

L.A. Care Connect Quick Reference Guide



L.A. Care
HEALTH PLAN®

For All of L.A.

L.A. Care Connect Quick Reference Guide

The L.A. Care Connect Quick Reference Guide is a tool created to assist members through the step-by-step process to sign up and access portal features. Please note an L.A. Care Connect account must be created with a valid email address.

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**Plans cannot be changed for members with D-SNP, LACC, LACD and PASC. Please refer to the back of your member identification card and call L.A. Care Member Services for further assistance on Plan Changes.*

L.A. Care Connect Overview

L.A. Care Connect provides you with a secure and easy to use platform to view and manage your health information. Upon logging into L.A. Care Connect, you will have access to a variety of resources tailored to your needs. Please note, the features and information available to you may vary depending on your health plan.

- 1 The **Navigation Menu** provides quick access to key features such as My Profile, Claims, Benefits, Authorizations, Cases, Messages, and Quick Actions.
- 2 The top **right corner features** the User Profile Link, Notifications Alert, and Language Set-up Icon.
- 3 The **Welcome Banner** displays your member information.
- 4 The **Announcements** section displays updates from L.A. Care.
- 5 The **Quick Actions** section links to frequently used member features.
- 6 The **Phone Directory** provides contact information for assistance.
- 7 Your member **ID Card Information** is displayed on the homepage.
- 8 The homepage provides a link to **Request a New ID Card** at the bottom.
- 9 The **Footer Links** provide access to important documentation, including the Privacy Policy, Terms and Conditions, Appeals and Grievances, and Contact Us.

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L.A. Care Connect Overview

The screenshot shows the L.A. Care Connect member portal interface. The layout is as follows:

- 1**: LA Care logo and navigation menu (Home, My Profile, Claims, Benefits, Authorizations, Cases, Messages, Quick Actions).
- 2**: User profile information (Welcome, Member #, Date of Birth) and logos for L.A. Care Covered and Covered California.
- 3**: Announcements section with a list of messages including "Member Portal Announcement for All Members across all LDBs".
- 4**: Quick Actions grid containing: Change My Doctor or Clinic, Find a Practitioner or Provider, Make A Payment, Pharmacy Center, Chat with a Nurse, My Health in Motion, Cost Summaries, Cost Estimator Tool, and Member Documents.
- 5**: ID Card Information section showing fields for Effective Date, Plan Level, Name, Member ID, PCP/Clinic, PCP Phone, Medical Group, and Medical Group Phone. It also lists Office Visit, Urgent Care, and ER Visit costs.
- 6**: Phone Directory section listing contact numbers for Member Services, Pharmacy, Behavioral Health Hotline, Compliance Helpline, Nurse Advice Line, and Telehealth.
- 7**: Member Services contact information: 1.855.270.2327 (TTY 711), Nurse Advice Line: 1.800.249.3619 (TTY 711), Behavioral Health Services: 1.877.344.2858 (TTY 711), Telehealth: 1.855.270.2327 (TTY 711). It also includes deductibles and emergency instructions.
- 8**: Providers can call for Pre-authorizations* (1.877.431.2273) and Pharmacy Help Desk (1.844.268.9787). It also provides information on how to submit medical claims.

At the bottom, there are buttons for "Print ID Card" and "Request a New ID Card". The footer contains links for Privacy Policy, Terms & Conditions, Appeals & Grievances, Contact Us, and the phone number 1-855-270-2327 (TTY/711).

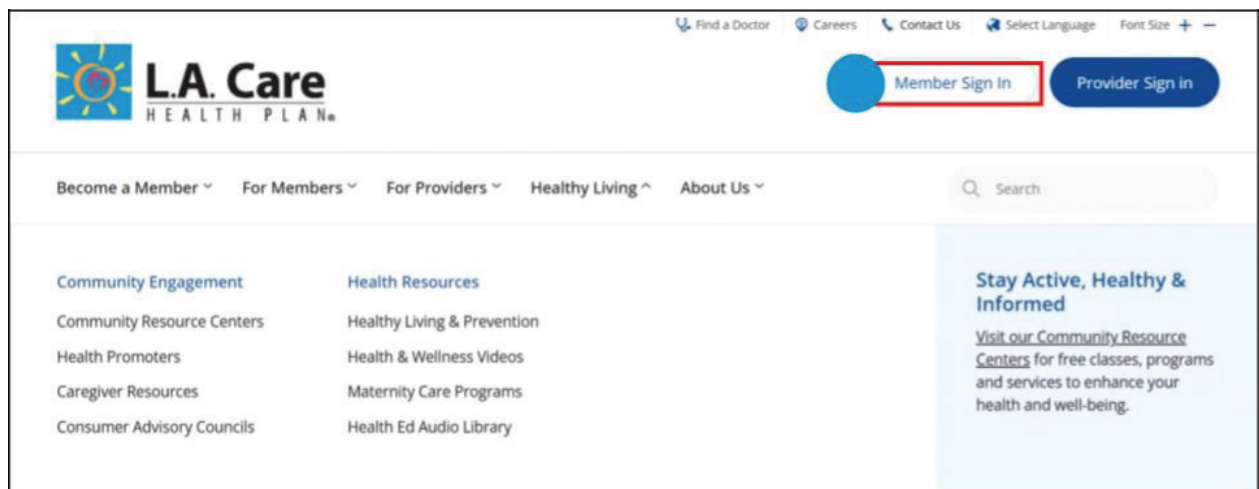
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L.A. Care Connect Registration

The L.A. Care Connect Registration Reference Guide is a tool created to assist you through the step-by-step process to sign up and access portal features. Please note an L.A. Care Connect account must be created with a valid email address.

STEP 1 You may begin the registration process in **one of two ways**. Both options will lead you to the login screen, where you can easily create an account.

OPTION 1 Sign up now on the L.A. Care website at www.lacare.org or medicare.lacare.org. Go to the upper right corner and select the Member Sign In button.



The button will take you to the L.A. Care Connect page, which has information about security and portal features. Please select the **“Sign in or Create Account”** button.

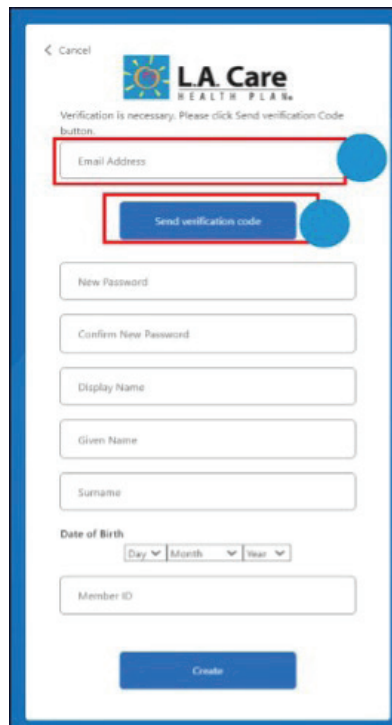
OPTION 2 Speak to an L.A. Care agent. You will need to provide them with a valid email address and request a registration email be sent to you. You will receive an email in your inbox, where you will be asked to click on the Register button to sign up.

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By completing **EITHER option 1** or **option 2**, you should find yourself on the login screen for L.A. Care Connect. Select the “Sign up now” link.



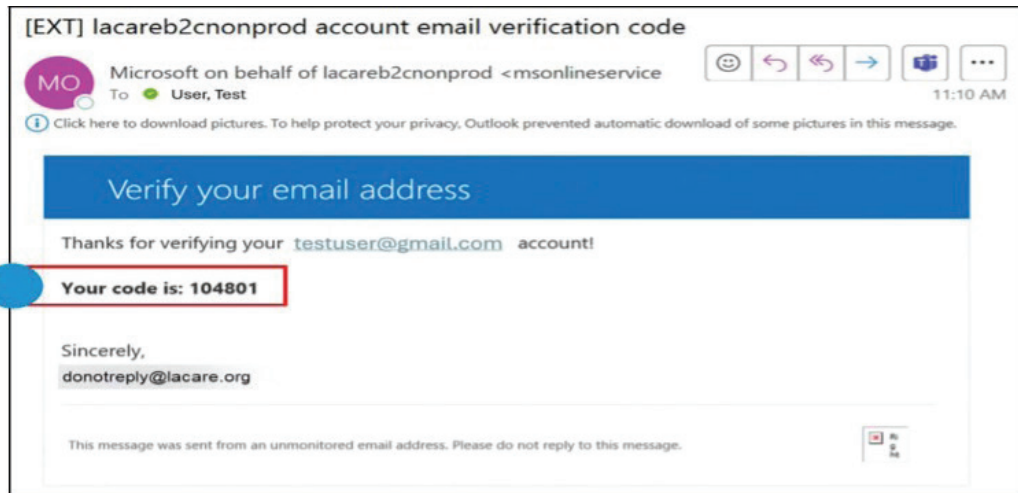
- STEP 2** Enter the email you would like to be used with your account. Please note, to increase user security, **only one unique email address** can be used to register one individual account.
- STEP 3** Click **Send a verification code button**.



