

You're always at home WITH L.A. CARE

We are committed, now more than ever, to providing you and your loved ones with access to quality, affordable health care. L.A. Care Covered™, through L.A. Care, is able to offer a wide array of health plan choices to you and your family as a Qualified Health Plan (QHP) of Covered California™.








 1.855.270.2327 | TTY 711  lacare.org

LA1169 10/25

2026 Member Benefit & Resource Guide

	Effective Date: Plan Level:
Name: Member ID: PCP/Clinc: RxGroup: LCC RxP/CN: NVT RxBIN: 610602	Urgent Care: ER Visit (Waived if admitted):
Medical Group Phone: Medical Group: PGP Phone: Rx Deductible: Ind. Fam.	Office Visit: Urgent Care: ER Visit (Waived if admitted):

You will receive your member ID card separately. For information regarding what's on your member ID card, see page 5 and 6 of the enclosed Member Resource Guide.



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GETTING STARTED

Member CHECKLIST

Welcome to **L.A. Care Covered™**! We have created a checklist of important steps to help you maximize your health care coverage.

If you need assistance at any point, please call L.A. Care's Member Services at **1.855.270.2327 (TTY 711) 24 hours a day, 7 days a week**, including holidays.

Create a member account on L.A. Care *Connect*[™] at lacare.org

L.A. Care *Connect*[™] is a secure online portal dedicated to members. Here, you can find information about covered services and other online assistance.

For example, you can make a payment, request a new Primary Care Physician (PCP), and print your temporary member identification (ID) card.

To set up your member account, complete the following steps:

- ⌘ Visit lacare.org
- ⌘ Click the "Member Sign-In" icon at the top of the page.
- ⌘ Select "Create an Account".
- ⌘ Enter your L.A. Care Covered[™] member ID and your email address.
- ⌘ Create your username and password.

Call now to schedule your annual physical exam with your Primary Care Physician (PCP)

- ⌘ **There is no cost for the visit.** Other preventive care services are also available at no-cost. You can find your PCP and their phone number on the front of your ID card.
- ⌘ **If you still need to select a PCP**—Sign in to L.A. Care *Connect*[™] (members.lacare.org), select "My Doctor" and follow the instructions to search for a doctor.

You can also request assistance through Member Services at **1.855.270.2327 (TTY 711)**.

Complete your Health Assessment (HA) online

This is a survey to match your health care needs with services we offer. After completing your Health Assessment, you will receive 40 points to redeem for a **\$40 gift card** to a store of your choice, including Target®, Amazon®, and Best Buy®.

- ⌘ Log in to your member account.
- ⌘ Click the "My Health in Motion[™]" tab.
- ⌘ Complete your profile and the survey questions.

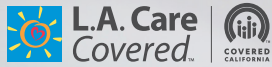
After completing your Health Assessment make sure that you make an appointment with your doctor for your annual visit and to establish care.

Keep your health coverage active with our payment options.

(See page 8 for more information)

- ⌘ Make your payments online at L.A. Care *Connect*[™] with a credit card, debit card, or e-check (ACH) by visiting members.lacare.org.
- ⌘ You can also set up recurring payments via e-check so you never have to worry about forgetting a payment.
- ⌘ Call us at **1.855.270.2327 (TTY 711)** to make your payment (credit card, debit card, or e-check ACH) via telephone.
- ⌘ You can also use cash to make your premium payments. **Call us to find out how.**

* To qualify for this incentive, you must be at least 18 years of age, actively enrolled in L.A. Care Covered[™], and be current with your premium payments at the time L.A. Care processes the completed HA. Limit of one HA incentive per member per calendar year. This incentive may be modified or terminated at any time, with or without notice, at L.A. Care's sole discretion. This promotion is not produced, sponsored, or executed by Best Buy®, Best Buy®, the Best Buy® logo and the tag design are trademarks of Best Buy® and its affiliated companies. © 2016 Best Buy®. The Bullseye Design, Target® and Target® Gift Cards are registered trademarks of Target® Brands, Inc. Terms and conditions are applied to gift cards. Target® is not a participating partner in or sponsor of this offer. More information on the My Health In Motion[™] Rewards Program, points accumulation, and how to redeem gift cards can be found on the My Health In Motion[™] site.



ACCESS Information Online

You may view and download all of your member documents online. For printed copies, please call L.A. Care's Member Services at **1.855.270.2327 (TTY 711)** 24 hours a day, 7 days a week, including holidays.

Member Documents Available Online on L.A. Care *Connect*™

- 1 Evidence of Coverage** (also called your **Member Handbook**) is a legal document that explains your health care plan and will answer many important questions about your benefits.
- 2 Summary of Benefits and Coverage** is a summary of what your health plan covers and what you can expect to pay.
- 3 Provider Directory** is a list of our network doctors and providers. Use the "**Find a Doctor**" search tool on lacare.org to find a provider by location, specialty, language, gender, medical group, hospital affiliation, and wheelchair accessibility.

The Provider Directory also provides information regarding urgent care and Retail Clinic locations in the event you need care sooner than your Primary Care Provider can see you for minor illnesses and injuries.
- 4 L.A. Care Covered™ Formulary Search** is an online tool you can use to find out if a medication is covered under your L.A. Care Covered™ plan. Simply go to the Pharmacy Services page and click on the button marked "**Formulary Search**". L.A. Care partners with over 1,600 pharmacies in Los Angeles County, including most major retail stores.

To access your information, create a member account on L.A. Care *Connect*™

Please see the enclosed **L.A. Care *Connect*™ Account Creation User Guide**. Please see **page 2** of this guide for instructions on how to create your L.A. Care *Connect*™ Account.

L.A. Care *Connect*™ is a secure online portal dedicated to members. Visit members.lacare.org to create an account. Active members have full access to features such as:

- ⚙️ **Select** or change your Primary Care Physician (PCP)
- ⚙️ **Make** a payment or set up recurring payments
- ⚙️ **View** claim status
- ⚙️ **Update** personal information, and more

Member ID CARD

Front of Card

Your member ID card will arrive separately.

Here's a little bit of information about what is on your card and what it means.



ID CARD Definitions

- L.A. Care Covered™:** This logo indicates that you are enrolled in our L.A. Care Covered™ health insurance plan.
- Covered California™:** This logo indicates that the L.A. Care Covered™ health insurance plan is part of Covered California™. Covered California™ is California's insurance marketplace offering Californians the opportunity to enroll in health coverage and receive premium assistance.
- Effective Date:** The date your health coverage begins.
- Plan Level:** Your plan level (e.g.: gold, silver, bronze, etc.) The Plan Level determines your premium amount, the cost sharing/co-pays for services, your total out of pocket maximum, and deductible for medical and pharmacy services.
- Name:** Your name will be displayed on the member ID card. Only the person indicated on the member ID card may use this card to obtain services.
- Member ID:** Your unique ID number. Use this to create a member profile on L.A. Care Connect™.
- PCP/Clinic:** The primary care physician or clinic you are assigned to.
- PCP Phone:** The phone number to your primary care physician or clinic you are assigned to.
- Medical Group:** The medical group you are assigned to. This is the medical group your primary care physician is associated with. When you need to see a specialist, your primary care physician will refer you to a doctor within your assigned medical group.
- Office Visit (PCP) Visit:** The dollar amount you owe when you visit your primary care physician.
- Rx Information:** Your pharmacy/pharmacist needs this information.
- Urgent Care:** The dollar amount you owe when you visit an urgent care clinic.
- ER Visit:** The dollar amount you owe when you receive care at the Emergency Department of a hospital.

Back of Card

Contact Info for Member Services

Nurse Advice Info

Contact Info for Behavioral Health Services

Contact Info for Telehealth Services

Member Services: **1.855.270.2327** (TTY 711)
 Nurse Advice Line: **1.800.249.3619** (TTY 711)
 Behavioral Health Services: **1.877.344.2858** (TTY 711)
 Telehealth: **1.855.270.2327** (TTY 711)

If you think you have a medical or psychiatric emergency, call 911 or go to the nearest hospital.

Ind./Fam. Deductible:
 Ind./Fam. MOOP:

Providers can call for:
 Pre-authorizations*: **1.877.431.2273**
 Pharmacy Help Desk: **1.844.268.9787**

*Pre-authorization is required for all non-emergent hospital admissions.

Submit Medical Claims to:

L.A. Care Health Plan
 Attn: Claims Mail Room
 P.O. Box 811580
 Los Angeles, CA 90017

This Section is for Your Doctor

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

ID CARD Definitions

- ⚙️ **Member Services:** This is the number you can contact regarding general information such as your enrollment status, current eligibility, premium amount, to make a payment over the phone, and to ask about the health benefits covered under your plan.
- ⚙️ **Nurse Advice Line:** This is the number you can contact if you have questions regarding a non-emergency medical situation or concern.
A nurse will be available 24 hours a day, 7 days a week, including holidays to answer your questions and offer advice.
- ⚙️ **Behavioral Health Services:** This is the number you can contact regarding mental health services such as behavioral, psychological and emotional health.

