L.A. Care Health Plan Medi-Cal Tip Sheet
-Member Questions or Concerns
-Referrals to L.A. Care Programs
-Helpful Numbers

Prepared for Regional Centers of Los Angeles County
December 2011
Check your L.A. Care Member ID Card.

L.A. Care and Plan Partner Member Services Phone Numbers

La Care 1-888-839-9909
Anthem Blue Cross: 1-888-285-7801
Care 1st Health Plan: 1-800-605-2556
Kaiser Permanente: 1-800-464-4000

Important Questions
Which is your Plan? Which Primary Care Doctor and Medical Group / IPA are you assigned to?

Note: that a member’s assigned Primary Care Doctor must submit all specialty referrals to assigned Medical Group. The member’s L.A. Care identification card lists the Primary Care Physician and Medical Group contact information.
L.A. Care’s Member Services

- Members of L.A. Care Health Plan (or families/Regional Center staff) can call our **Member Services** department 24 hours a day, seven days a week if they have questions about:
  - Changing their Primary Care Physician
  - Requesting an L.A. Care Identification Card
  - Request for a provider directory
  - Assistance with pharmacy issues

**L.A. Care Health Plan speaks your language!**

1-888-839-9909 (TTY: 1-866-522-2731)

Note: If you would like to enroll/disenroll from L.A. Care Medi-Cal please contact Health Care Options directly at 800.430.4263, L.A. Care does not handle Medi-Cal enrollment/disenrollment, you must contact HCO.
L.A. Care’s Health Navigators

Health Navigators are Member Services staff with extra training and experience serving seniors and people with disabilities. Health Navigators act as an L.A. Care member’s personal health plan assistant.

They will:
• Inform members about their benefits
• Help if they have difficulty scheduling appointments or obtaining their prescriptions
• Connect members with community resources as needed
• Serve as member’s guide within L.A. Care Health Plan

For more complex issues or questions, you can always ask to speak to a Health Navigator (Mon-Fri, 8 a.m. to 5 p.m.)

How to reach a Health Navigators


Email: MS_Member_Relations@lacare.org (NOTE: this email address is only monitored during business hours).
L.A. Care’s Direct Response Unit

What is the L.A. Care’s Direct Response Unit?
Your source for enrollment information for all of L.A. Care’s direct programs including Medicare Advantage Special Needs Plan and Medi-Cal.
– A team of trained L.A. Care representatives.
– Evenings and weekend service provided by answering service with live call representatives capturing purpose of call. Direct Response Unit Representatives return call the next day.
– Available: Monday – Friday, 8:00 am – 5:00 pm

Referral and Inquiry Follow-up:
– Streamlined process for response to referrals and inquiries
  • Quick response time to client, care provider and service coordinator inquiries
  • Referral/Inquiries are processed by the Direct Response Unit Representatives and are immediately assigned to Health Plan Representatives. All Representatives have received additional training on Regional Centers and passed the exam with a score of 85% or better.
  • Referral and inquiry outcome status reports can be provided on a next day basis (weekly or monthly options are also available).

You can reach the L.A. Care Direct Response Unit at (213) 438-5647
## Important Phone Numbers

<table>
<thead>
<tr>
<th>For:</th>
<th>Who to contact</th>
<th>Phone</th>
<th>Email/website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enrollment inquiries and assistance for L.A. Care Medicare Advantage HMO Special Needs Plan or request for an in-home presentation on the LA Care Medicare Advantage Special Needs Plan</td>
<td>L.A. Care’s Direct Response Unit</td>
<td>213-438-5647</td>
<td><a href="mailto:DirectResponseUnit@lacare.org">DirectResponseUnit@lacare.org</a></td>
</tr>
<tr>
<td><strong>How to enroll/disenroll into L.A. Care Medi-Cal Plan.</strong></td>
<td>Health Care Options (HCO) Contact HCO for all Medi-Cal enrollment /disenrollment from L.A. Care. <strong>Reminder: L.A. Care does not handle Medi-Cal plan enrollments/disenrollments members must contact HCO.</strong></td>
<td>1-800-430-4263</td>
<td><a href="http://www.healthcareoptions.dhcs.ca.gov">www.healthcareoptions.dhcs.ca.gov</a></td>
</tr>
<tr>
<td><strong>Member Inquiries and Support – Medicare and Medi-Cal</strong></td>
<td>L.A. Care Member Services</td>
<td>1-888-838-9909</td>
<td></td>
</tr>
<tr>
<td><strong>Complex L.A. Care Member Inquiries and Support – Medicare and Medi-Cal</strong></td>
<td>L.A. Care Member Services Health Navigator</td>
<td>1-888-838-9909</td>
<td><a href="mailto:MS_Member_Relations@lacare.org">MS_Member_Relations@lacare.org</a></td>
</tr>
<tr>
<td><strong>What to do if member is having an issue with obtaining a referral in a timely manner?</strong></td>
<td>1) Contact the assigned Primary Care Physician Office? 2) Contact the Medical Group/IPA for status? If you are still experiencing difficulties contact the L.A. Care Utilization Management line: 1-877.431.2273 FAX: 213.623.8669</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
# Important Phone Numbers

<table>
<thead>
<tr>
<th>For:</th>
<th>Who to contact</th>
<th>Phone</th>
<th>Email/website</th>
</tr>
</thead>
<tbody>
<tr>
<td>L.A. Care Medi-Cal Member Psychiatry and Mental Health Referrals.</td>
<td>L.A. County Department of Mental Health provides all mental health services and referrals to Medi-Cal recipients.</td>
<td>24/7 access 800.854.7771</td>
<td><a href="http://dmh.lacounty.gov/wps/portal/dmh">http://dmh.lacounty.gov/wps/portal/dmh</a></td>
</tr>
<tr>
<td>L.A. Care Medi-Care Advantage Member Psychiatry and Mental Health Referrals.</td>
<td>Contact CompCare for Psychiatric and Mental Health Referrals</td>
<td>1-877-344-2862</td>
<td><a href="https://www.compcare.com">https://www.compcare.com</a></td>
</tr>
<tr>
<td>How to Locate an L.A. Care Provider</td>
<td>Call L.A. Care Member Services or do an online provider search on the L.A. Care website</td>
<td>800-430-4263</td>
<td><a href="https://www.lacare.org/members/medi-cal/findadoctor">https://www.lacare.org/members/medi-cal/findadoctor</a></td>
</tr>
<tr>
<td>Doctors and Specialists interested in becoming an LA Care provider</td>
<td>For information about joining the L.A. Care network, please contact our Provider Network Operations Department</td>
<td>1 (888) 4LA-CARE or 1-888-452-2273</td>
<td><a href="https://www.lacare.org/providers/becomeprovider">https://www.lacare.org/providers/becomeprovider</a></td>
</tr>
</tbody>
</table>