



Comprehensive Behavioral Care (CompCare) is the managed behavioral health care organization that administers behavioral health benefits for L.A. Care's membership. CompCare is committed to working with Primary Care Physicians (PCP) in meeting members' needs. Here are some Frequently Asked Questions (FAQs) about CompCare services:

What kind of help can my patients get?

We can refer patients to the appropriate behavioral health care provider. CompCare contracts with credentialed group practices, independent practitioners, agencies, and facilities. A full range of care and services is available for your patient's behavioral health problems.

At CompCare, we want to make it easy for your patients to get the help they need, when they need it. If your patient is having difficulty in handling behavioral health or complex medical conditions, let us help.

What kind of help can my patients get immediately?

If your patients are experiencing a very serious situation, perhaps wanting to hurt themselves or someone else, do not hesitate to call 911 or send them (as appropriate) to the nearest emergency room or mental health center. We want to make sure your patients get the emergency care they need.

How does my patient get a referral?

L.A. Care Health Plan does not require a "PCP referral" for the patient to use CompCare's services. Your patient may get a referral directly from CompCare by calling **1-877-344-2858**. A Care Advocate will help set up an appointment with a behavioral health care therapist or doctor.

For PCPs however, CompCare welcomes your call at **1-877-344-2858** if you are assisting your patient in receiving a behavioral health care referral to a network provider. Additionally, CompCare staff will set up a psychiatric consult with a network practitioner for your patient at a medical or nursing home facility.

What do I do when the office is closed?

CompCare's licensed staff is always available to assist you with a member's urgent/emergency needs. CompCare may be contacted toll free at **1-877-344-2858** anytime, 24/7. For routine needs, call the same number during regular business hours: Monday through Friday, 8:30 a.m. to 5:30 p.m. (Eastern time).

Who will answer when I call?

A trained and experienced Care Advocate will answer the call during regular business hours. The Care Advocate will ask a few brief questions in order to locate the right therapist or doctor to meet your patient's needs. If your patient is having a more serious problem, or if you would like to speak to a licensed staff member, a Care Manager will take your call. A Care Manager is a mental health/substance abuse professional who will assess your patient's level of care needs or answer any of your questions. They are available at **1-877-344-2858** (follow the prompts).

How will I know what is happening to my patient after treatment begins?

It is CompCare's policy that all network behavioral health care providers make every effort to obtain the member's consent and to relay initial and concurrent information to the PCP in a timely manner.

In order to ensure safe and effective treatment for L.A. Care members, CompCare makes coordination of medical and behavioral health care our top priority. For additional information, please contact CompCare at **1-877-344-2858**.