- ⚙️ **Telehealth:** This is the number you can contact for information regarding accessing Telehealth Services (**Teladoc**).
- ⚙️ **Ind./Fam. Deductible:** This is the total amount that an individual or family on a plan must pay out-of-pocket for health care before the health plan begins to pay.
- ⚙️ **Ind./Fam. MOOP (Maximum Out of Pocket):** This is the most you have to pay for covered services in a plan year.
 After you spend this amount on deductibles, copayments, and coinsurance for in-network care and services, your health plan pays 100% of the costs of covered benefits.

Your responses are confidential and shared only with your care team. Your benefits and costs are not affected. L.A.Care may contact you to let you know about some of our health programs.

When you complete the Health Assessment (HA), you earn points that can be redeemed for a gift card!

\$40

Choose from **over 100 retail stores** such as Target™, Amazon®, and Best Buy®.*

- 1** To fill out the HA, go to lacare.org and click on **“Member Sign In”**.
- 2** Then click on the **“My Health In Motion”™** box and start your profile.

What happens after I complete the Health Assessment (HA)?

Once the HA is done, **you will receive a wellness report and points to redeem your \$40 gift card!***

You will also have access to lifestyle tools such as:

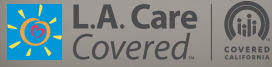
 Fitness and nutrition trackers	 3-month Health Coach Program	 Health information library
 Meal plans and recipes	 Exercise videos	

* The Bullseye Design, Target™ and Target™ Gift Cards are registered trademarks of Target™ Brands, Inc. Terms and conditions are applied to gift cards. Target™ is not a participating partner or sponsor of this offer. To qualify for this incentive, you must be at least 18 years of age, actively enrolled in L.A. Care Covered™, and be current on your premium payments at the time L.A. Care processes the completed Health Appraisal. Limit of one Health Assessment incentive per member per calendar year. This incentive may be modified or terminated at any time, with or without notice, at L.A. Care’s sole discretion. This promotion is not produced, sponsored, or executed by Best Buy®. Best Buy®, the Best Buy® logo and the tag design are trademarks of Best Buy® and its affiliated companies. © 2016 Best Buy. All rights reserved.



HEALTH Assessment

L.A. Care is committed to helping you stay healthy. The Health Assessment (HA) can help you better understand your health.







For your convenience, L.A. Care offers you several options to make your monthly premium payment, which is due at the end of the month, for coverage the following month.

Please send your payments to L.A. Care Health Plan. Please **DO NOT** send or make payments payable to Covered California™.

QUESTIONS?

Please refer to the Billing and Premiums questions in the FAQs section of this guide.

Forms of PAYMENT

 Online	 Automated Phone System	 Mail	 In Person
<p>L.A. Care Connect™ (members.lacare.org)</p> <p>Set up Recurring Payments or Make a One-Time Payment online.</p>	<p>Call our Toll Free L.A. Care Covered™ phone number at 1.855.270.2327 available 24 hours a day, 7 days a week including holidays to make a payment. Press 3 for premium inquiries.</p>	<p>L.A. Care Health Plan</p> <p>LA Care Covered PO BOX 512546, Los Angeles, CA 90051-9865</p>	<p>L.A. Care Health Plan</p> <p>Reception Area 1200 West 7th Street Los Angeles, CA 90017</p>
<p>Payment types accepted*</p> <ul style="list-style-type: none"> ○ e-check (ACH) ○ Visa ○ MasterCard ○ Discover ○ Savings/Checking Account Number 	<p>Payment types accepted*</p> <ul style="list-style-type: none"> ○ Visa ○ MasterCard ○ Discover ○ e-check (ACH) ○ Savings/Checking Account Number 	<p>Payment types accepted*</p> <p>Saving/Checking Account Number*</p> <ul style="list-style-type: none"> ○ Personal check ○ Business check ○ Money order ○ Cashier's check 	<p>Payment types accepted*</p> <ul style="list-style-type: none"> ○ e-check (ACH) ○ Visa ○ MasterCard ○ Discover ○ Personal check ○ Business check ○ Money order ○ Cashier's check ○ No Cash ○ Members may walk in to our Head Quarters building Monday – Friday, 8a.m. – 5p.m.
<p>Provide this information to make a payment</p> <ul style="list-style-type: none"> ○ Login to your L.A. Care Connect™ account using your user name, password and 2-factor authentication. ○ Click on "Make a Payment" button located under "View and Pay Bill" button. ○ Select either "Make a One-Time Payment" or "Set up Recurring Payments" option. ○ Follow the step by step instructions to set up your preferred payment method. ○ Credit or Debit card information or checking account number and bank routing number available. 	<p>Provide this information to make a payment</p> <ul style="list-style-type: none"> ○ Account number, which is your Member ID Number, as shown on your L.A. Care ID Card. ○ Your Invoice number as shown on your monthly statement. ○ Credit or Debit card information or checking account number and bank routing number available. 	<p>Provide this information to make a payment</p> <ul style="list-style-type: none"> ○ Check or money order payable to L.A. Care Health Plan ○ Include your payment coupon with your payment or write your Account number on the check. ○ * Allow 10-15 days for mailing and processing. 	<p>Provide this information to make a payment</p> <ul style="list-style-type: none"> ○ Name of enrollee(s) ○ Date of birth ○ Address ○ Member ID number (if available) ○ Credit card information or checking account number and bank routing number.

* Visa, Mastercard, and Discover payments can be processed for both credit and debit cards, including pre-paid credit cards.



USING YOUR COVERAGE

Benefits OVERVIEW

Remember to schedule your annual physical exam with your Primary Care Physician (PCP).

There is no cost for this visit. Other preventive care services are also available at no cost.

You may have questions about your new health plan. For specific information about your plan benefits, please refer to your **Summary of Benefits** and **Coverage** document, which is included in this packet.

This document is also available online. It has helpful information about what your plan covers and provides examples of how much you might pay for certain health care and medical conditions.

More detailed information is available in your **Evidence of Coverage (Member Handbook)**. This can be found on lacare.org through L.A. Care *Connect*™.

One of the benefits of being an L.A. Care Covered™ member is that many preventive care services are covered at no cost to you. This means that you have no co-pays or coinsurance, and you do not have to first meet your deductible (if there is one for your benefit plan), before full coverage for preventive care services begins.

Here are just a few of the no-cost preventive care services available to help keep you healthy:

- Blood pressure and cholesterol screening
- Type 2 diabetes screening
- Vaccines, including the flu shot
- Depression screening
- Mammograms and Pap smears
- Sexually transmitted infection (STI) prevention counseling and syphilis screening
- Diet counseling
- Tobacco and alcohol use (screening and counseling)
- Colorectal cancer screening
- Prenatal and well-child visits
- Annual pediatric routine eye exam and one pair of glasses or contact lenses (if applicable)

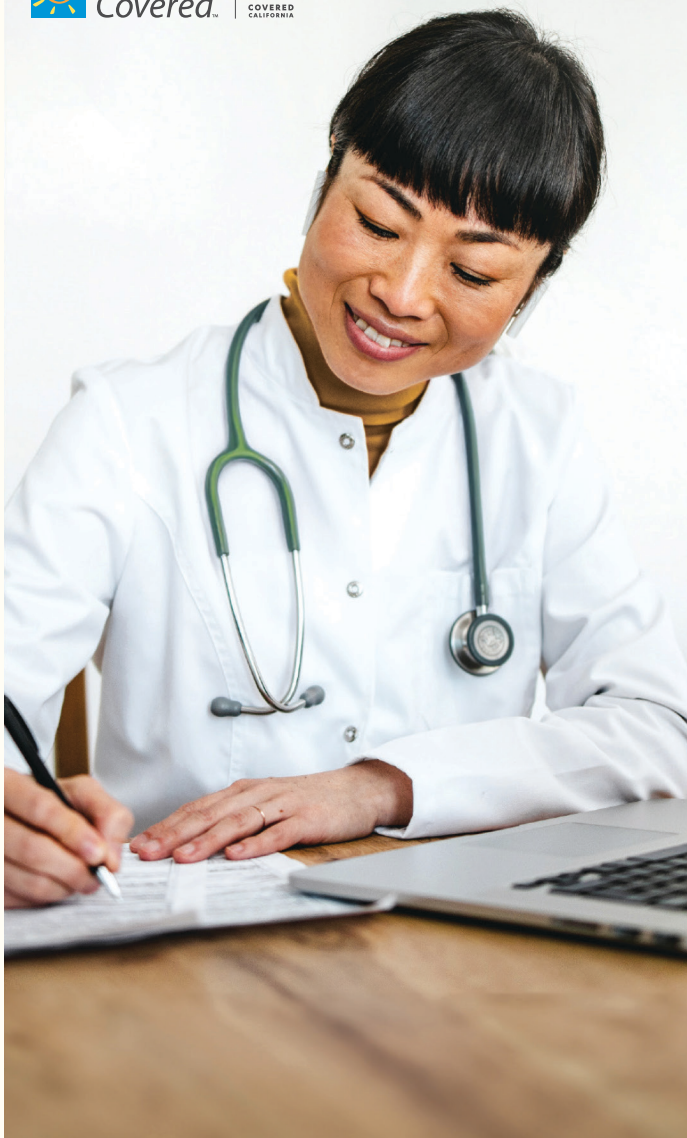
You may have to be a certain age or meet other requirements for some services to be covered. For example, mammograms and colorectal cancer screenings may be covered at a certain age and/or under certain risk factors.

