**Cal MediConnect Contacts**

**Contracted Provider Authorization/Billing Contacts**

*When L.A. Care is Financially Responsible*

<table>
<thead>
<tr>
<th>Department</th>
<th>Contact Information</th>
<th>Online Materials (links to plan-specific provider materials)</th>
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</table>
| **Authorizations** *Only when L.A. Care is responsible*  
- Prior authorizations  
- Converting TARs to plan authorizations  
- Continuity of Care (COC)  

*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)*  

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](http://www.lacare.org/providers/provider-resources/provider-forms)  
- **COC Resources:**  
  [http://www.calmediconnectla.org/continuity-care](http://www.calmediconnectla.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 | 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:**  
- **Specialty BH Services:**  
  [http://www.lacare.org/providers/behavioral-health/specialty-mental-health-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  


| Care Management | 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](http://www.lacare.org/providers/provider-resources/provider-faqs)  

| Claims/Billing | Name: L.A. Care Claims Department  
Phone: 888-452-2273  
Address: PO BOX 811580 Los Angeles, CA 90081  

- **Claims Resource:**  

- *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.*
## Cal MediConnect Contacts

### Contracted Provider Authorization/Billing Contacts
When L.A. Care is Financially Responsible

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<tr>
<td><strong>Long-Term Services &amp; Supports Providers</strong></td>
<td>Name: L.A. Care Managed Long Term Services and Support (MLTSS) Phone: 855-427-1223</td>
<td>Managed Long Term Services and Support Resources: <a href="http://www.lacare.org/members/member-services/medi-cal-ltss">http://www.lacare.org/members/member-services/medi-cal-ltss</a></td>
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<td>Fax: 213-438-4877 Email: <a href="mailto:mltss@lacare.org">mltss@lacare.org</a> Hours: 8 am – 5 pm</td>
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<tr>
<td><strong>Member Services/Member Eligibility</strong></td>
<td>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</td>
<td>Cal MediConnect: <a href="http://www.calmediconnectla.org/providers/benefits">http://www.calmediconnectla.org/providers/benefits</a></td>
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<td>L.A. Care Medi-Cal <a href="http://www.lacare.org/members/member-docs/member-handbooks">http://www.lacare.org/members/member-docs/member-handbooks</a></td>
</tr>
<tr>
<td><strong>Provider Contracting</strong></td>
<td>Name: Norma Carrillo Phone: 213-694-1250 x4233 Fax: 213-438-5016 Email: <a href="mailto:ncarrillo@lacare.org">ncarrillo@lacare.org</a> Hours: 7:30 am – 3:30 pm</td>
<td>Tools and resources for contracted providers are available on our Provider Portal. Join our Network: <a href="http://www.lacare.org/providers/join-our-network/become-a-provider">http://www.lacare.org/providers/join-our-network/become-a-provider</a></td>
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<td><strong>Provider Relations</strong></td>
<td>Name: L.A. Care Provider Relations Department Phone: 213-694-1250 x4719 Fax: 213-438-5032 Email: <a href="mailto:ProviderRelations@lacare.org">ProviderRelations@lacare.org</a> Hours: 8 am – 5 pm</td>
<td>Provider Relations can provide access to the portal for contracted providers. Please request access via the Provider Relations email. Provider Resources: <a href="http://www.lacare.org/providers/provider-resources/cmc-provider-resources">http://www.lacare.org/providers/provider-resources/cmc-provider-resources</a></td>
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