



**L.A. Care**  
HEALTH PLAN®

## 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.



Medi-Cal Program

MEMBER NAME

MEMBER ID

EFFECTIVE DATE

DOB

LANGUAGE

PCP



MEMBER NAME:  
CIN #:  
MEMBER #:  
EFF. W/CARE 1st:  
PCP/ MEDICAL GROUP:

Member Services:  
1-888-839-9909

## 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

Kaiser Foundation Health Plan, Inc.  
Southern California Region

Prefix      Medical Record No.      Date of Birth

Name: First M Last      Gender

For information about your Health Plan benefits: 1-800-464-4000  
After-hours nurse advice: 1-888-576-6225      members.kp.org



MEMBER  
JOHN DOE  
ID CARD NO./CIN NO.  
XXX-000000000X

Group No.      XXXXXX  
Coverage Code      XXXXX  
Member Effective Date      00/00/00  
PCP Effective Date      00/00/00  
Plan Code      040



## 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

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

**Email: [MS\\_Member\\_Relations@lacare.org](mailto: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

For:	Who to contact	Phone	Email/website
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	L.A. Care's Direct Response Unit	213-438-5647	DirectResponseUnit@lacare.org
How to enroll/disenroll into L.A. Care Medi-Cal Plan.	Health Care Options (HCO) Contact HCO for all Medi-Cal enrollment /disenrollment from L.A. Care.  <b>Reminder: L.A. Care does not handle Medi-Cal plan enrollments/disenrollments members must contact HCO.</b>	1-800-430-4263	<a href="http://www.healthcareoptions.dhcs.ca.gov">www.healthcareoptions.dhcs.ca.gov</a>
Member Inquiries and Support – Medicare and Medi-Cal	L.A. Care Member Services	1-888-838-9909	
Complex L.A. Care Member Inquiries and Support – Medicare and Medi-Cal	L.A. Care Member Services Health Navigator	1-888-838-9909	<a href="mailto:MS_Member_Relations@lacare.org">MS_Member_Relations@lacare.org</a>
What to do if member is having an issue with obtaining a referral in a timely manner?	1) Contact the assigned Primary Care Physician Office?  2) Contact the Medical	If you are still experiencing difficulties contact the L.A. Care Utilization	

# Important Phone Numbers

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