There are also some items and services that are not included in your plan. Please refer to the **Evidence of Coverage (Member Handbook)** under the “**Exclusions**” section for a complete list.



Here are some of the excluded services:

- Adult hearing aids
- Cosmetic services, except those that are deemed medically necessary for mental health
- Chiropractic services
- Infertility services
- Adult routine dental services (ages 19+)
- Long-term care benefits
- Adult routine eye care (age 19+)



How to See a SPECIALIST

Your assigned Primary Care Physician (PCP), or main doctor who is listed on your member ID card, may want to refer you to a specialist for additional care or treatment.

A specialist is a doctor with special training in an area of medicine. The information in this section will help you understand the process for being referred to a specialist.

Seeing a Specialist

Your PCP is commonly the first health care provider you will see when you need medical care. He or she will make sure you get the right care, in the right place, and at the right time.

When your doctor decides that you will need care outside of his/her office, there is a process to ensure that you go to the specialist that has been reviewed by your medical group, or by L.A. Care.

Examples of specialists that you may see include a cardiologist (heart doctor) and/or surgeon. Your doctor may also want to refer you to a specialist in a hospital or an outpatient center for services such as special tests.

It is your PCP's responsibility to work with you and discuss the best treatment options for your health needs.

Referral to a Specialist

Most services outside your PCP's office require a referral from your doctor. This process ensures you are sent to the right specialist or health care place that meets your needs. Some health care services, such as prenatal (or pre-birth) care, may not need a referral. Your doctor will tell you if you need a specialist referral.

Most referrals must be processed within five (5) business days. In some cases, your PCP may request a rush referral, which must be processed within 72 hours. You will receive the response to your referral request in the mail.

An approved referral is not an appointment, but gives you and the staff at the specialist's office the information needed to schedule your appointment.

Please make sure you call to make an appointment before the referral expires. The date of expiration is usually found directly on the referral notice.

Once the referral is approved, you will receive a notice in the mail or by phone telling you how to contact the specialist or health care office to schedule an appointment.

If your referral is not approved, you will receive a letter from your doctor or medical group letting you know why the referral was not approved.

Please refer below for information on how to appeal a referral decision.



Getting an Appointment

The time you must wait before you are seen depends on the availability of the specialist, and on your need for treatment. It should not take more than 15 business days of the request to schedule a non-urgent appointment with a specialist physician. An urgent appointment should be scheduled within 96 hours from the day of the request.

Please contact your PCP if you think you are not being seen soon enough. If your PCP is not able to assist you, please call **Member Services** at **1.855.270.2327 (TTY 711)**.



Finding a Specialist

L.A. Care Covered™ Member Services representatives can also help you with understanding how to seek medical care, what doctors are in your area, help with language services, and/or help with any other questions you may have.



Appealing a Referral Decision

If you do not agree with the reason why the referral was not approved, you may file an appeal with L.A. Care by calling L.A. Care's Member Services at 1.855.270.2327 (TTY 711). An appeal means that your request can be reconsidered. You may or may not receive the same response to your request.

You can also email us by completing the online **Grievance Form** at lacare.org or write to the address below.

L.A. Care Health Plan
Attn: Appeals and Grievances Department
1200 West 7th Street
Los Angeles, CA 90017

*The California Department of Managed Health Care is responsible for regulating health care service plans. If you have a grievance against your health plan, you should first telephone your health plan at **1.855.270.2327 (TTY 711)** and use your health plan's grievance process before contacting the department. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you. If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by your health plan, or a grievance that has remained unresolved for more than 30 days, you may call the department for assistance. You may also be eligible for an Independent Medical Review (IMR). If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature and payment disputes for emergency or urgent medical services. The department also has a toll-free telephone number **1.888.466.2219**, and a TDD line (**1.877.688.9891**) for the hearing and speech impaired. The department's Internet Web site hmohelp.ca.gov has complaint forms, IMR application forms and instructions online.*



PEDIATRIC Dental Care

L.A. Care partners with LIBERTY Dental Plan to provide coverage to L.A. Care Covered™ members under the age of 19.

L.A. Care Covered™
Members can contact
LIBERTY Dental Plan
at 1.888.700.5243



Your child's teeth deserve the best care to keep them healthy year after year.

Covered Benefits Include:

- Preventive and diagnostic care including oral exams, preventive cleanings, sealants and topical fluoride application
- Basic and major dental services including amalgam fillings, root canals extraction services, and crowns
- Orthodontia services

Pediatric Dental Care Benefits

Members under the age of 19 are covered by L.A. Care Covered™ pediatric dental benefits provided by **LIBERTY Dental Plan**.

LIBERTY Dental Plan provides pediatric dental services through its extensive network of dental providers.

To access L.A. Care Pediatric dental benefits, or find a dentist, L.A. Care Covered™ members can contact **LIBERTY Dental Plan Pediatric** the toll-free number: **1.888.700.5243** (TTY **1.877.855.8039**) or visit the **LIBERTY Dental Plan** website at libertydentalplan.com.


To find out more about dental coverage, L.A. Care Covered™ members can call Member Services at the toll-free number: **1.855.270.2327** (TTY **711**).

L.A. Care Health Plan representatives are available **24 hours a day, 7 days a week, including holidays.**




Your child is covered in full for one eye exam and one set of glasses or contacts per benefit year of coverage.




 Visit [vsp.com](https://www.vsp.com) for more details on your child's vision benefit and the exclusive savings and promotions for VSP members.

 For more information, contact VSP [vsp.com](https://www.vsp.com), 1.800.877.7195 (TTY: 711)

 To find a VSP doctor, visit [vsp.com/advantage](https://www.vsp.com/advantage)

 To find out more about vision coverage, L.A. Care Covered™ Members can also call Member Services at the toll free number: 1.855.270.2327 (TTY: 711).

 L.A. Care Health Plan representatives are available 24 hours a day, 7 days a week, including holidays.

1 Find a VSP doctor who's right for your child.
To find a VSP doctor that specializes in child eye care, please visit [vsp.com](https://www.vsp.com) or call us.

2 Review your child's benefit information.
Visit [vsp.com](https://www.vsp.com) to review your child's plan coverage before an appointment.

3 At the appointment, tell them your child has VSP.

Eye Exams for Children

Eighty percent of what we learn is through our eyes. Many states require that children get a comprehensive eye exam before kindergarten.

Schedule an eye exam for your child at the beginning of every school year and start the year off right.

That's it! We'll handle the rest — there are no claim forms to complete when your child sees a VSP doctor.



PEDIATRIC Vision Care

L.A. Care partners with VSP to provide vision coverage to L.A. Care Covered™ members under the age of 19.

PEDIATRIC Vision Care

Your Child's Coverage with a VSP Advantage Doctor

Benefit	Description	Co-Pay (Your Cost)	Frequency
WellVision Exam®	<ul style="list-style-type: none"> A thorough eye exam that tests for childhood eye health and vision issues, like nearsightedness, amblyopia (lazy eye), and strabismus (cross-eye) Covered in full 	\$0	Every calendar year

Prescription Glasses and Corrective Lenses

Benefit	Description	Co-Pay (Your Cost)	Frequency
Frames	<ul style="list-style-type: none"> Frames from our exclusive Otis & Piper™ Eyewear Collection Covered in full 	\$0	Every calendar year
Lenses	<ul style="list-style-type: none"> Single vision, lined bifocal, lined trifocal, or lenticular lenses Plastic or glass optional Covered in full 	\$0	Every calendar year
Lens	<ul style="list-style-type: none"> Polycarbonate, scratch-resistant coating, and UV protection 	\$0	Every calendar year
Contacts	<ul style="list-style-type: none"> Contact lens exam and a minimum three-month supply of contact lenses are covered in full Ask your VSP doctor which contacts qualify for your child's plan 	\$0	Every calendar year
Contacts (in lieu of glasses)	<ul style="list-style-type: none"> Contact lens exam and a minimum three-month supply of contact lenses are covered in full Ask your VSP doctor which contacts qualify for your child's plan 	\$0	Every calendar year
Extra Savings	<p>Extra Savings Get 20% savings on additional glasses and sunglasses, including lens enhancements, from any VSP doctor within 12 months of your last WellVision Exam®</p> <p>Laser Vision Correction Get an average of 15% off the regular price or 5% off the promotional price; discounts only available from contracted facilities</p>		

VSP guarantees coverage from VSP doctors only. Coverage information is subject to change.

