

Frequently Asked Questions and Answers

Q I am already getting free medical care. What more does this program offer me?

A We are offering additional benefits to Healthy Way LA members. We will have health education services to help you live healthy and a nurse and Customer Service Department 24 hours a day, 7 days a week, and holidays. For more information, please refer to the section, "What Are Some of the Healthy Way LA Benefits?" in this brochure.

Q I have not been a legal permanent resident for 5 years and I am not a U.S. citizen. Can I still get medical care at the county facilities or my local clinic?

A You need your documents in order to get the additional benefits that come with the new Healthy Way LA program. If you do not have any documents, you can still get the medical care you have been getting from us or other clinics or health centers.

Nonprofit Org.
U.S. Postage
PAID
Van Nuys, CA
Permit No. 462



Healthy Way LA! A NEW PROGRAM In addition to our other free medical care programs

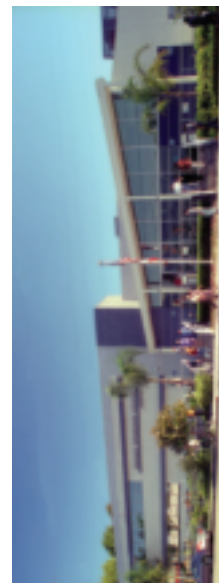


Main Office
18646 Oxnard Street, Tarzana, CA 91356
1-800-996-1051
www.TarzanaTC.org

Tarzana Treatment Centers, Inc. (TTC) does not discriminate against any person on the basis of race, color, sex, gender identity, national origin, disability, or age in admission, treatment, or participation in its programs, services and activities, or in employment.



18646 Oxnard Street, Tarzana, CA 91356



WHAT IS HEALTHY WAY LA?

Healthy Way LA is a **no cost** health program that provides health care coverage to low-income uninsured adult citizens and legal residents. This health care coverage is provided at Healthy Way LA clinics and health centers.

Who is eligible?

- You are a Los Angeles County resident.
- You are between 19 and 64 years of age.
- You have no health insurance.
- You have been a legal permanent resident for at least 5 years or you are a United States citizen.
- You meet certain monthly income levels.

Remember you are still eligible for our other free medical care services. Call now!

For more information call Customer Service:

**Northridge
818-534-1820**

**Antelope Valley
661-723-4829**



Tarzana Treatment Centers is accredited by the Joint Commission on Accreditation of Health Care Organizations.

WHAT ARE SOME OF THE HEALTHY WAY LA BENEFITS?

Health benefits include:

- You will receive coordinated medical care
- Many clinics or health centers to choose from
- ID Card to let people know you are a member of Healthy Way LA
- Routine and preventive health care services
- Health education services to help you live healthy and prevent disease
- Toll free member information line 24 hours a day, 7 days a week, including holidays
- A toll free Nurse Advice Telephone Line 24 hours a day, 7 days a week, including holidays
- A benefit package of services including: preventive and primary care services, as well as care management services, designed to treat individuals with chronic health care conditions such as: Hypertension, Diabetes, Congestive Heart Failure, Asthma, or Dyslipidemia (High Cholesterol)

If you do not meet the eligibility criteria listed for this program, don't worry. We have the perfect program to provide you and your family quality health care and much more.

- Family Medical Care
- Medical Detoxification
- Mental Health Services
- Residential Rehabilitation
- Family Counseling
- Outpatient Services
- Youth Services
- Women's Services
- HIV/AIDS Services

No need to suffer alone. We are here to help. Call a representative today for the perfect referral to address all of your needs.

HOW TO ENROLL IN HEALTHY WAY LA?

To enroll in Healthy Way LA, please bring proof of identity and citizenship or legal residency to your hospital, comprehensive health center, clinic or health center. Also, bring proof of income, if available.

What documents do you need to bring?

Bring ONE of the following original documents which will be photocopied and returned to you:

- U.S. Passport,
- Certificate of Naturalization,
- Certificate of Citizenship, or
- Permanent Resident Card (Green Card).

Or bring the following TWO documents:

1) U.S. Birth Certificate or Military Discharge Form DD214

AND 2) Driver's License, School Identification with Photo, or U.S. Military Identification Card.

For income verification, please provide one of the following:

- A month's worth of paycheck stubs
- Copy of last year's federal income tax return
- Signed letter from your employer that shows the gross amount paid and the date of paycheck being reported.

For other acceptable documents, please call Customer Service:

**Northridge 818-534-1820
Antelope Valley 661-723-4829**