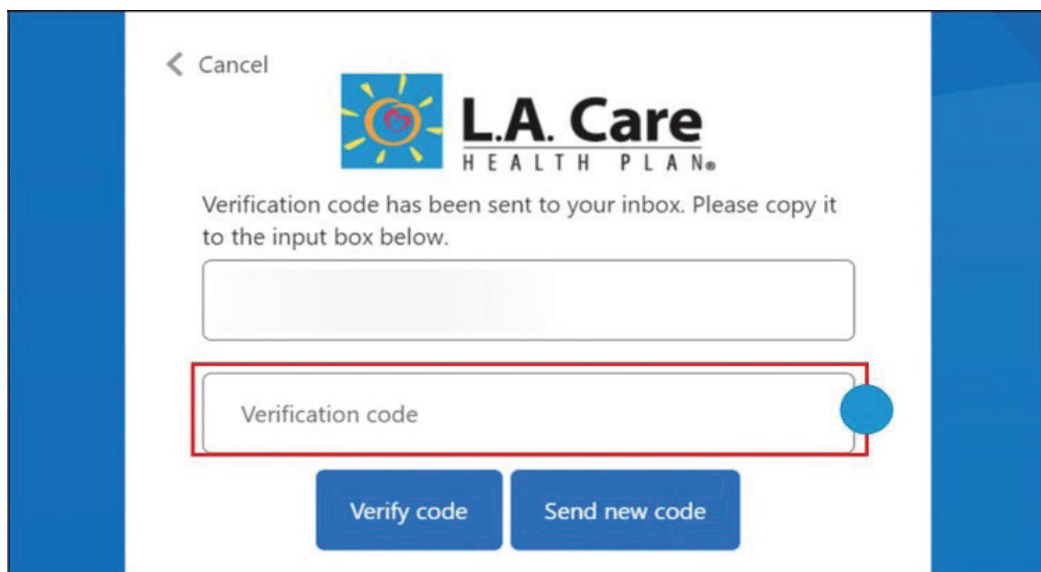


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STEP 4 Go to your email inbox and get the **six-digit verification code**.



STEP 5 Go to the L.A. Care Health Plan verification box and enter your six-digit verification code in the **Verification code** field.



STEP 6 Once your email has been verified the **Email Address** field will be populated with your email on the registration page.

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- STEP 7** Fill out the text boxes such as **New Password, Confirm New Password, Display Name, Given Name, Surname, Date of Birth, and Member ID.**
- STEP 8** Click the **Create button** to create your account. You will then be connected to your L.A. Care Connect account.

*Please note, if you want to change your email used on L.A. Care Connect, just click **Change e-mail** and follow the prompts*

< Cancel

L.A. Care
HEALTH PLAN

E-mail address verified. You can now continue.

testmplacd+a10a@gmail.com

Change e-mail

New Password

Confirm New Password

Display Name

Given Name

Surname

Date of Birth

Day ▼ Month ▼ Year ▼

Member ID

Create



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L.A. Care Connect Registration

The View/Update Member Demographics Change Reference Guide is a tool to assist members through the step-by-step process of viewing and updating their demographic information in L.A. Care Connect.

What are demographics?

Demographics includes information about you, such as your contact information, race and ethnicity, sexual orientation, and languages you speak. It also includes your communication preferences.



Registration Page

List of member demographic details that can be updated:

- Phone number
- Email
- Addresses: Residential and Mailing
- Alias/Nicknames
- Sexual orientation
- Gender identity
- Sex assigned at birth
- Pronouns
- Tribal code
- Race
- Ethnicity
- Language preferences - written and spoken
- Communication preferences
- Alternative format preferences
- Opt Out of Robo Calls
- *State Regulatory Information
- **Disability Status
- **Education Level
- **Homelessness
- ***Mailing – Out of Area (OOA)

**Following demographic apply to MCLA plan members only.*

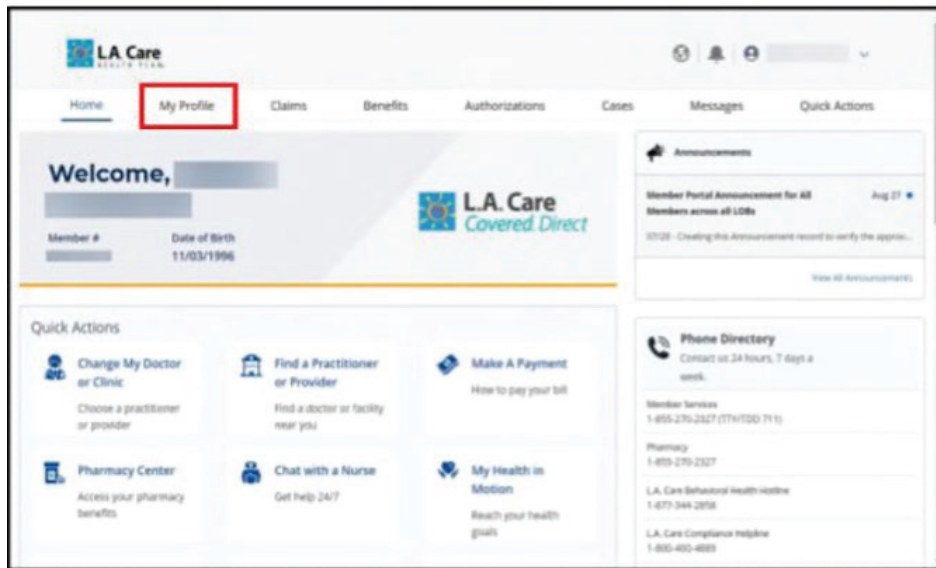
***Following demographics apply to LACC and LACCD plan members only.*

****Following demographic apply to D-SNP plan members only.*

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View/Update Member Demographics

Login to L.A. Care Connect using your email and password, click the My Profile tab. Please note that the logo of your particular health plan will be displayed.



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The **My Profile** tab will allow you to view your demographic details such as name, age, gender, occupation, contact information, geographical location, and preferences.

Details

Member Demographic Details Update Details

Member Header Details

Account Name	Age
Birthdate 08/28/1988	Resident address LOS ANGELES, CA 90611 Update State
Mailing Address Los Angeles 90611, CA 90611 United States	Primary Phone (US)
Extension	Work Phone (US)
Cell Phone (US)	

Profile

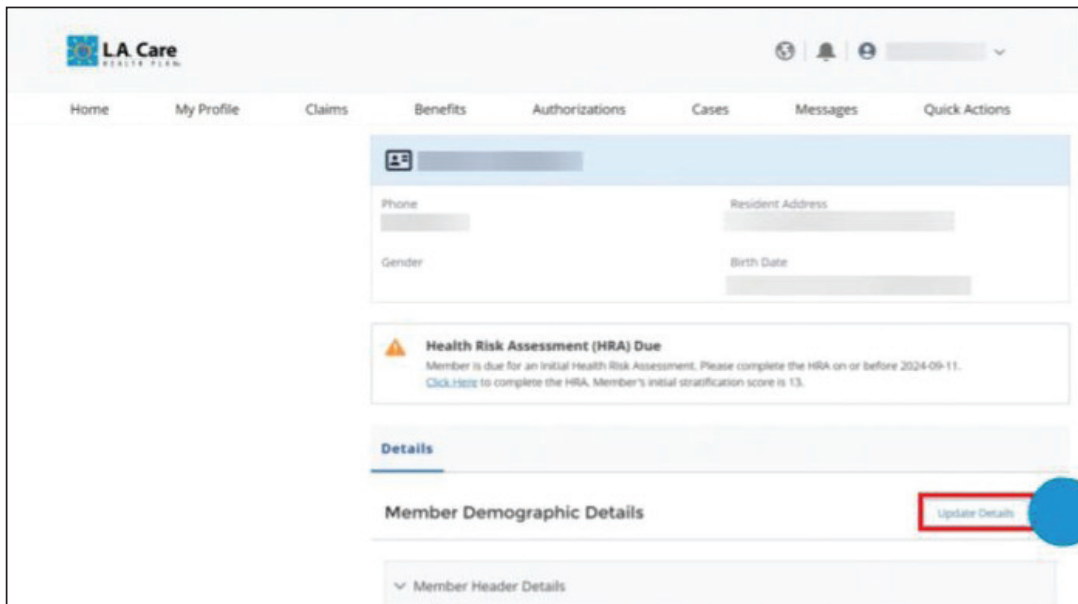
Preferred / Nickname NEDINE	Spoken Language African/English/Chinese Simplified
Email nedine@chrm6@gmail.com	Written Language English
Reported Language English	Race (State)
Ethnicity (State)	Tribe Code Cahuilla
Pronouns They/Them	Gender Identity Female
Sexual Orientation Lesbian or Gay	Sex at Birth Male
Communication Preferences Phone - Live Agent	Alternate Format Preferences Braille
Opt Out of Robo Calls Yes	Language (Client) English
Member Race (Collected) American Indian or Alaska Native/Hmong	Member Ethnicity (Collected) Mexican/Guatemalan/Latin American
Disability Status	Effective Date
Education Level	Effective Date
Homelessness	Effective Date

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View/Update Member Demographics

All healthcare plans follow a similar member demographic update process, but there may be minor differences depending on your specific plan.

Click **Update Details** next to the **Member Demographic Details** header, and it will direct you to the **Update Demographic Information Page**.