Once your child's benefit is effective, visit vsp.com for details. Coverage information is subject to change ©2013 Vision Service Plan. All rights reserved. VSP and WellVision® Exam are registered trademarks of Vision Service Plan. All other company names and brands are trademarks or registered trademarks of their respective owners.

Here is what you should know about getting your prescriptions filled:

You must go to a pharmacy that works with L.A. Care, called a network pharmacy.

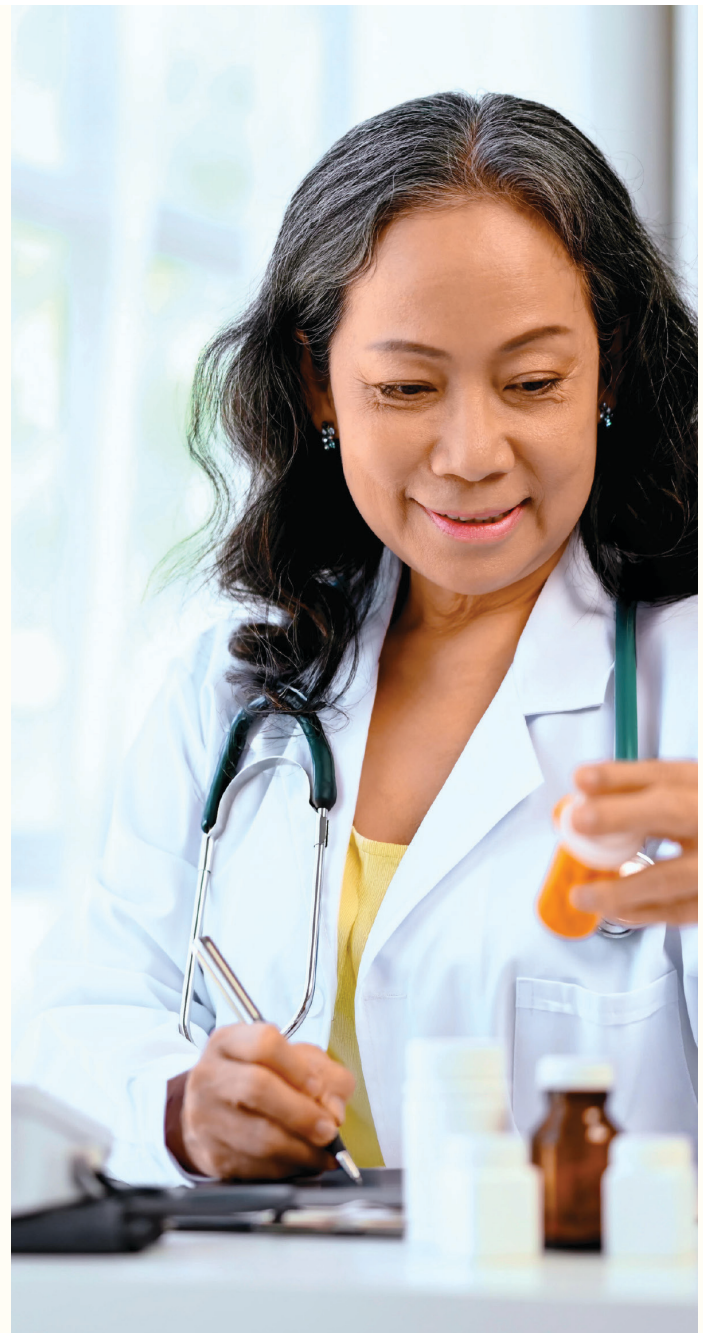
- **Our pharmacy network includes** national retailers such as Ralphs™, CVS™, Walgreens™, Walmart™, and neighborhood pharmacies.
- **Find a pharmacy close to you** by calling Member Services at **1.855.270.2327 (TTY 711)** or by logging into your L.A. Care *Connect*™ member account at members.lacare.org.
- **Click on “Pharmacy Center”** and then **“Pharmacy Search”**.

Your plan covers the medications listed on your L.A. Care *Covered*™ Formulary.

- **Find a full list of covered medications** by logging into your L.A. Care *Connect*™ member account at members.lacare.org. Click on **“Pharmacy Center”** and then **“Formulary”**.
- **You may also call Member Services** to receive a printed copy of the **Formulary** or get prescription coverage information.
- **Medications are listed in the Formulary** with the generic name in lowercase letters and the brand name in uppercase letters.

Transfer your current prescriptions easily. Be sure to update your health insurance information with your pharmacy.

- 1 Gather** the name and phone number of your previous pharmacy, prescription number, and contact information of the prescribing doctor.
- 2 Contact** or visit the new pharmacy to which you will transfer your prescription. If you are visiting the pharmacy, bring your current L.A. Care *Covered*™ member ID card with you.
- 3 Inform** the new pharmacy that you wish to transfer your prescription. The pharmacy will ask you for your prescription number, your previous pharmacy, the prescribing doctor's information, and pharmacy benefit information listed on your L.A. Care *Covered*™ member ID card. The pharmacy will do the rest of the work and transfer your prescription.



How to Get Your PRESCRIPTIONS

Your doctor may give you a prescription when you are sick or have a long-term health condition, like high blood pressure.




TIPS

- The process to transfer a prescription may differ from location to location. However, the same type of information will be requested.
- Some pharmacies allow you to transfer your prescriptions online using the pharmacy's website.

Prescription Refills


- **You may choose to get a 90-day supply** of maintenance medicine for your long-term health conditions from L.A. Care's mail order pharmacy service with no-cost shipping, **Postal Prescription Services (PPSRX)**.
- **If you choose to get a 90-day supply, you will only be charged the same co-pay as a 60-day supply.** Based on your plan, a pharmacy deductible may apply.
- **The best time to order refills** is when you have 14 days-worth of your medicine left.

Sign up for mail order pharmacy service through Postal Prescription Services by one of the following options:

 **Phone:** Call **Postal Prescription Services** at **1.800.552.6694**. Pharmacy hours are:


Monday-Friday
6 a.m. – 6 p.m.

Saturday
9 a.m. – 2 p.m.

 **Online:** Create an account at www.ppsrx.com to manage your prescriptions online.

Fax/Mail: Complete the **Customer New Prescription Request** form available online at lacare.org (**under For Members/Getting Care/Pharmacy Services/Mail Order Pharmacy Services**).

• Forms are also available in **Spanish**.

 **Fax:** Fax your completed **Customer New Prescription Request** form to **1.800.723.9023**

 **Mail to:**

PPS Prescription Services
P.O. Box 2718
Portland, OR 97208-2718

For questions about **Postal Prescription Services**, please read the **Frequently Asked Questions (FAQs)** and answers found on lacare.org (**under For Members/Getting Care/Pharmacy Services/Mail Order Pharmacy Services**).



Tips to Getting the Medications that You Need:

- 1 Choose** an L.A. Care network pharmacy convenient to you.
- 2 Bring** the following to the pharmacy:
 - ⌘ **Your current L.A. Care Covered™ member ID card**
 - ⌘ **Your prescription**
 - ⌘ **Your doctor's name and contact information**
 - ⌘ **Your current address and telephone number**
- 3 Talk** to the pharmacist about all the medications you are taking and any allergies you may have to medications.
- 4 Once** you get your medication, take it just how your doctor ordered. Talk to your doctor or pharmacist if you have questions about your medication.
- 5 Talk** to your doctor if you have side effects to the medication you are taking. Your doctor and pharmacist can work with you to manage any side effects.
- 6 It** is important that you do not miss taking your medication. Make sure that you see your doctor and get a new refill before you run out.
- 7 If** you have trouble getting the medications that you need, call your doctor or L.A. Care.

To learn more about how to talk to your doctor about your medications, call **L.A. Care's Nurse Advice Line** at **1.800.249.3619 (TTY 711)**.



Managing Your Medications

Know your medications

- ⌘ **Know** what each medication is for.
- ⌘ **Keep** track of how each medication looks.
- ⌘ **Understand** the label on the medication bottle.
 - Name and strength
 - When and how you should take it
 - Name of the doctor who prescribed it

Keep Track of Your Medications

- ⌘ Keep your medications in the original bottles until you put them in a pill box.
- ⌘ Do not mix medications in the same bottle.

Avoid Complications with Your Medications

- ⌘ Make a list of all the medications you take, including vitamins or herbal and dietary supplements.
- ⌘ Use one pharmacy for all your prescriptions and get a 90-day supply if you can.
- ⌘ Check with your doctor or pharmacist before taking any vitamins or herbal and dietary supplements.

Store Your Medications Safely

- ⌘ Keep medications out of the reach of children.
- ⌘ Keep your medications in a cool dry place or in the refrigerator if the label says to.
- ⌘ Do not store your medications in the bathroom or next to the stove.
- ⌘ Have a separate labeled container for each person in your house for their medications.
- ⌘ When traveling, put medications in your carry-on bags and not in checked luggage.

