



March 20, 2024

RE: Transitional Care Service Notifications of Hospital or Facility Admissions for L.A. Care Direct Network Members

Dear L.A. Care Direct Network Provider,

The period following a hospital or nursing facility admission is often a difficult time of adjustment for patients. It is important for patients to see their physicians immediately following their discharges so they can get the assessments, guidance, and medication reconciliation they need.

As part of L.A. Care Health Plan (L.A. Care) efforts to support these transitions, a notification will be faxed to your office whenever L.A. Care is made aware of a hospital or facility admission for one of your L.A. Care Direct Network patients. We hope the notification will help you stay informed of your patients' conditions and plan for post-discharge visits with your patients. Please see following page for a notification sample.

In addition to sending you these notifications, L.A. Care also offers specialized post-discharge support for your Direct Network patients who need it.

Any of your Direct Network patients who require additional support following a hospital or facility admission can be referred to the Transitional Care Services (TCS) Program for rapid assistance. They will receive coordination and support from a TCS Care Manager or Community Health Worker to ensure all needed resources and services are received at home.

Refer your patients for TCS support within 30 days of discharge by contacting the TCS Program directly:

- TCS Phone: (888) 524-4832
- Encrypted Email*: TCS_Program@lacare.org

We appreciate your partnership in caring for our Direct Network patients. Together with your care, our Care Management and TCS programs can make a significant difference in how your patients cope with and manage their health conditions after they have experienced a hospital or facility admission.

We look forward to working with you to help patients get better.

Thank you,

Transitional Care Services and Care Management Team
L.A. Care Health Plan