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Under the **Update Demographic Information** page, you will be able to update your demographics to ensure your information is current. First and last names cannot be edited, but you can update your alias/nickname. Please note, to update other member demographic information not listed, please contact L.A. Care Health Plan at 1.888.839.9909 (TTY) 24 hours a day, 7 days a week to further assist you.

Update Demographic Information

Steps

- Update Demographic Information
- Summary of Changes

Name

First Name: [Text Field]
Last Name: [Text Field]
Alias/Nickname: [Text Field]

State Regulatory Information

Effective Date: 09-25-2024 [Calendar Icon]

Phone And Email

Home Phone: [Text Field] Work Phone: [Text Field]
Cell Phone: [Text Field] Email: [Text Field]
Consent To Text: [Dropdown] Consent To Email: [Dropdown]

A residential Address is the location where you currently live. If you will be temporarily living at a different address, please do not update your residential address.

Residential Address

Resident Address: [Text Field] Apt. Suite Number (Optional): [Text Field]
City: [Text Field] State: [Text Field]
Zip: [Text Field]

A Mailing Address is the location where you receive your mail.

Mailing Address

Mailing Address Update Reason: [Dropdown] Mailing Address: [Text Field]
Apt. Suite Number (Optional): [Text Field] Mailing City: [Text Field]
Mailing State: [Text Field] Mailing Zip: [Text Field]

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Under the **Sexual Orientation, Gender Identity (SOGI)**, you will be able to update your sex assigned at birth, pronouns, and tribal code by using the drop-down arrow of each field box.

To select your **Race and Ethnicity**, click the right arrow button to move your choices into the Selected box.

Update your **Written Communication Language Preference** from the dropdown menu. For **Spoken Communication**, use the right arrow button to select your preferred language. Finally, update your **Communication Preferences**, Alternative Format Preferences, and Robo Call preferences using the respective dropdown menus.

The screenshot displays a user interface for updating personal information. It is divided into several sections:

- SOGI (Sexual Orientation, Gender Identity):** Contains dropdown menus for Sexual Orientation, Sex Assigned at Birth, and Tribe Code, all currently set to "Choose not to disclose". It also includes fields for Gender Identity (set to "Choose not to disclose") and Pronouns.
- Race:** Features a list of options (American Indian or Alaska Native, Asian-Other, Asian Indian, Cambodian, Chinese, Filipino) and a "Selected" box on the right.
- Ethnicity:** Features a list of options (Hispanic or Latino, Mexican, Guatemalan, Salvadoran, Latin American, Puerto Rican) and a "Selected" box on the right.
- Language & Communication Preferences:** Includes a dropdown for "Language Preferences - Written" (set to "English"), a list of options for "Language Preferences - Spoken" (Abkhaz, Adyghe, Afrikaans, Akan, Albanian, American Sign Language) with a "Selected" box containing "English", and dropdowns for "Communication Preferences" and "Alternate Format Preferences".
- Opt Out of Robo Calls:** A dropdown menu at the bottom.

LACC and LACCD health plan members can scroll down to update their **Disability Status, Education Level and Homelessness** by clicking the right arrow button to move your choices into the Selected box.

At the bottom of **Update Demographic Information Page**, click **Next** to continue to the **Summary of Changes Page**.

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Summary of Changes

From the **Summary of Changes Page**, you can view the updates under **Old Value** (previous information) and **New Value** (updated information). Carefully review the changes and click **Submit** to **Save** the changes. Please note, the previous button can be clicked on to make updates from the **Update Demographic Information Page**.

Update	Old Value	New Value
Gender Identity	Choose not to disclose	Male
Sexual Orientation	-	Straight or Heterosexual
Sex Assigned At Birth	Choose not to disclose	Yes
Effective Date	-	2024-09-25
Work Phone	-	
Consent To Email	-	Yes

Previous Submit

Upon clicking **Submit**, the **Request Complete Page** will display a confirmation message: **“Update Request Successfully Sent”**

Request Complete

Update Request Successfully Sent

Close

Proceed with clicking **Close**. A **Case** intake will be created and filed in your **My Profile Tab**. Members will have access to view the **Cases** from their **My Profile Tab**.



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Additional View/Update Member Demographics by Health Plan

L.A. Care Medi-Cal (MCLA) Members Only can also update the following sections.

- ▶ **State Regulatory Information**, use the dropdown menu and select the response.0

By providing your consent, you give L.A. Care your permission to update your information with the Department of Public Social Services (DPSS).

▼ State Regulatory Information

I agree to share with Department of Public Social Services (DPSS).	Effective Date
Yes ▼	09-25-2024 📅

- ▶ **Mailing Address** section if applicable **click** on the **Temporary Address Change and/or Return By** date.

A Mailing Address is the location where you receive your mail.

▼ Mailing Address

Mailing Address Update Reason	<input type="checkbox"/> Temporary Address Change
Mailing Address	Apt. Suite Number (Optional)
Mailing City	Mailing State
Mailing Zip	Return By

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Medicare Plus/Dual Special Needs Program (D-SNP) Members Only

can also update the following sections.

- ▶ **Mailing Address** section if applicable, under **Mailing Address Rationale** use the dropdown menu and select the response and fill in **Mailing/OOA (out of area) Address 1** and/or **Mailing/OOA (out of area) Address 2** then select a date under **Return By**. Use this section if you want your mail sent to an address other than your residence.

▼ Mailing Address

Mailing Address Rationale	Mailing/OOA Address 1
<input type="text"/>	<input type="text"/>
Mailing/OOA Address 2	Mailing State
<input type="text"/>	<input type="text"/>
Mailing City	Mailing Zip
<input type="text"/>	<input type="text"/>
Return By	
<input type="text"/>	

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Non-Editable Sections by Health Plan. Please contact L.A. Care Health Plan at 1.888.839.9909 (TTY 711) 24 hours a day, 7 days a week for assistance with making changes on the sections listed below.

Residential Address is non-editable for:

- Medicare Plus/Dual Special Needs Program (D-SNP)
- L.A. Care Covered (LACC)
- L.A. Care Covered (LACC)

A residential Address is the location where you currently live. If you will be temporarily living at a different address, please do not update your residential address.

▼ Residential Address

Resident Address	Apt. Suite Number (Optional)
<input type="text"/>	<input type="text"/>
City	State
<input type="text" value="TORRANCE"/>	<input type="text" value="CA"/>
Zip	
<input type="text" value="90501"/>	

Mailing Address is non-editable for:

- L.A. Care Covered Direct (LACD)
- PASC - SIEU Plan (PASC)

A Mailing Address is the location where you receive your mail.

▼ Mailing Address

Mailing Address Update Reason	Mailing Address
<input type="text"/>	<input type="text"/>
Apt. Suite Number (Optional)	Mailing State
<input type="text"/>	<input type="text"/>
Mailing City	Mailing Zip
<input type="text"/>	<input type="text"/>

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Phone and Email is non-editable for

- L.A. Care Covered (LACC)
- PASC - SIEU Plan (PASC)

Phone And Email

Home Phone (673) [redacted]	Work Phone (673) [redacted]
Cell Phone (673) [redacted]	Email xiao.wu@test.com
Consent To Text [dropdown]	Consent To Email [dropdown]

Member Demographic Cases

Member Demographic Cases will be created to update information in our systems. You can view your **Cases** on the **Cases List Page**, and check case details by clicking on the **Case Number**.

From the homepage, click on the tab **Cases**.

LA Care REALITY PLAN

Home My Profile Claims Benefits Authorization **Cases** Messages Quick Actions

Welcome, [redacted]

Member # [redacted] Date of Birth 11/03/1996

L.A. Care Covered Direct

Quick Actions

- Change My Doctor or Clinic
- Find a Practitioner or Provider
- Make A Payment
- Pharmacy Center
- Chat with a Nurse
- My Health in Motion

Phone Directory

Member Services: 1-855-270-2327 (TTY/TDD 711)