Dispose of Medications Properly

- ❖ **Remove all medications** that have expired dates, including over-the-counter medications.
- ❖ **To properly dispose expired medications**, mix medications with kitty litter or coffee grounds. Do not crush tablets or capsules. Place the mixture in a sealed plastic bag or coffee can and throw it in the trash.
- ❖ **Check with your pharmacist** about medication take-back programs in your area.

Taking Your Medication as Prescribed

- ❖ **Take your medication** at the same time every day.
- ❖ **Use a chart**, calendar, alarm, or reminder tools on your phone to help you remember, or tie taking your medications with a daily routine like brushing your teeth or getting ready for bed.
- ❖ **Before choosing mealtime for your routine**, check if your medication should be taken on a full or empty stomach.
- ❖ **Use a pill box**. Refill it at the same time each week.
- ❖ **When traveling**, bring extra doses in case your trip gets delayed. Always bring your medications in your carry-on bags.
- ❖ **Refill 90-day supplies** of medications when possible.
- ❖ **Do not stop taking your medications** without first talking to your doctor.
- ❖ **Use our mail order service with no-cost shipping at Postal Prescription Services** by calling **1.800.552.6694** so you can save a trip.

**Help When You Need It!
Day or Night!**

1.800.249.3619 (TTY 711)

**Not all health concerns require
emergency services.**

NURSE Advice Line

Day or Night, the L.A. Care Nurse Advice Line Team Can Help You:

- ❖ **Understand** your health symptoms
- ❖ **Decide** what the best medical care choice is

You may have questions about your health even when you are not sick.

Our nurses are on call 24 hours a day, 7 days a week, including holidays to offer health information, education and advice about:

- ❖ **Self-care at home** for a sickness or injury
- ❖ **Finding available urgent care centers** or retail clinic locations for when your doctor's office is closed or unavailable
- ❖ **Accessing** virtual telehealth services
- ❖ **Drug and medicine** facts

When you call the **Nurse Advice Line**, please have your L.A. Care Covered™ member ID card handy. You will be asked questions about your health concerns.

Based upon your answers, a nurse will provide you with health information, education and advice to meet your specific needs.

Chat with a Nurse Online

You also have the option of getting general health information and advice from a registered nurse online.

This service gives you real-time access to medical advice.

Log in to your member account on [lacare.org](https://www.lacare.org) and click on **“Chat with a Nurse”** to begin asking health related questions.


Note: Nurse Advice Line and “Chat with a Nurse”


Online should only be used for non-emergency situations.

If you have an immediate emergency, please call 911 or go to your nearest emergency room.



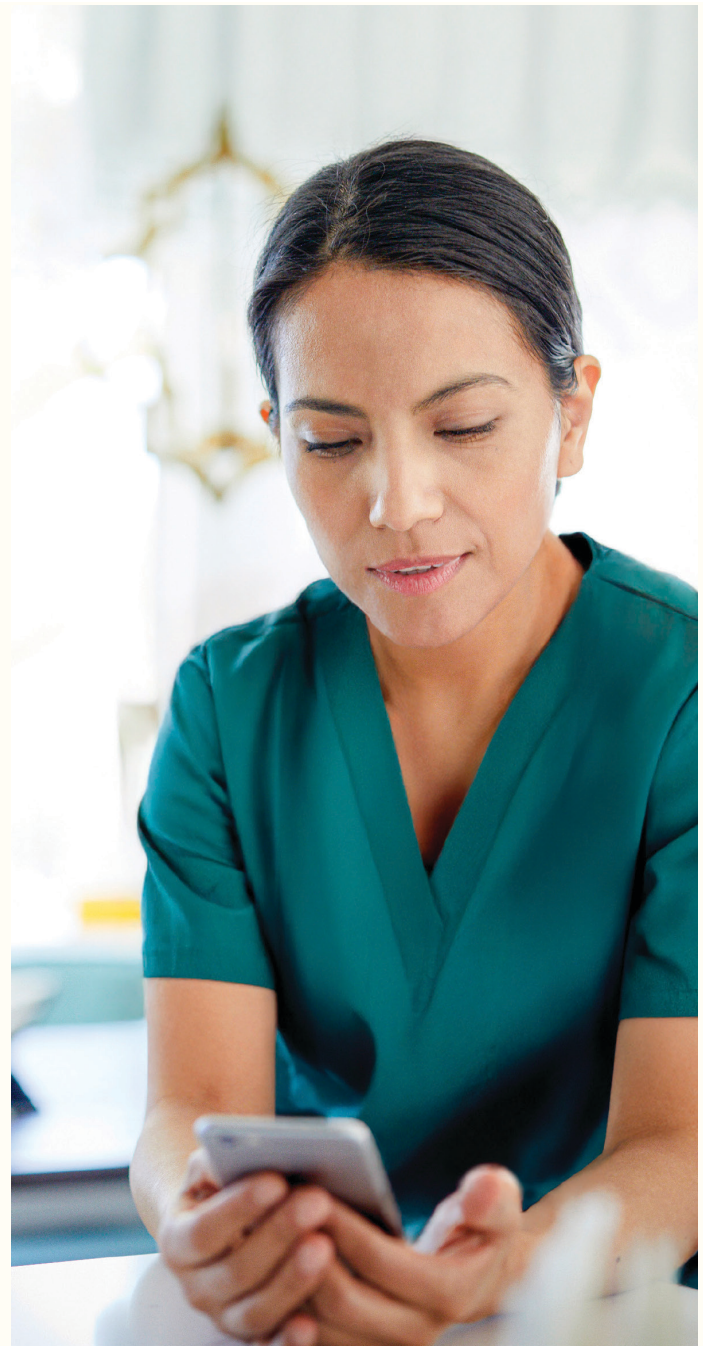
Use this chart to help you decide how to get the right medical care when you need it.

 Nurse Advice Line	
For	Health information, education and advice over the phone, like: <ul style="list-style-type: none"> ○ Understanding your health symptoms ○ Deciding the best medical care choice
When	24 hours, Every day, including holidays
What Time	Less than 30 seconds
How	Call or Chat with a nurse online

 Your Doctor Office	
For	Non-urgent care: <ul style="list-style-type: none"> ○ Routine care to prevent or treat illness ○ Physical exams ○ Referrals to specialists
When	8 a.m. – 5 p.m., Monday – Friday *
What Time	8 a.m. – 5 p.m., Monday – Friday *
How	Schedule an appointment

* Your doctor's office hours. Urgent care and MinuteClinic site hours may vary; call to confirm when they are open.


** Call your doctor's office to confirm if walk-ins are welcome. If you are outside of Los Angeles County, you do not need to call your doctor/PCP's office before getting urgent care or emergency services.




Getting NEEDED CARE


- RIGHT Care
- RIGHT Place
- RIGHT Time

Getting NEEDED CARE

 Urgent Care Center	
For	An illness or injury that requires prompt medical attention, but is NOT an emergency medical condition
When	7 a.m. – 11 p.m., every day*
What Time	Depending on patient volume first come, first served
How	Call your doctor/PCP's office or L.A. Care at 1.855.270.2327 (TTY 711) for a list of participating urgent care centers** <ul style="list-style-type: none"> ○ Walk-in ○ Urgent Care is searchable by PPG through online provider directory

 Retail Clinic	
For	<ul style="list-style-type: none"> ○ Common illnesses, like earache/headache ○ Minor injuries, such as sprains and strains
When	9:00 a.m. – 5:30 p.m., every day*
What Time	Normally little or no wait time
How	<ul style="list-style-type: none"> ○ Call your doctor/PCP's office or Use provider directory or lacare.org for a list of Retail Clinics ○ Walk-in

 Emergency	
For	A medical condition that requires immediate medical attention to prevent serious jeopardy to your health
When	24 hours, every day, including holidays
What Time	Long, depending on condition
How	Walk-in

 Telehealth	
For	<ul style="list-style-type: none"> ○ Common illnesses, like cold/flu ○ Non-emergency services like a rash or UTI
When	<ul style="list-style-type: none"> ○ Every day Video conference (7:00 a.m. – 9:00 p.m.) ○ Telephone conference (24/7), including holidays
What Time	Normally little or no wait time
How	<ul style="list-style-type: none"> ○ Call the L.A. Care Member Services number on the back of your ID card ○ Visit teladoc.com and click "Log in/Register" ○ Download the "Teladoc" app

* Your doctor's office hours. Urgent care and MinuteClinic site hours may vary; call to confirm when they are open.

** Call your doctor's office to confirm if walk-ins are welcome. If you are outside of Los Angeles County, you do not need to call your doctor/PCP's office before getting urgent care or emergency services.



Community Resource Center

Because health care is local, we have Community Resource Centers across Los Angeles County to improve the quality of life of everyone in the community.

Each center serves as a one-stop community destination, providing classes and services to help center visitors stay active, healthy and informed.

What is a Community Resource Center?

The L.A. Care/Blue Shield Promise Community Resource Centers are welcoming spaces in your community.

We offer many classes and programs that are free and open to everyone!

