your health symptoms- Deciding the best medical care option- And more!	Non-urgent care: <ul style="list-style-type: none">- Routine care to prevent illness- Physical exams- Referrals to specialists- And more!	Routine or non-urgent care, from a care professional, who focuses on a single disease, part of the body or age group.	An illness or injury that requires prompt medical attention, but is <i>NOT</i> an emergency medical condition.	A medical condition that requires immediate medical attention to prevent serious jeopardy to your health.
What do you do?	Call 1-800-249-3619 Day or night	Make an appointment Call your PCP's office or call us.	Get a Referral Your PCP will refer you to a specialist.	Go to the nearest urgent care center.	Call 911 or go to the nearest hospital.

Your health is important. Take the first step, choose your doctor/PCP and schedule your first appointment today!

Get a Prescription Filled

Get a Prescription Filled

- 1 Choose an L.A. Care participating pharmacy near you.
- 2 Bring your prescription to the pharmacy.
- 3 Give the prescription to the pharmacy staff with your L.A. Care member ID card.
- 4 Make sure you give the pharmacy your correct address and phone number.
- 5 Make sure the pharmacist knows about medications you are taking and any allergies you may have to any medicine.
- 6 If you have any questions on your prescription(s), make sure you ask the pharmacist.

For New Prescriptions

Contact your PCP. If you are filling a prescription for the first time, you must go to an L.A. Care participating pharmacy.

Participating Pharmacies

To find pharmacies near you and/or to get a 90-day supply of maintenance medications mailed either to your home, or your place of employment, please call us **1-855-270-2327** (TTY/TDD **1-855-576-1620**), 24 hours a day, 7 days a week for more information.



VONS

CVS/pharmacy

3 Complete Your Health Survey

Earn a \$25 Gift Card

Complete and return your Health Risk Assessment form within 120 days of your enrollment with L.A. Care Covered™. Your form is included in your New Member Benefit Resource Guide. If you are age 18 or older and answer every question, you'll get a **\$25 Target GiftCard®!**

Complete the Health Risk Assessment one of three ways:

- 1 Mail.** Return the completed form to us – postage has been pre-paid for you. If you need an additional form for yourself, your child, or another adult in your family please call 1-855-270-2327 (TTY/TDD 1-855-576-1620).
- 2 Phone.** Call 1-855-270-2327 (TTY/TDD 1-855-576-1620) and ask to complete your Health Risk Assessment. One of our Member Services staff will gladly assist you.
- 3 Online.** Visit www.lacarecovered.org to complete your form online.

Your well-being is important to us. That's why we're asking you to fill out the Health Risk Assessment form. It will only take a few minutes. This information helps us match your health needs with health services we offer here at L.A. Care.

4 Discover More

How to Continue Your Benefits

L.A. Care will mail your monthly bill on or before the 5th day of each month. L.A. Care will send you a pre-addressed, postage-paid green envelope with your monthly bill so that you can mail your payment to us. Here are some payment options.



Phone

By phone we accept the following:

- e-Check
- Visa, MasterCard, and Discover credit/debit cards

Have the following information handy when you call **1-855-270-2327** (TTY/TDD **1-855-576-1620**):

- Name of Enrollee(s);
- Customer # (on bill sent by L.A. Care);
- Invoice # (on bill sent by L.A. Care);
- Credit Card information; OR Check Account # and Bank Routing #



Mail

By mail we accept the following:

- Personal checks
- Business checks
- Cashier's checks
- Money orders

Include your bill stub and payment to:

L.A. Care Covered™
P.O. Box 515389,
Los Angeles, CA 90051-9830

Please do not mail cash.

If you have any life changes such as employment, marriage or number of dependents please contact us at **1-855-222-4239** (TTY/TDD **1-855-825-3166**) so that we can help you select a plan that is just right for you.

Important Phone Numbers

If you have questions call us. We are here to help you.

L.A. Care Covered Premium Payments

Premium Payment options:

- **By Mail**

L.A. Care Covered™

P.O. Box 515389

Los Angeles, CA 90051-9830

- **Online** Log on to L.A. Care Connect

Sign up for payment reminder services online or call us.

L.A. Care Covered Plan Renewal

1-855-222-4239 (TTY/TDD 1-855-825-3166)

For information on how we can assist with renewing your current policy, or to offer other plan options that may better meet your needs.

L.A. Care Nurse Advice Line

1-800-249-3619 (TTY/TDD 1-866-522-2731)

Free health care advice for you and your family.

L.A. Care Family Resource Centers

1-877-287-6290 (TTY/TDD 1-888-212-4460)

Sign up for free health and wellness classes.

L.A. Cares About **Diabetes**® Program

1-877-796-5878 (TTY/TDD 1-888-448-6894)

For members with diabetes.

L.A. Care Covered™

1-888-522-1298 (TTY/TDD 1-888-212-4460)

Our Member Service staff can help you:

- Choose a doctor/PCP
- Make a doctor appointment
- Complete your Health Survey
- Change your Status (new child, marriage, etc.)

L.A. Cares About **Asthma**® Program

1-888-200-3094 (TTY/TDD 1-888-448-6894)

For members with asthma.

L.A. Cares About Your **Heart**™ Program

1-855-707-7852 (TTY/TDD 1-888-448-6894)

For members with a heart condition.

Most Asked Questions

How do I request a new ID?

Call us **1-855-270-2327** (TTY/TDD **1-855-576-1620**)
Or log on to your L.A. Care Connect account.

How do I select a doctor/PCP?

Call us **1-855-270-2327**
(TTY/TDD **1-855-576-1620**)
Or log on to your
L.A. Care Connect account.

How do I schedule an appointment with my doctor?

Call your **PCP's office**
Call us **1-855-270-2327**
(TTY/TDD **1-855-576-1620**)

What do I do if need to see a specialist?

If you think you need to see a specialist, please
talk with your PCP.

How do I find out where my PCP's office is located?

Call your **PCP's office**
Call us **1-855-270-2327** (TTY/TDD **1-855-576-1620**)
Or log on to your L.A. Care Connect account

How do I continue my benefits?

Call **1-855-222-4239**
(TTY/TDD **1-1-855-825-3166**)

Glossary

This glossary has many commonly used terms, but is not a full list. If you have questions, give us a call 1-855-270-2327 (TTY/TDD 1-855-576-1620), 24 hours a day, 7 days a week.

Claim

A payment request to the health plan for covered services provided. A claim can be submitted by the patient, the patient's representative or by the health care professional who provided the service.

Copayment

The fixed dollar amount you pay when you receive certain covered services or prescriptions.

Coverage

When a person signs up for a health plan, the plan provides protection ("coverage") for medical expenses the person or any dependents may incur during the plan year.

Deductible

The fixed amount you must pay in a calendar or contract year for certain health care services before your health insurance begins to pay.

Drug formulary

A list of preferred, commonly prescribed prescription drugs. These drugs are chosen by a team of doctors and pharmacists because of the drugs' clinical superiority, safety, and ease of use.

Network

All the facilities, providers, and suppliers that your health insurer is contracted with to provide health care services.

Out-Of-Pocket Expenses

Costs not covered by the health plan such as copays, coinsurance, deductibles and fees that the covered person pays personally for health services or prescriptions.

Premium

The amount you pay (usually each month) for health care coverage.

Preventive Care

Measures taken to prevent diseases (or injuries) rather than curing them or treating their symptoms.

Provider

A physician, health care professional or health care facility that is licensed, certified, or accredited to provide care and services as required by state law.

Specialists

Health care professionals, whose practices focus on a single disease, part of the body, age group or procedure