Pharmacy: 1-855-270-2327

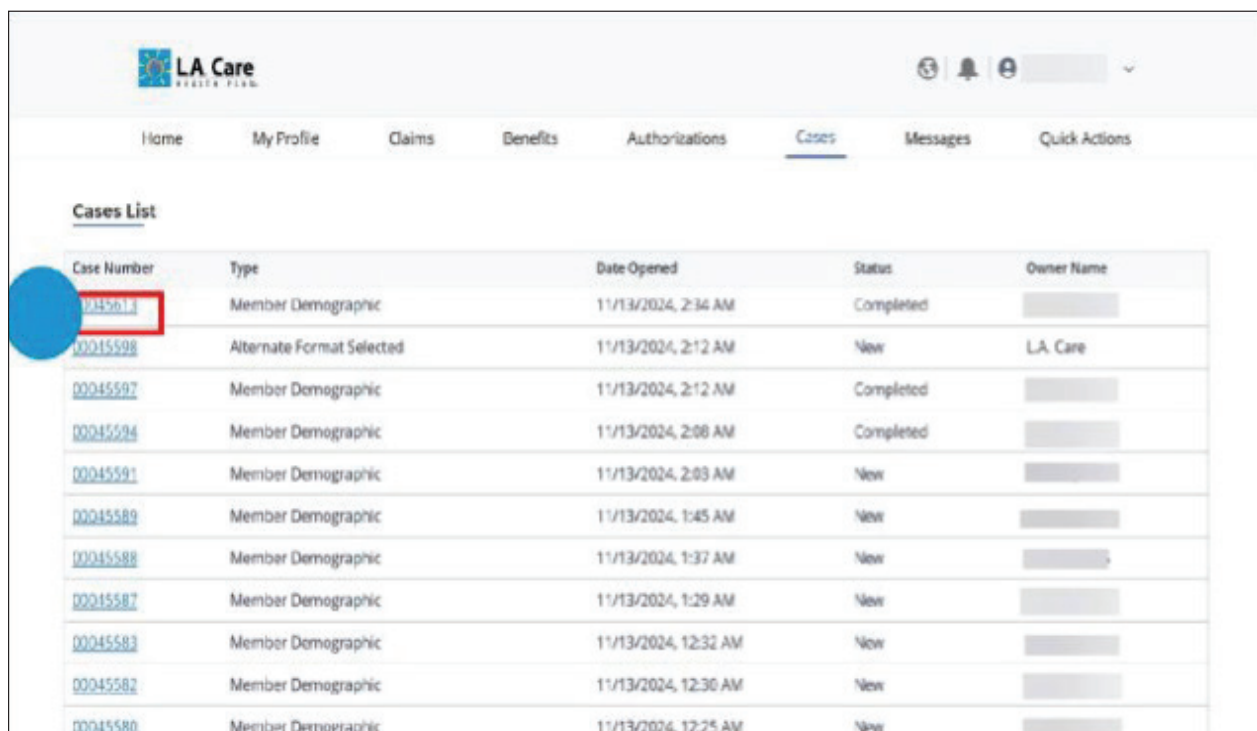
L.A. Care Behavioral Health Hotline: 1-877-344-2858

L.A. Care Compliance Helpline: 1-800-400-4889

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Cases List

The **Cases List Page** will display and allow you to view the list of **Cases** and **Case Number**. Clicking on the **Case Number** will show case details such as **Case Number, Type and Status**.



Case Number	Type	Date Opened	Status	Owner Name
000455813	Member Demographic	11/13/2024, 2:34 AM	Completed	
000455998	Alternate Format Selected	11/13/2024, 2:12 AM	New	LA Care
000455997	Member Demographic	11/13/2024, 2:12 AM	Completed	
000455994	Member Demographic	11/13/2024, 2:08 AM	Completed	
000455991	Member Demographic	11/13/2024, 2:03 AM	New	
000455889	Member Demographic	11/13/2024, 1:45 AM	New	
000455888	Member Demographic	11/13/2024, 1:37 AM	New	
000455887	Member Demographic	11/13/2024, 1:29 AM	New	
000455883	Member Demographic	11/13/2024, 12:32 AM	New	
000455882	Member Demographic	11/13/2024, 12:30 AM	New	
000455880	Member Demographic	11/13/2024, 12:25 AM	New	

Cases Number

Clicking on the **Case Number** will display a **Details tab** and **Cases tab**.

By clicking on the **Details tab**, you can view the **Case Overview Section**, which shows information such as, **Case Number, Case Record Type, Status, Date/Time Opened, Last Modified By, and Return By**.

In addition, you can view **Summary of Changes** showing the summary of all the changes requested for **Member Demographics**.



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Details Tab

Case
00045613

Type: Member Demographic Status: Completed

Details Cases

Case Overview

Case Number	00045613	Case Record Type	Member Demographic Update
Status	Completed	Date/Time Opened	11/13/2024, 2:34 AM
Last Modified By		Return By	

Summary of Changes

Update	Old Value	New Value
alias		
optOutofRoboCalls	Yes	No

Cases Tab

Case
00045613

Type: Member Demographic Status: Completed

Details **Cases**

Related Cases (3)

Case	Status	Date/Time Opened	Case Owner
00045618	Pending	11/13/2024, 2:38 AM	
00045617	Completed	11/13/2024, 2:38 AM	
00045616	Closed	11/13/2024, 2:38 AM	CSC Member Relations

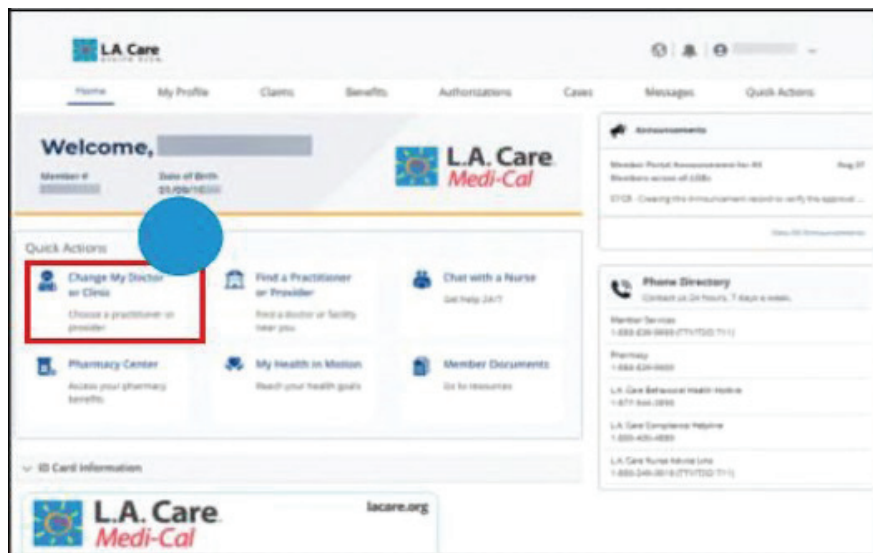
[View All](#)

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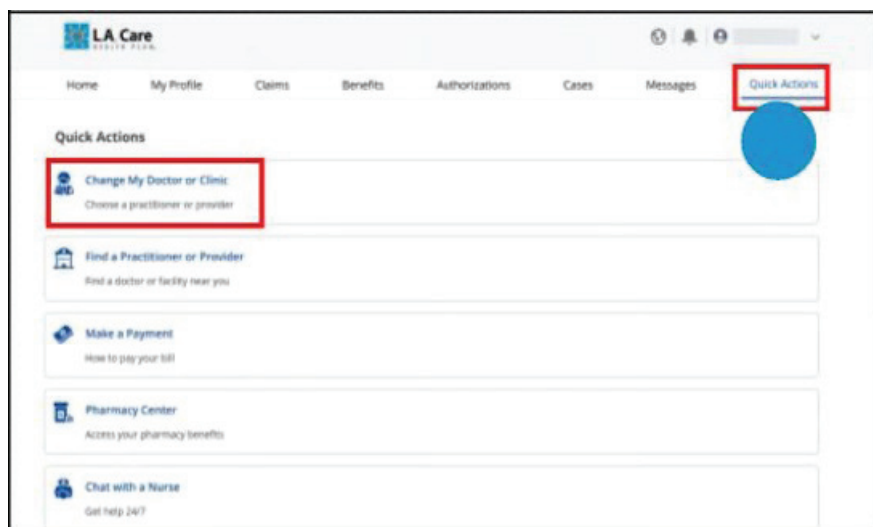
Primary Care Provider (PCP) - PCP and Clinic Changes

Login to L.A. Care Connect using your email and password. From your Homepage there are two options to making changes to your PCP or clinic. Please note that if you are currently admitted to a hospital, you will be **unable** to update your doctor and will receive an **error message**.

OPTION 1 Click on **Change My Doctor or Clinic**.



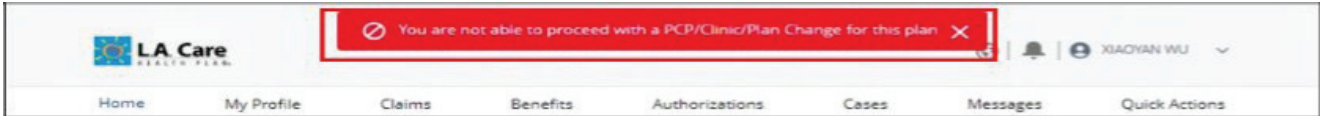
OPTION 2 Go to the upper right corner and click on **Quick Actions**. Select **Change My Doctor or Clinic**.



Please note, you can only change your primary doctor, clinic, or plan on your primary health plan account

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Members attempting to make changes on any other health plan such as an active secondary or tertiary plan will receive an error message, "You cannot change your doctor, clinic, or health plan for this plan."