Our friendly staff can tell you about the class schedule or you can visit communityresourcecenterla.org for more details.

Our offerings include:

- Dance and Exercise Classes
- Health and Wellness Classes
- Preventative Health Screenings
- Nutrition and Healthy Cooking Classes
- Enrollment Support for Medi-Cal and Other Health Coverage Programs
- Social Services Assistance (housing, financial literacy, food security)
- Skills and Leadership Classes
- CPR/First Aid Training



Health & Wellness PROGRAMS

L.A. Care Health Plan and Blue Shield of California Promise Health Plan are committed to improving the health of members and the communities where they live.



Personalized Services for L.A. Care and Blue Shield Promise Members

Both health plans are committed to providing access to high quality and affordable health care and resources across Los Angeles County. We are here to help you manage your health care needs.

L.A. Care and Blue Shield Promise members have access to personalized services at the Community Resource Centers to help keep you active, healthy and informed.

Tailored programs offered at the Resource Centers include:

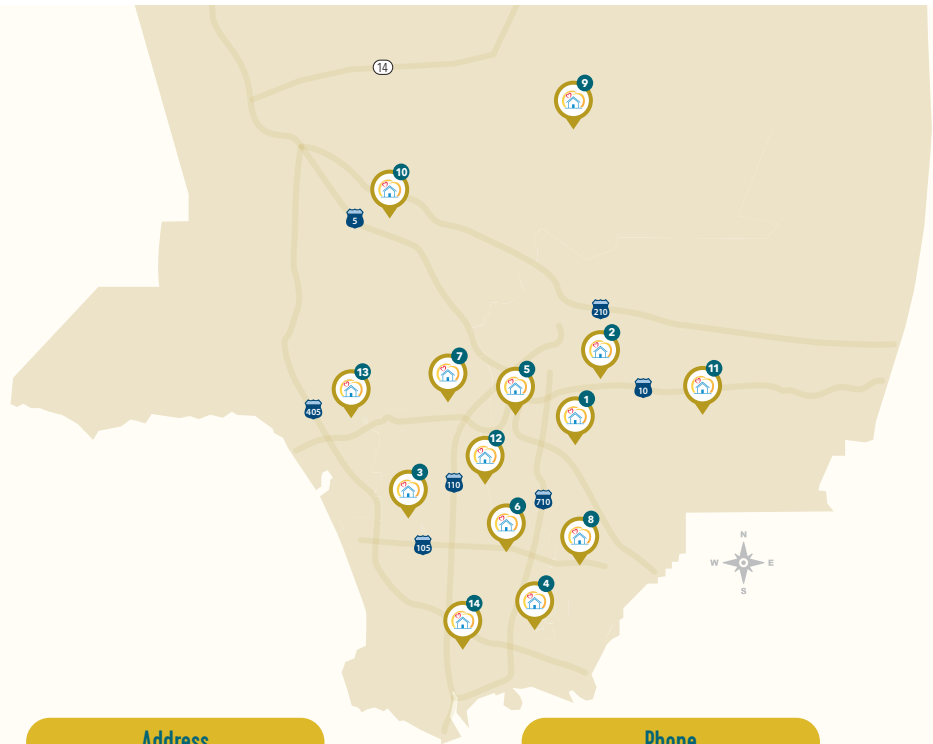
-  **In Person Member Support** — get personalized help with choosing your doctor, getting a temporary ID card, and setting up appointments and more.
-  **Diabetes Prevention** — qualified members can take part in our diabetes prevention program with a trained lifestyle coach.
-  **Care Management** — learn how eligible members can get Care Management support at the **Resource Centers**.
-  **Connection to Social Services** — learn how to access social services assistance for housing, food, bills and more.
-  **Health Technology Support** — learn how to use health portals and apps to enhance your health. To learn more, go to communityresourcecenterla.org

Resource Center LOCATIONS

communityresourcecenterla.org



Community Resource Center



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



Blue Shield of California Promise Health Plan is contracted with L.A. Care Health Plan to provide Medi-Cal managed care services in Los Angeles County. L.A. Care and Blue Shield Promise are independent entities. Blue Shield Promise is an independent licensee of the Blue Shield Association.



HEALTH Education Resources

We've created the *My Health In Motion*[™] program just for you. We have Health Educators and Registered Dietitians ready to help you meet your personal health goals.

My Health In Motion[™]

All health education services are at no cost for L.A. Care Covered[™] members. Here's a snapshot of what *Health In Motion*[™] has to offer:

In-Person Wellness Workshops and Group Appointments

My Health In Motion[™] services include an array of fun wellness workshops and group appointments to help you stay healthy and manage your health conditions.

Topics include:

- Asthma
- Chronic condition support
- Diabetes
- Nutrition
- Pre-diabetes
- Exercise
- Heart Health
- Tobacco cessation support

One-On-One Telephone Counseling

If you can't make it to a workshop, a **Health Educator** or a **Registered Dietitian** can call you at a time that is convenient for you. We have resources to help you reach your personal health goals.

Online Tools Just for You

My Health In Motion[™] is our online version of the *Health In Motion*[™] program. You can access health and wellness tools any time of day or night from the comfort of your own home. Complete your **Health Assessment** to get a personalized wellness report.

You can also connect with a virtual **Health Coach**, view healthy recipes, watch wellness videos, and sign up for online wellness workshops.

Please refer to the next section labeled "**Accessing *My Health In Motion*[™]**" for step-by-step instructions on how to log in.

The My Health In Motion™ Rewards Program

You can earn up to **\$215 in rewards** (gift cards) every year just for participating in the My Health In Motion™ Rewards Program.

The program has several ways you can earn points to redeem for gift cards.

1

Complete a Health Assessment*

Work with a Health Coach online by:

2

- Signing up for **Health Coaching** after completing the **Health Assessment**
- Setting personal goals
- Sharing your progress with your coach once a month for three months
- Completing a follow-up survey

3

Become healthy and be rewarded for completing the following:

- Online health workshops and
- Health screenings

Become Healthy – Be Rewarded!

For each activity you complete, you will receive points that can be redeemed for a gift card. Choose from over 100 retail stores like Target^{®**}, Amazon[®], and Best Buy^{®***}.

To qualify for rewards, **** you must be:

- ⚡ At least 18 years old
- ⚡ Actively enrolled in L.A. Care Covered™; and
- ⚡ Current on your premium payments at the time L.A. Care processes the rewards

Accessing My Health in Motion™

To access My Health In Motion™ or to learn more about L.A. Care's My Health In Motion™ Program, go to lacare.org:

1

Click on "Member Sign In"

2

Then click on the "My Health In Motion™" box and start your profile.

You may also call Member Services for more information. The My Health In Motion™ Rewards Program and incentives may be modified or terminated at any time, with or without notice, at L.A. Care's sole discretion.

* Go to page 7 for detailed information about the Health Assessment.

** The Bullseye Design, Target[®] and Target[®] Gift Cards are registered trademarks of Target[®] Brands, Inc. Terms and conditions are applied to gift cards. Target is not a participating partner in or sponsor of this offer.

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**** More information on the My Health In Motion™ Rewards Program, points accumulation, and how to redeem gift cards can be found on the My Health In Motion™ site.

Programs to Manage YOUR HEALTH

Our Care Management team is made up of nurses, social workers, community health workers and care coordinators who will help you with your health are needs.

The Care Management team mainly meets with you over the phone, but we can arrange for an in-person visit with a community health worker.

Our Care Management team will:

- ⚡ Help you understand your health conditions
- ⚡ Help you get the care you need
- ⚡ Work together with you and your doctor(s)
- ⚡ Connect you with benefits and resources you may be eligible for, such as transportation to the doctor, caregiver assistance, or behavioral health services

Our goals are to help you:

- ⚡ Live as independently as possible
- ⚡ Learn how to navigate the health care system
- ⚡ Work with your doctors so you only go to the emergency room or hospital when you need to
- ⚡ Know how to find the support and services you are eligible for

For more details about our services, please call the **Care Management staff** toll-free at **1.844.200.0104**. We are here: **Monday – Friday**, 8 a.m. – 5 p.m. (except on some holidays).



“L.A. Cares About Your Heart” is a no-cost program to help you manage your hypertension. When you join, your Care Manager will work with your doctor to help you get an arm cuff blood measuring device, if eligible.

Your Care Manager will explain how to use the device and help you figure out lifestyle adjustments so you can manage your hypertension more easily.

 **In the L.A. Cares About Your Heart® Program, our Care Managers will:**

- ⚙️ **Help** show you how to monitor your blood pressure at home
- ⚙️ **Review** medicines you take for your blood pressure
- ⚙️ **Show** you steps to take to improve your heart health
- ⚙️ **Give** you tips for talking about your hypertension with your doctor

 **This program is right for you if:**

- ⚙️ You’ve recently been diagnosed with hypertension, or
- ⚙️ You’re interested in taking steps towards managing your blood pressure, or
- ⚙️ You just want to learn more about ways to improve your heart health.

