

Cal MediConnect Contacts

Contracted Provider Authorization/Billing Contacts

When L.A. Care is Financially Responsible

Department	Contact Information	Online Materials <i>(links to plan-specific provider materials)</i>
Authorizations *Only when L.A. Care is responsible <ul style="list-style-type: none"> • Prior authorizations • Converting TARs to plan authorizations • Continuity of Care (COC) <p><i>Please note that there are separate individuals to contact regarding prior vs. regular authorizations, or for different types of authorizations (e.g. outpatient vs. inpatient)</i></p>	Name: L.A. Care Utilization Management Phone: 877-431-2273 Inpatient Fax: 877-314-4957 Outpatient Fax: 213-438-5777 COC Unit Phone: 1-855-351-9251 COC Email: COC@lacare.org Hours: 24 hours	Utilization Management Authorization Form: http://www.lacare.org/providers/provider-resources/provider-forms COC Resources: http://www.calmedconnectla.org/continuity-care *Refer to delegation matrix on L.A. Care's website for detailed information regarding the entity responsible for authorizing services. Generally, PPGs/IPAs in the CMC network are responsible for authorizing all services (with the exception of Behavioral Health, Chiropractic, Dental, Transportation, and Vision). Check Eligibility to verify IPA.
Behavioral Health <ul style="list-style-type: none"> • BH access and care coordination • BH provider support • BH education & training 	Name: Beacon Health Strategies Phone: 877-344-2858 (24 hours referral) L.A. Care's Behavioral Health Provider Support Line: 844-858-9940 Fax: 213-438-5093 Email: behavioralhealth@lacare.org Hours: 8am – 5pm	BH Services http://www.lacare.org/providers/behavioral-health/behavioral-health-services Specialty BH Services http://www.lacare.org/providers/behavioral-health/specialty-mental-health-services
Cal MediConnect Program Lead	Name: Maria Lackner Phone: 213-694-1250 x4010 Email: mlackner@lacare.org	http://www.calmedconnectla.org/
Care Management <ul style="list-style-type: none"> • Make a referral 	Name: L.A Care Case Management Phone: 1-844-200-0104 Fax: 213-438-5077 Email: cmreferral@lacare.org Hours: 8 am – 5 pm	Case Management Resources: http://www.lacare.org/providers/provider-resources/provider-faqs
Claims/Billing *Only when L.A. Care is responsible <ul style="list-style-type: none"> • Submitting claims Receiving payments	Name: L.A. Care Claims Department Phone: 888-452-2273 Address: PO BOX 811580 Los Angeles, CA 90081	Claims Resource: http://www.lacare.org/providers/claims-and-icd-10/submitting-claim * Refer to delegation matrix on Provider Portal for detailed information regarding the entity responsible for paying claims. Generally, PPGs/IPAs in the CMC network are responsible for paying all professional claims. At times, L.A. Care, or the CMC member's capitated hospital (if applicable) is responsible for paying all facility or ancillary provider claims (with the exception of Long Term Care (LTC), Behavioral Health, Chiropractic, Dental, Transportation, and Vision). Check Eligibility to verify IPA



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<p>Long-Term Services & Supports Providers</p> <ul style="list-style-type: none"> • LTSS care management • LTSS contracting • LTSS authorizations • Converting TARs to plan authorizations 	<p>Name: L.A. Care Managed Long Term Services and Support (MLTSS) Phone: 855-427-1223 Fax: 213-438-4877 Email: mltss@lacare.org Hours: 8 am – 5 pm</p>	<p>Managed Long Term Services and Support Resources: http://www.lacare.org/members/member-services/medi-cal-ltss</p>
<p>Member Services/ Member Eligibility</p> <ul style="list-style-type: none"> • Member plan eligibility • Resources for patients 	<p>Name: L.A. Care Member Services Phone: 1-888-522-1298 TTY: 1-866-522-2731 Fax: N/A Email: N/A Hours: 8 am – 5 pm</p>	<p>Cal MediConnect: http://www.calmediconnectla.org/providers/benefits</p> <p>L.A. Care Medi-Cal http://www.lacare.org/members/member-docs/member-handbooks</p>
<p>Provider Contracting</p> <ul style="list-style-type: none"> • Contracts • Delegation Information 	<p>Name: Norma Carrillo Phone: 213-694-1250 x4233 Fax: 213-438-5016 Email: ncarrillo@lacare.org Hours: 7:30 am – 3:30 pm</p>	<p>Tools and resources for contracted providers are available on our Provider Portal.</p> <p>Join our Network: http://www.lacare.org/providers/join-our-network/become-a-provider</p>
<p>Provider Relations</p> <ul style="list-style-type: none"> • Provider Support 	<p>Name: L.A. Care Provider Relations Department Phone: 213-694-1250 x4719 Fax: 213-438-5032 Email: ProviderRelations@lacare.org Hours: 8 am – 5 pm</p>	<p>Provider Relations can provide access to the portal for contracted providers. Please request access via the Provider Relations email.</p> <p>Provider Resources: http://www.lacare.org/providers/provider-resources/cmcc-provider-resources</p>