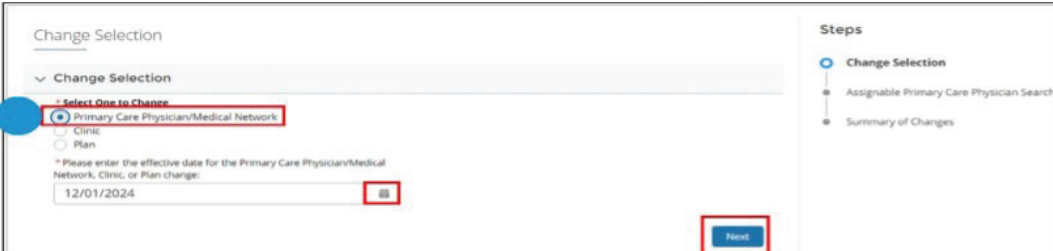


Change Selection page (Applies to PCP, Clinic and Plan)

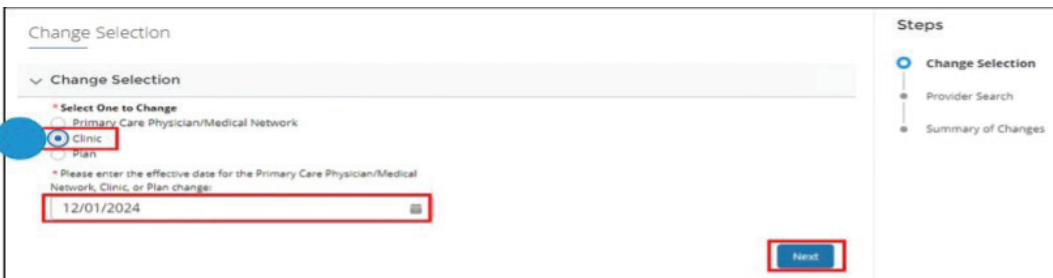
On the Change Selection Page, go to Select One to Change and click in the circle for the item you want to change. Click Next to proceed.

Please note, the effective date field, will automatically default to the first day of the next month. You can change this to the following month but cannot select a future effective date that is over two months from the current date. Use the calendar icon to select the date.

Primary Care Physician/Medical Network



Clinic



Plan



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PCP Change: Assignable Physician Care Provider Search, Eligibility Assessment, Summary of Changes and Cases (Applies to each line of business)

You can search for the PCP you want to be assigned. After selecting the Primary Care **Physician/Medical Network**, click **Next**.

Primary Care Physician/Medical Network

Change Selection

Change Selection

Select One to Change

Primary Care Physician/Medical Network

Clinic

Plan

* Please enter the effective date for the Primary Care Physician/Medical Network, Clinic, or Plan change:

12/01/2024

Next

Steps

- Change Selection
- Assignable Primary Care Physician Search
- Summary of Changes

PCP Change: Assignable Primary Care Physician Search page

You will be directed to the **Assignable Primary Care Physician Search** page; the Line of Business section will display your current L.A. Care plan; this field will not be editable. The Network fields will be pre-populated with default information, but this field is editable. Previous and Reset buttons can be used to navigate back.

To edit information in the **Network field**, click on the search icon.

Assignable Primary Care Physician Search

Line of Business

Line of Business

MCLA

Coverage and Care Requirements

Network

Any Network

Practitioner Details

Practitioner First Name: Enter a Value

Practitioner Last Name: Enter a Value

Provider ID (Site ID): Enter a Value

State License Number: Enter a Value

NPI: Enter a Value

Practitioner Type: PRIMARY CARE P...

Specialty: Any Specialty

Accepting New Patients Requirements: Accepting new pa...

Languages Spoken: No Preference

Gender: No Preference

Zip Code: Enter a Value

Distance from Zip Code: Choose a Value

Previous Reset Search

Search Results - Sorted by Name

NPI	Line of Business	Network	Practitioner Type	Specialty
[Redacted]	Blue Shield Promise, formerly CareList	[Redacted]	MID-LEVEL PRIMARY CARE PHYSICIAN	
Provider Address	Phone	Provider ID (Site ID)	Accepting New Patients Requirements	Languages Spoken
			Accepting new patients	Armenian/English
Gender	Age Range	State License Number	Distance from Zip Code	
Female	No age restrictions	[Redacted]		

Steps

- Change Selection
- Assignable Primary Care Physician Search
- Eligibility Assessment
- Summary of Changes

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PCP Change: Eligibility Assessment page (Applies to each line of business)

Members will view the **Eligibility Assessment Page** and the **Primary Care Physician Change Timeline** field will be pre-populated and will be non-editable as Future Transfer.

Under the **Current Care** Section, members will use the dropdowns to either select **Yes** or **No** in each field. Once completed, click **Next** to proceed.

Please note that members currently admitted to a hospital will be unable to update their doctor and they will receive an error message.

The screenshot displays the 'Eligibility Assessment' page. At the top, it states 'Member is newly assigned or established'. Below this, the 'Primary Care Physician Change Timeline' section is expanded, showing a dropdown menu for 'When is the Primary Care Physician change occurring?' with 'Future Transfer' selected. The 'Current Care' section is also expanded, containing three questions with dropdown menus, all set to 'No':

- Are you currently admitted in a hospital or any type of facility?
- Are you currently under the care of any treatment with a specialist of facility, such as chemotherapy, prenatal care, dialysis, etc?
- Do you have any chronic conditions (such as cancer, dialysis)

At the bottom of the form are 'Previous' and 'Next' buttons. On the right side, a 'Steps' progress indicator shows four steps: 'Change Selection' (completed), 'Assignable Primary Care Physician Search' (completed), 'Eligibility Assessment' (current step), and 'Summary of Changes'.

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PCP Change: Summary of Changes page (Applies to each line of business)

You will do a final review of the changes and effective dates in the **Summary of Changes** section. The **Category Selection** section will have auto-populated information and is read only. In the Reason section, please select from each dropdown field. Under **Change Details** you can view the updates under **Old Value** (previous information) and **New Value** (updated information).

In the **Change Details** section, proceed with the final review and once completed, click **Finish**.

Summary of Changes

Category Selection

Category
Primary Care Physician Change

Reason

* Reason 1
Quality of Service

* Reason 2
Unable to Reach Member Services

* Reason 3
N/A

* Reason 4
N/A

Change Details

Update	Old Value	New Value
Line of Business		
Plan		
PCP/Clinic Name		
Provider ID (Site ID)		
Network		
Effective Date		
	11-01-2024	

Previous Finish

Steps

- Change Selection
- Provider Search
- Eligibility Assessment
- Summary of Changes

A confirmation message will pop-up for PCP or PCP Clinic or Plan Change. To navigate back to the Home-page, click **Close**.

Summary of Changes

Category Selection

Category
Primary Care Physician Change

Reason

* Reason 1
Quality of Service

* Reason 2
Unable to Reach Member Services

* Reason 3
N/A

* Reason 4
N/A

Change Details

Update	Old Value	New Value
Line of Business		

Previous Finish

Steps

- Change Selection
- Provider Search
- Eligibility Assessment
- Summary of Changes

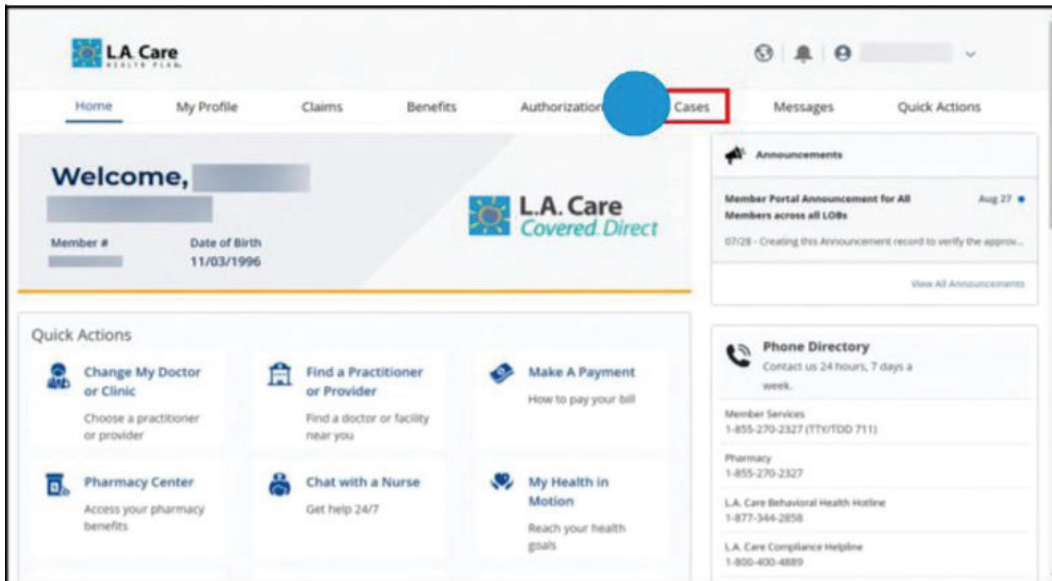
Proceed with clicking **Close**. A **Case** intake will be created and filed in your **My Profile Tab**. You will have access to view the **Cases** from their **My Profile Tab**.



L.A. Care Connect Quick Reference Guide

PCP Change: Cases

Doctor changes will create a **Case**. These cases can be accessed and viewed under the **Cases** tab on your Homepage. Clicking on **Cases** will direct you to the Cases List page, where you will be able to select a **Case Number** from the list and open the **Case Details**. On the **Case Details** page, you will be able to view items such as **Type, Status, Case Overview, Category Selection, Change Reason, Change Details, and Eligibility Assessment**.