If you would like to sign up for the program, or speak with a **Care Manager**, please call us at **1.855.707.7852 (TTY/TTD: 711)**. We are here: **Monday – Friday, 8 a.m. – 5 p.m.** (including holidays).



Outside of our normal operating hours, you can call the **Nurse Advice Line 24-hours a day** (including holidays) at **1.800.249.3619 (TTY 711)**.

Wellness SERVICES

 **L.A. Care’s Behavioral Health Services**

Mental Health and Substance Use Disorder (MH/SUD) services are covered through Carelon Behavioral Health.

Mental Health Services may include treatment for anxiety, depression, and/or other related mental health conditions. Substance Use Disorder services are available for treatment for alcohol or drug use. **No prior authorization is required** for an initial mental health assessment.

Carelon Behavioral Health
1.877.344.2858 (TTY 1.800.735.2929)
www.plan.carelonbehavioralhealth.com/members/dashboard
 Available **24 hours a day, 7 days a week**

Behavioral Health Treatment (BHT) / Applied Behavior Analysis (ABA)

Behavioral Health Treatment for individuals under 21 years of age are offered through Carelon Behavioral Health. This includes ABA and similar evidence-based treatments with a recommendation from a physician or psychologist that these services are medically necessary. A diagnosis of Autism Spectrum Disorder is no longer required for authorization of these services.

For more information please contact **Carelon Behavioral Health** at **1.877.344.2858**.

Community Resources

- ⚙️ **Suicide Prevention and Mental Health Crisis Lifeline.** The National Suicide Prevention Lifeline provides confidential emotional support to people in suicidal crisis or emotional distress **24 hours a day, 7 days a week**, across the United States. **Call or text 988, www.988california.org**
- ⚙️ **National Alliance for Mental Illness (NAMI).** Warm Line Non-crisis support for anyone struggling with mental health and substance abuse issues **1.800.950.6264, namila.org**

Acupuncture

L.A. Care is contracted with **American Specialty Health Plans of California, Inc.** (ASH) to provide acupuncture services to L.A. Care Covered™ members on a referral basis. Acupuncture is a form of treatment that uses needles as an aid to encourage healing.

Acupuncture has been shown to be useful as a supplemental or acceptable alternative treatment for a variety of conditions mostly related to pain control and nausea (including related to post-chemotherapy and pregnancy). It is a safe, painless and useful way to treat many health conditions.

To access unlimited acupuncture benefits through ASH just follow these simple steps:

- 1** Visit ASH's website at ashlink.com/ash/LACareAcu or call **1.800.678.9133** to find an acupuncturist near you.
- 2** Call the acupuncturist directly to schedule your appointment.
- 3** **At the time of your appointment,** your acupuncturist will verify your eligibility using your L.A. Care member ID card.

Then, simply pay any designated co-pay for services rendered. Co-pays vary, based on your plan. **Below are the benefits:**

Benefit	Description	Frequency
Acupuncture	Various acupuncture services	Unlimited

Acupuncture Treatments are Important

American Specialty Health Plans of California, Inc. is dedicated to providing access to caring healthcare providers to serve your health needs.

As one of the nation's leading health and well-being companies, their mission is to empower individuals to live healthier and longer.



Transgender HEALTH SERVICES

L.A. Care Health Plan covers transgender services (gender-affirming services) as a benefit when they are medically necessary or when the services meet the criteria for reconstructive surgery and procedures.

If you have questions about transgender health services, please reach out to us via phone **213.694.1250 x 4267** or email transgenderhealthprogram@lacare.org



KNOW YOUR RIGHTS

QUALIFYING Life Events

L.A. Care understands that certain life events may require you to update your coverage outside of **Open Enrollment**. A qualifying life event allows you to update your plan coverage.

If you have any qualifying life event(s) that may require updates to your plan, contact us for one-on-one assistance. We want to make sure that your plan keeps up with your life's changing needs.

What are Qualifying Life Events?

During the benefit year (January 1 – December 31), you can change your plan benefit coverage if there is a qualifying life event that affects you or your dependents' eligibility. You must report changes within 60 days to Covered California™ to be eligible to make updates to your plan.

Please refer to your Evidence of Coverage for a complete list. Here are some examples of qualifying life events:

1 Your legal marital status changes due to:

- **Marriage** or domestic partnership
- **Divorce**, legal separation, or annulment
- **Death** of your spouse

2 The number of your eligible children changes due to:

- **Birth** or adoption of a child
- **Your child** gains or loses eligibility for coverage under your plan

3 Eligibility for health insurance changes due to:

- A change in income
- You or a family member's COBRA coverage from a previous employer expires
- You or a family member becomes eligible for or loses Medi-Cal
- You or a family member loses coverage under a government's or educational institution's plan
- You or a family member becomes eligible for the California app-based driver stipend
- You and your family become eligible for coverage under the California State Strike
- Lockout program due to a Strike Lockout or other labor action at your employer

Renewal Period

The renewal period starts on November 1st and ends on January 31st of the next year. Early in October, you will receive a notice from Covered California™ and from L.A. Care that provides you with information on how to renew your Covered California™ coverage.

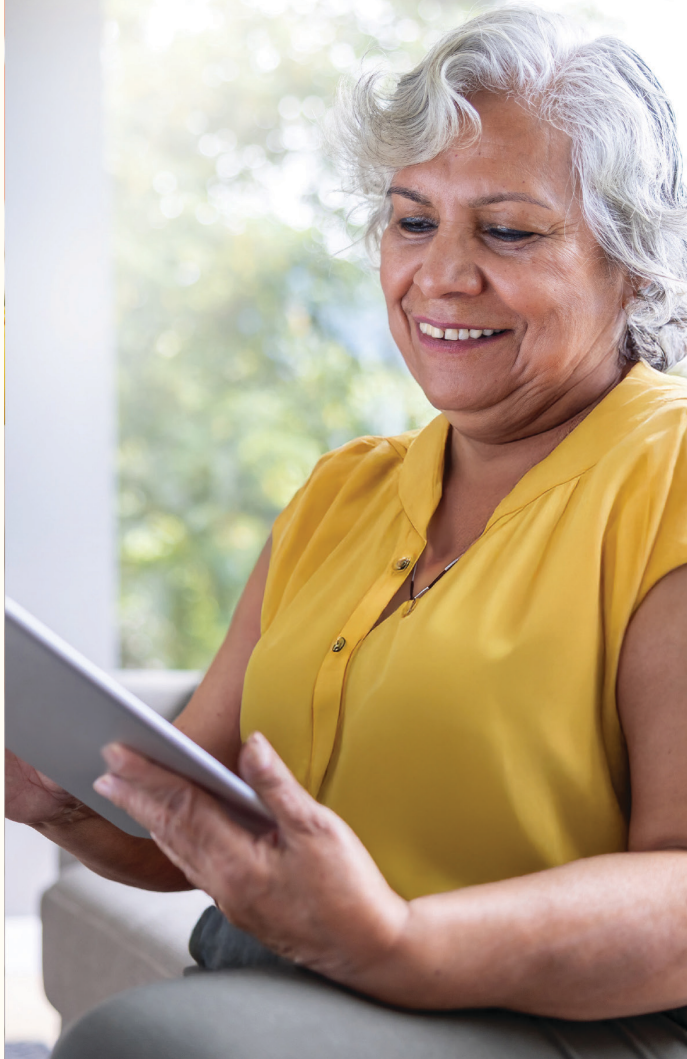
You may also log in to your Covered California™ account if you wish to find out if your premium costs will change in the upcoming year, or if you have other questions.

Important Things to Consider

- **You do not need to take any action** if you wish to keep your current plan; you will be automatically renewed in the same plan for the following year.
- The **Renewal and Open Enrollment Periods** are the perfect time to evaluate if your current plan meets your needs. During this time, you can select a new L.A. Care Covered™ plan without a qualifying life event. If you need help selecting a new plan, go to lacare.org/health-plans/la-care-covered/shop-plans
- Check the Covered California™ website for the most current information.

For personalized assistance, please call **Member Services** at **1.855.270.2327** (TTY 711).





Notice of Health PLAN DISCLOSURES

You can learn more about what your health plan offers. The information listed below can be found on our website at [lacare.org](https://www.lacare.org). If you would like paper copies, please call us at **1.855.270.2327 (TTY 711)**, 24 hours a day, 7 days a week, including holidays.

Basic Information

- What benefits and services are covered
- What benefits and services are not covered
- How my health plan makes decisions about when new treatments will become benefits
- What care you can and cannot get when you are out of Los Angeles County or the L.A. Care Covered™ network
- How to access care when you are out of Los Angeles County
- How to change or get care from your Primary Care Physician (PCP)
- How to get information about doctors
- How to get a referral for special specialty care, behavioral healthcare services or to go to the hospital
- What to do when you need care right away or when the office is closed
- What to do if you have an emergency
- Information about cost sharing and other charges
- How to get prescriptions filled, pharmacy program information and updates
- Co-payments and other charges
- What to do if you get a bill
- How to keep you and your family healthy
- How your health plan evaluates new technology to decide if it should be a covered benefit
- Submit a complaint

Special Programs

L.A. Care has the following Special Programs:

- **The Quality Improvement (QI) and Health Equity Program helps us improve the quality of care, equity, and safety of care and services delivered to our members.** This program tells us how to measure our progress so that we can meet our goals, provide quality services and decide what we may need to change.
- **Case Management Program** for members who have ongoing medical needs.
- Programs to better manage diseases like diabetes or asthma.