Cases List

Case Number	Type	Date Opened	Status	Owner Name
00045953	Plan Change	11/14/2024, 5:44 AM	Pending	L.A. Care
00045654	PCP Change	11/13/2024, 3:31 AM	Closed	DIRK SCOVELL
00045455	PCP Change	11/12/2024, 6:10 AM	Closed	DIRK SCOVELL



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Clicking on the **Case Number** will display a **Details tab** and **Cases tab**.

By clicking on the **Details tab**, you can view the **Case Overview Section**, which shows information such as, **Case Number, Case Record Type, Status, Date/Time Opened, Last Modified By, and Return By**.

Details Tab

Update	Old Value	New Value
alias		
optOutofRoboCalls	Yes	No

Cases Tab

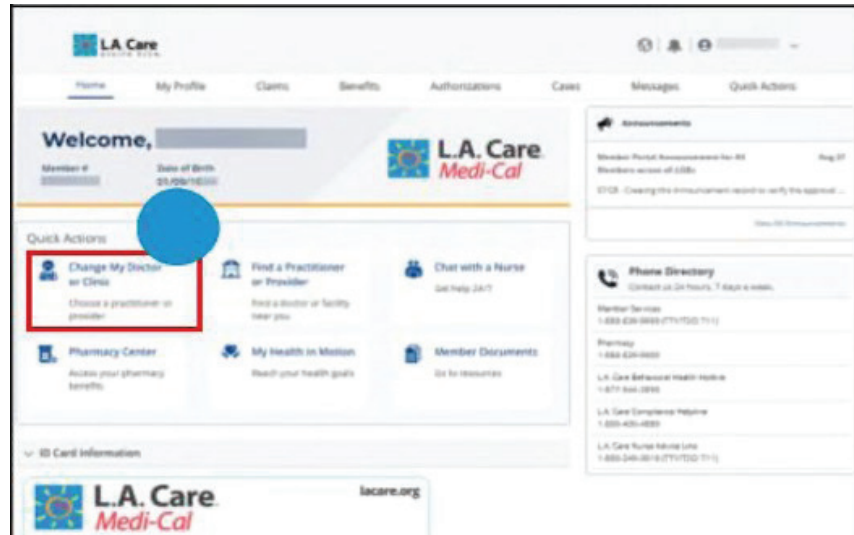
Case	Status	Date/Time Opened	Case Owner
00045618	Pending	11/13/2024, 2:38 AM	
00045617	Completed	11/13/2024, 2:38 AM	
00045616	Closed	11/13/2024, 2:38 AM	CSC Member Relations

L.A. Care Connect Quick Reference Guide

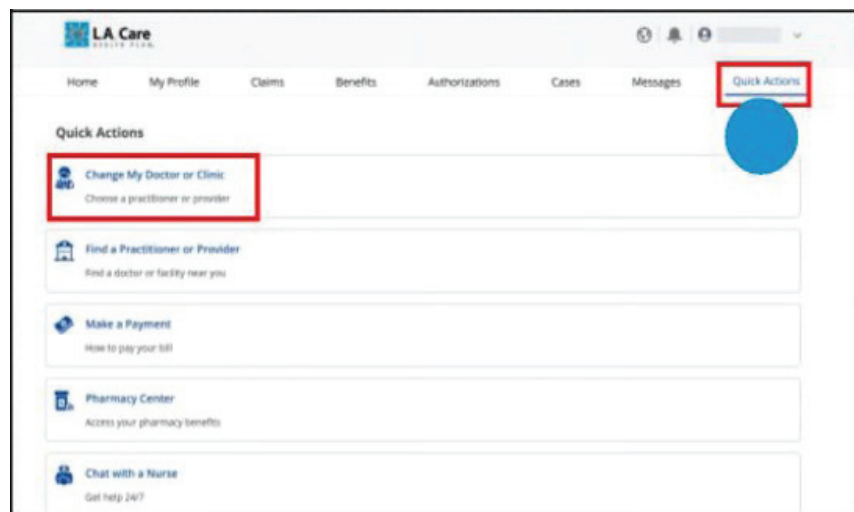
Clinic Change: Provider Search, Eligibility Assessment, Summary of Changes and Cases (Applies to each line of business)

Login to L.A. Care Connect using your email and password. From your Homepage there are two options to **change your clinic**. Please note that if you are currently admitted to a hospital, you will be *unable* to update your doctor and will receive an error message.

OPTION 1 Click on **Change My Doctor or Clinic**



OPTION 2 Go to the upper right corner and click on **Quick Actions**. Select **Change My Doctor or Clinic**.



L.A. Care Connect Quick Reference Guide

Please note, you can only change your primary doctor, clinic, or plan on your primary health plan account.

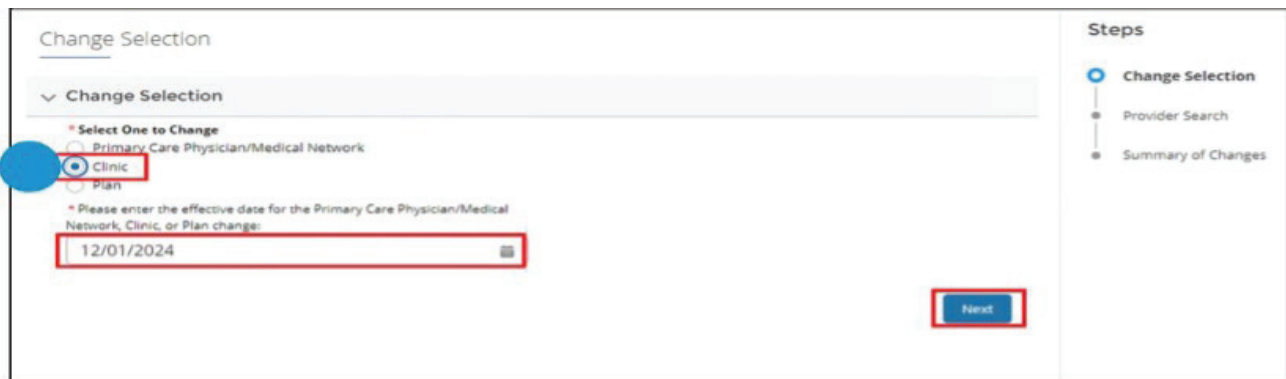
Members attempting to make changes on any other health plan such as an active secondary or tertiary plan will receive an **error message**, "You cannot change your doctor, clinic, or health plan for this plan."



Clinic Changes

You can search for the Clinic you want to be assigned. After selecting the **Clinic**, click **Next**.

Clinic



L.A. Care Connect Quick Reference Guide

Clinic Change: Provider Search page (Applies to each line of business)

You will be directed to the **Provider Search** page which will display your current L.A. Care Plan under Line of Business, which you cannot edit. The Network field will be pre-populated with default information, but this field is editable. To edit information in the **Network field**, **click on the search icon**. **Previous** and **Reset** buttons can be used to navigate back.

The **Provider Details** section, enter your search criteria in the fields and click **Search**.

The screenshot displays the 'Provider Search' interface. It features a 'Steps' sidebar on the right with three items: 'Change Selection', 'Provider Search' (highlighted with a blue circle), and 'Summary of Changes'. The main form is divided into three sections: 'Line of Business' with a dropdown menu set to 'MCLA'; 'Coverage and Care Requirements' with a 'Network' dropdown set to 'Choose a Value' and a search icon; and 'Provider Details' with fields for Facility Name, Facility Services (Clinic Assignment...), Provider ID (Site ID), State License Number, NPI, Provider Type (Any Type), Speciality (Any Speciality), and Zip Code. A 'Distance from Zip Code' dropdown is also present. Below the form are 'Previous', 'Reset', and 'Search' buttons, with the 'Search' button highlighted by a blue circle. The 'Search Results - Sorted by Name' section shows a table with one entry:

Facility Address	Site ID	NPI	Line of Business	Provider Type
			MCLA	
Phone	Speciality SKILLED NURSING FACILITY	Network LA CARE	Distance from Zip Code 6854 miles	State License Number

The **Search Results** will be displayed right below the search window. Without any search criteria, an entire list of providers will be listed. Select the provider from the search result and you will be directed to the **Eligibility Assessment** page.

L.A. Care Connect Quick Reference Guide

Clinic Change: Eligibility Assessment page (Applies to each line of business)

You will view the **Eligibility Assessment Page** and the **Change Timeline** field will be pre-populated and will be non-editable as **Future Transfer**.

Under the **Current Care** Section, you will use the dropdown menus to either select **Yes** or **No** in each field. Once completed, click Next to proceed.

Please note that members currently admitted to a hospital will be unable to update their doctor and they will receive an error message.

Eligibility Assessment

Member is newly assigned or established

▼ Primary Care Physician Change Timeline

When is the Primary Care Physician change occurring?

Future Transfer

▼ Current Care

Are you currently admitted in a hospital or any type of facility?

No

Are you currently under the care of any treatment with a specialist of facility, such as chemotherapy, prenatal care, dialysis, etc?

No

Do you have any chronic conditions (such as cancer, dialysis)

No

Steps

- Change Selection
- Provider Search
- Eligibility Assessment
- Summary of Changes

Previous Next

Clinic Change: Summary of Changes page (Applies to each line of business)

You will do a final review of the changes and effective dates in the **Summary of Changes** section. The **Category Selection** section will have auto-populated information and is read only. In the **Reason** section, please select from each dropdown field. Under **Change Details** you can view the updates under **Old Value** (previous information) and **New Value** (updated information).

In the **Change Details** section, proceed with the final review and once completed, click **Finish**.

Summary of Changes

▼ Category Selection

Category

Clinic Change

▼ Reason

* Reason 1

Access to Care

* Reason 2

Delay in Authorization

* Reason 3

N/A

* Reason 4

N/A

▼ Change Details

Update	Old Value	New Value
Line of Business		MCLA
Plan		
PCP/Clinic Name		
Provider ID (Site ID)		
Network		LA CARE

Effective Date

01-01-2025

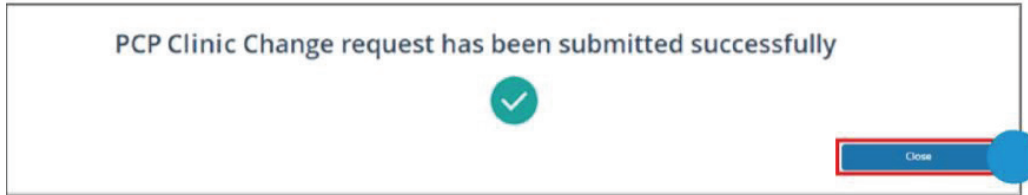
Steps

- Change Selection
- Provider Search
- Eligibility Assessment
- Summary of Changes

Previous Finish

L.A. Care Connect Quick Reference Guide

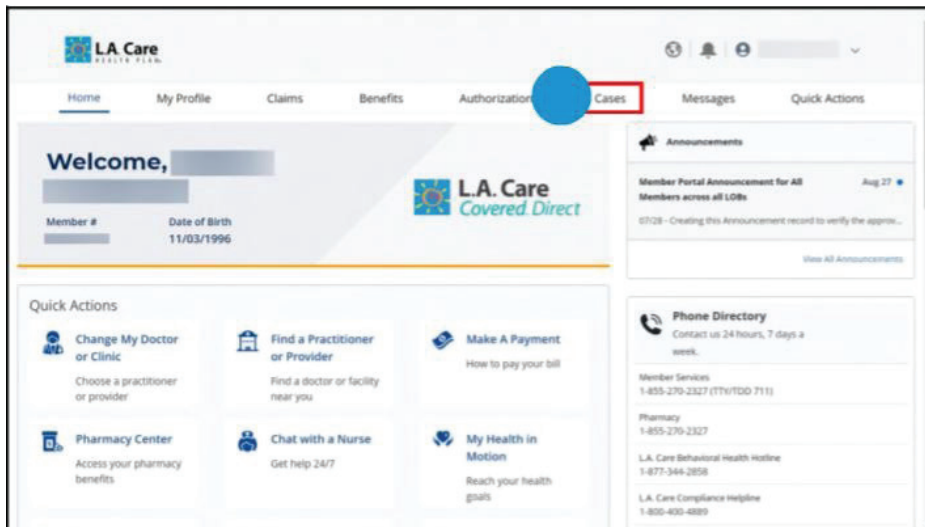
A confirmation message will pop-up for PCP or PCP Clinic or Plan Change. To navigate back to the Homepage, click **Close**.



Proceed with clicking **Close**. A **Case** intake will be created and filed in your **My Profile Tab**. You will have access to view the **Cases** from their **My Profile Tab**.

PCP Clinic Change: Cases

Clinic changes will create a **Case**. These cases can be accessed and viewed under the **Cases** tab of your Homepage. Clicking on **Cases** will direct you to the Cases List page, where you will be able to select a **Case Number** from the list and open the **Case Details**. On the **Case Details** page, you will be able to view items such as **Type, Status, Case Overview, Category Selection, Change Reason, Change Details, and Eligibility Assessment**.



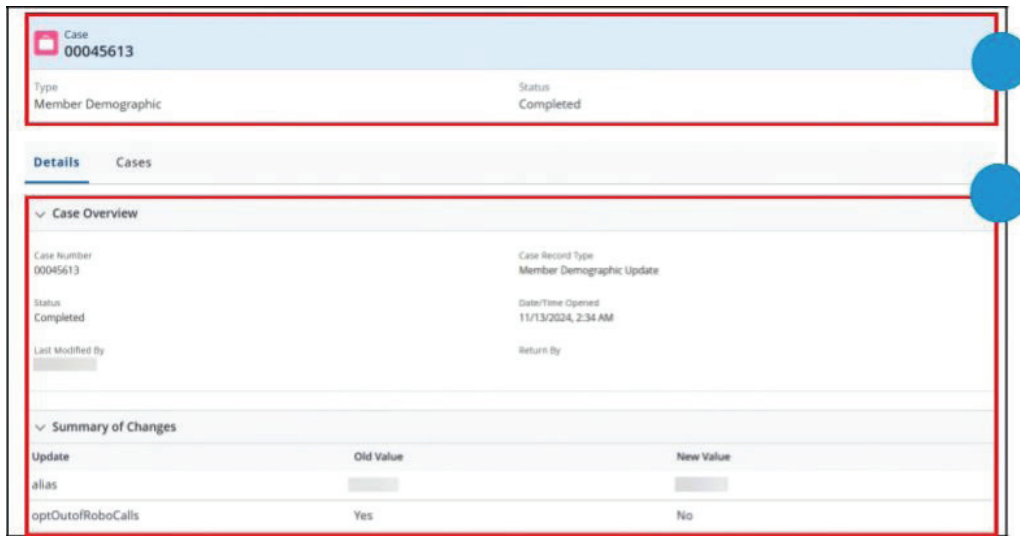
Case Number	Type	Date Opened	Status	Owner Name
00045853	Plan Change	11/14/2024, 5:44 AM	Pending	L.A. Care
00045654	PCP Change	11/13/2024, 9:31 AM	Closed	DIRK SCOVELL
00045655	PCP Change	11/12/2024, 6:10 AM	Closed	DIRK SCOVELL

L.A. Care Connect Quick Reference Guide

Clicking on the **Case Number** will display a **Details tab** and **Cases tab**.

By clicking on the Details tab, you can view the Case Overview Section, which shows information such as, Case Number, Case Record Type, Status, Date/Time Opened, Last Modified By, and Return By.

Details Tab



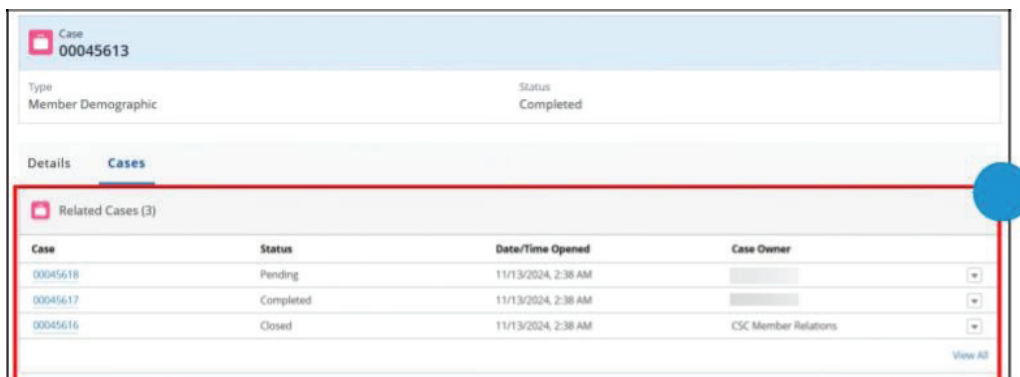
The screenshot shows the 'Details Tab' for Case 00045613. The 'Case Overview' section displays the following information:

Case Number	00045613	Case Record Type	Member Demographic Update
Status	Completed	Date/Time Opened	11/13/2024, 2:34 AM
Last Modified By		Return By	

The 'Summary of Changes' section shows the following updates:

Update	Old Value	New Value
alias		
optOutofRoboCalls	Yes	No

Cases



The screenshot shows the 'Cases Tab' for Case 00045613. The 'Related Cases (3)' section displays the following information:

Case	Status	Date/Time Opened	Case Owner
00045618	Pending	11/13/2024, 2:38 AM	
00045617	Completed	11/13/2024, 2:38 AM	
00045616	Closed	11/13/2024, 2:38 AM	CSC Member Relations

L.A. Care Connect Quick Reference Guide

Plan Change for L.A. Care Medi-Cal Members ONLY

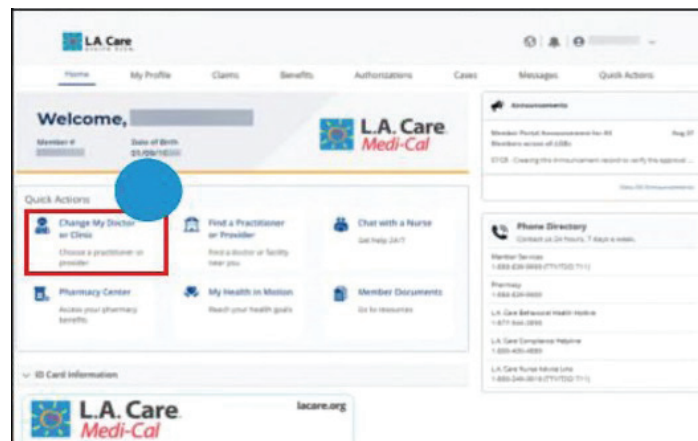
Members with D-SNP, LACC, LACD and PASC cannot change their plan and can call **1.888.839.9909 (TTY 711)** 24 hours a day, 7 days a week for further assistance.