Visit our website lacare.org and go to the section “**About Your Health Plan**” to learn more about these programs.



How Decisions Are Made About Your Care

- How our doctors and staff make decisions about your care based only on need and benefits. We do not encourage doctors to provide less care than you need, and doctors are not paid to deny care.
- How to reach us if you want to know more about how decisions are made about your care.
- How to appeal a decision about your care, including external independent reviews.

Member Issues

- Your rights and responsibilities as a health plan member
- How to voice your concerns if you are unhappy
- What to do if you are disenrolled from your plan
- How L.A. Care protects and uses your personal health information
- How to get help if you speak a different language

GETTING CARE in Your Language

L.A. Care Covered™ Speaks Your language

L.A. Care Covered™ is here to help you. Understanding your health is important and we want to make sure you can get care in your language. Call L.A. Care Covered™ Member Services at **1.855.270.2327 (TTY 711)** to:

- 1 **Find** a doctor who speaks your language.
- 2 **Request** an interpreter for your doctor appointments.

Qualified interpreters are trained professionals who know medical words in English and your language. They help you and your doctor talk while keeping your conversation private.

You do not need to ask your friends, family, or children to interpret for you. **These services are free.** If you are deaf or hard of hearing, we have **American Sign Language** interpreters available.

How to Request an Interpreter

Call L.A. Care Covered™ Member Services at **1.855.270.2327 (TTY 711)** at least **10–15 business days** before your appointment.

When you call, please have this information ready:

- 1 **Your language**
- 2 **Date, time and address** of your appointment
- 3 **Preferred** interpreter gender

Be sure to request an interpreter for each doctor’s visit. If you need to reschedule or cancel your appointment, let us know as soon as possible.

Providing interpreters is one way L.A. Care Covered™ makes sure you get the care you need—when you need it, in your language.

Frequently Asked QUESTIONS

ENROLLMENT and Coverage

1 What do I do if I didn't receive my member ID card or if the information on the card is wrong?

You may request a new member ID card through L.A. Care *Connect*[™] (members.lacare.org), or call L.A. Care's Member Services at **1.855.270.2327 (TTY 711)** to request a replacement. To make changes to your information, please contact Covered California[™] at **1.800.300.1506 (TTY 1.888.889.4500)**.

2 How do I know who my Primary Care Physician is?

You will receive your member ID card within a few days of receiving this Welcome Kit. Your Primary Care Physician is identified on your member ID card beneath your name and member ID number.

You can also find an explanation of the member ID card in the Getting Started section of this Welcome Kit.

3 How do I change my Primary Care Physician?

Sign in to L.A. Care *Connect*[™] (members.lacare.org), select "**Change My Doctor**" and follow the instructions. You can also request a change with Member Services at **1.855.270.2327 (TTY 711)**.

4 How do I find a provider or specialist in my network?

Sign in to L.A. Care *Connect*[™] (members.lacare.org) select "**My Doctor**" and follow the instructions to search for a doctor. You can also request assistance through **Member Services** at **1.855.270.2327 (TTY 711)**.

5 What do I do if I need care soon, but it's not an emergency?

If your regular doctor is not available soon enough to treat you, you can access care through an urgent care center or at a retail clinic. Find urgent care and retail clinics locations through L.A. Care's online Provider Directory.

You can also use the Teladoc service which offers virtual doctor visits through telephone and video conferencing.

Teladoc can provide care for:

- Minor illnesses
- Minor injuries
- Seasonal sickness and allergies
- Skin conditions and treatments

You can access Teladoc through the **Teladoc App** for your smartphone, through the Teladoc website at member.teladoc.com/lacare or through your phone at **1.800.TELADOC (1.800.835.2362)**

Additional information is available on the L.A. Care website at lacare.org/members/getting-care/urgent-care/telehealth

6 What is the difference between an urgent care center and a retail clinic?

Urgent care centers and retail clinics are both options when you need care soon, but your primary care doctor is not available.

An urgent care center offers walk-in care staffed by a doctor and/or a nurse practitioner and provides care for conditions that are not life threatening, such as:

- Flu or other common illnesses
- Fever
- Headache
- Minor injuries, such as a sprained ankle
- Cuts or small wounds

Retail clinics also offer walk-in services staffed by a nurse practitioner and offer fewer services than an urgent care center, such as:

- Cough and cold
- Ear, nose, and throat infections
- Minor injuries
- Sunburn
- Skin conditions

7 What do I do if I need emergency or urgent care outside of LA County?

You should get emergency or urgent care at the nearest emergency facility (doctor's office, clinic, or hospital), including when you are traveling outside of California or the United States. These services do not require a referral or approval from your PCP.

You may have to pay for these services out of your pocket and submit a claim to L.A. Care for reimbursement.

8 How do I get information to help me understand my health symptoms and care options?

The L.A. Care Nurse Advice Line can help you.

Our registered nurses can provide general health information and advice to help through an urgent care center or at a retail clinic to guide your health choices, whenever you need it.

Call **1.800.249.3619 (TTY 711)** any time, day or night.

9 How do I get the details of my coverage?

This **Member Benefit and Resource Guide** includes a **separate summary of your benefits**. Full details of the plan and benefits can be found in the **Evidence of Coverage (Member Handbook)** which is available in the **Member Documents** section on the lacare.org website.

10 What do I do if I'm currently seeing a doctor who is not in the L.A. Care Network?

This **Member Benefit and Resource Guide** includes a form to request Continuity of Care, please refer to this form and follow the provided directions.

Billing and PREMIUMS

11 After I pay my first month of coverage, when should I expect each monthly bill?

L.A. Care will either mail or email your monthly bill notice on or before the 5th day of each month for coverage in the following month.

L.A. Care offers four different ways to make a payment:

- **Online**
- **Phone** (Interactive Voice Response – IVR)
- **Mail**
- **In Person**

For details, please see **page 8** of this **Welcome Kit**.

12 If I set up recurring payments, when will the payments be withdrawn from my account?

Recurring payments are automatically withdrawn from your account every month on the last day of the month, in payment for coverage for the following month.

13 How do I change the account associated with my recurring payment?

- Sign in to L.A. Care *Connect*[™] (members.lacare.org).
- Go to my payments and select recurring payments to edit.
- If you need assistance through the process, contact **Customer Solution Center** at **1.855.270.2327 (TTY 711)**.

14 How can I receive my bills electronically?

You have the option to go online to view and pay your bill through the **View and Pay My Bill** feature on your L.A. Care *Connect*™ account. You may also access your bill information on the telephone through our IVR system at **1.855.270.2737, option 3**.

15 What happens if I don't make my payment by the due date?

Your account will be placed in grace period status to allow you time to correct the oversight.

16 What is a grace period and how long does it last?

A grace period is a timespan after your monthly premium is due. If you haven't made your payment, you may do so during the grace period to avoid losing your health care coverage.

L.A. Care will send you a Grace Period Notice to inform you that coverage will be terminated as of the last day of the first month of the grace period.

L.A. Care will place you and your dependents on a grace period after you have missed your monthly premium payment.

The length of your grace period depends on whether you receive premium assistance, also known as a subsidy (Federal Advance Premium Tax Credit or California Premium Subsidy) through Covered California™.

- Members with either federal or state (or both) premium assistance receive a three-month grace period
- Members without premium assistance receive one-month grace period

All monthly premium payments must be paid in full before the end of the grace period. If you pay before then, you and your dependents' coverage will remain active.

17 Would I still be able to use my coverage if I am on grace period?

L.A. Care will provide covered services to you during the first month of the grace period; you are still responsible for any applicable deductibles, coinsurance, and co-pays. If you receive a three-month grace period, L.A. Care will suspend claims payments for services received during the second and third month if you have not paid your premium due in full.

Once the premium is paid in full before the end of the grace period, claims payments will move forward. If you do not pay your full premiums before the end of the grace period, your coverage will be cancelled and you will be responsible for the full cost of any services received during the second and third months of the grace period. **Please see the Member Handbook for additional details.**

18 What if I lost my bill?

If you have already established an online L.A. Care *Connect*™ member account, you may view or print a copy of your bill by logging into members.lacare.org.

You may also pay your bill online without needing to print a copy.

19 What if I have other questions about my bill?

If you have other questions about your bill or premium payment, we have a dedicated team ready to assist you.

For personalized assistance, please call the **Customer Solutions Center** at **1.855.270.2327 (TTY 711)**.

Representatives are available **24 hours a day, 7 days a week**, including holidays to help you.