As an L.A. Care Medi-Cal member you can choose to get your health care from L.A. Care or one of the other excellent Plan Partners we work with to provide Medi-Cal coverage in Los Angeles County. These include **Anthem Blue Cross**, and **Blue Shield of California Promise Health Plan**.

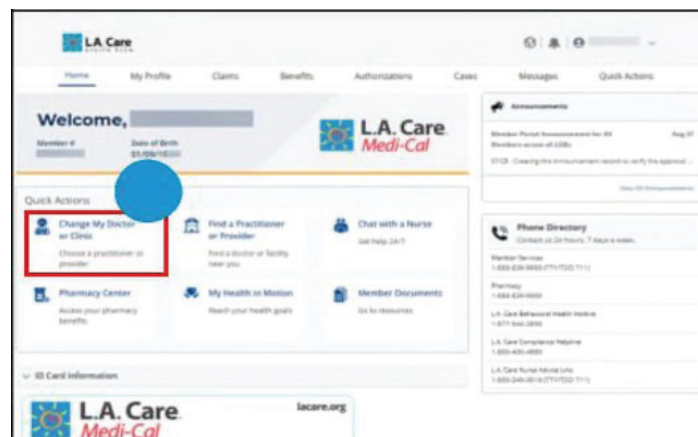
Plan Change: Plan and Primary Care Physician Search, Eligibility Assessment, Summary of Changes and Cases

Login to L.A. Care Connect using your email and password. From your Homepage there are two options to make changes to your doctor or clinic. Please note that if you are currently admitted to a hospital, you will be **unable** to update their doctor and will receive an **error message**.

OPTION 1 Click on **Change My Doctor or Clinic**



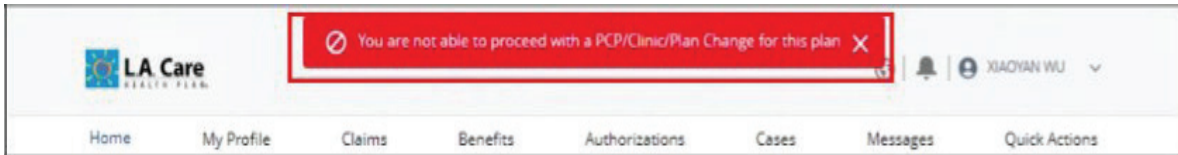
OPTION 2 Go to the upper right corner and click on **Quick Actions**. Select **Change My Doctor or Clinic**.



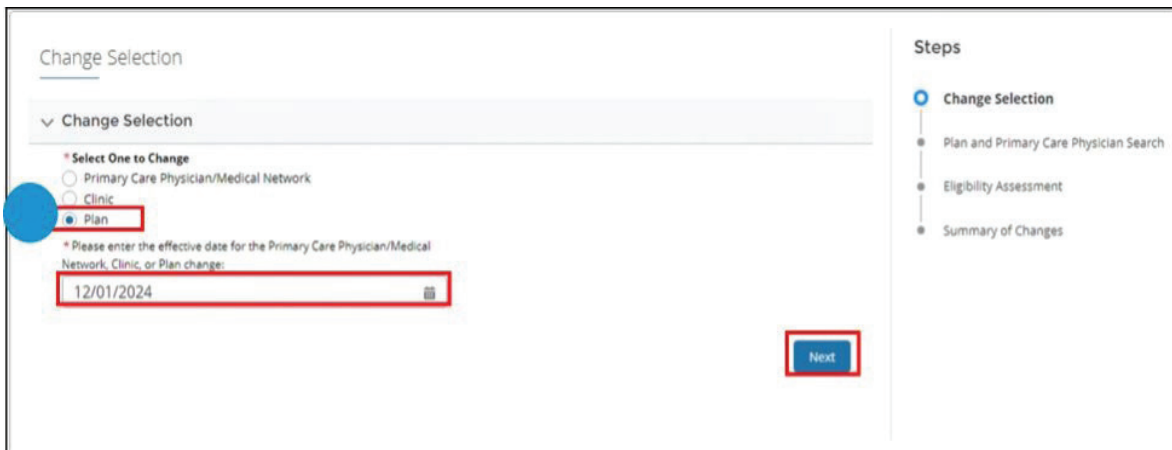
L.A. Care Connect Quick Reference Guide

Please note, you can only change your primary doctor, clinic, or plan on your primary health plan account.

Members attempting to make changes on any other health plan such as an active secondary or tertiary plan will receive an **error message**, "You cannot change your doctor, clinic, or health plan for this plan."



You can search for the **Plan** you want to be assigned. After selecting **Plan**, click **Next**.



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Plan Changes: Plan and Primary Care Physician Search page

Under the **Plan and Primary Care Physician Search** page select your **Line of Business** from the drop-box. *Note, Line of Business will list the options of Plan Partners.* Enter criteria in the fields under **Practitioner Details**, click **Search**.

The **Search Results** will be displayed right below the search window. Without any search criteria, an entire list of providers will be listed. Select the practitioner from the search result and you will be directed to the **Eligibility Assessment** page.

Plan and Primary Care Physician Search

Line of Business
Blue Shield Prom...

Coverage and Care Requirements
Network
Any Network

Practitioner Details

Practitioner First Name: Enter a Value
Practitioner Last Name: Enter a Value
Provider ID (Site ID): Enter a Value
State License Number: Enter a Value

NPI: Enter a Value
Practitioner Type: Any Type
Speciality: Choose a Value
Accepting New Patients Requirements: Accepting new pa...

Languages Spoken: No Preference
Gender: No Preference
Zip Code: Enter a Value
Distance from Zip Code: Choose a Value

Previous Reset Search

Steps
Change Selection
Plan and Primary Care Physician Search
Eligibility Assessment
Summary of Changes

Search Results - Sorted by Name

NPI	Line of Business	Network	Practitioner Type	Speciality
	MCLA		PRIMARY CARE PHYSICIAN	
Provider Address	Phone	Provider ID (Site ID)	Accepting New Patients Requirements	Languages Spoken
			Accepting new patients	English
Gender	Age Range	State License Number	Distance from Zip Code	
	No age restrictions			

L.A. Care Connect Quick Reference Guide

Plan Changes: Eligibility Assessment page (Applies to each line of business)

On the **Eligibility Assessment** page, you will find the **Primary Care Physician Change Timeline** field which will be pre-populated and will be *non-editable* as **Future Transfer**.

Under the **Current Care** Section, you will use the dropdowns to either select **Yes** or **No** in each field. Once completed, click **Next** to proceed.

Please note that members currently admitted to a hospital will be unable to update their doctor and they will receive an error message.

The screenshot displays the 'Eligibility Assessment' page. At the top, it says 'Member is newly assigned or established'. Below this, there are two main sections: 'Primary Care Physician Change Timeline' and 'Current Care'. The 'Primary Care Physician Change Timeline' section has a dropdown menu for 'When is the Primary Care Physician change occurring?' with 'Future Transfer' selected. The 'Current Care' section has three dropdown menus, all with 'No' selected. To the right of the form is a 'Steps' sidebar with four items: 'Change Selection', 'Plan and Primary Care Physician Search', 'Eligibility Assessment' (which is highlighted with a blue circle), and 'Summary of Changes'. At the bottom of the form, there are 'Previous' and 'Next' buttons. The 'Next' button is highlighted with a red box and a blue circle.

L.A. Care Connect Quick Reference Guide

Plan Changes: Summary of Changes page (Applies to each line of business)

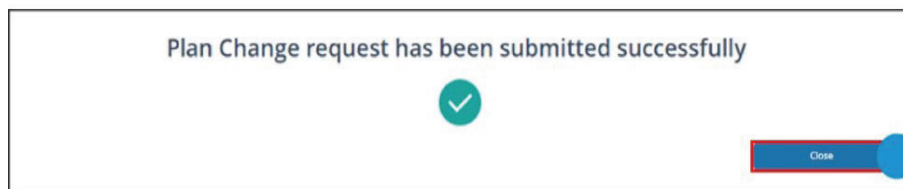
You will do a final review of the changes and effective dates in the **Summary of Changes** section. The **Category Selection** section will have auto-populated information and is read only.

In the **Reason section**, please select from each dropdown field. Under **Change Details** you can view the updates under **Old Value** (previous information) and **New Value** (updated information).

In the **Change Details** section, proceed with the final review and once completed, click **Finish**.

Update	Old Value	New Value
Line of Business	MCLA	Anthem Blue Cross of CA (BCSC)
Plan	MCLA Medi-Cal Benefit Plan	Anthem Blue Cross of CA (BCSC) Corresponding Plan
PCP/Clinic Name		
Provider ID (Site ID)		
Network		

A confirmation message will pop-up for PCP or PCP Clinic or Plan Change. To navigate back to the Homepage, click **Close**.

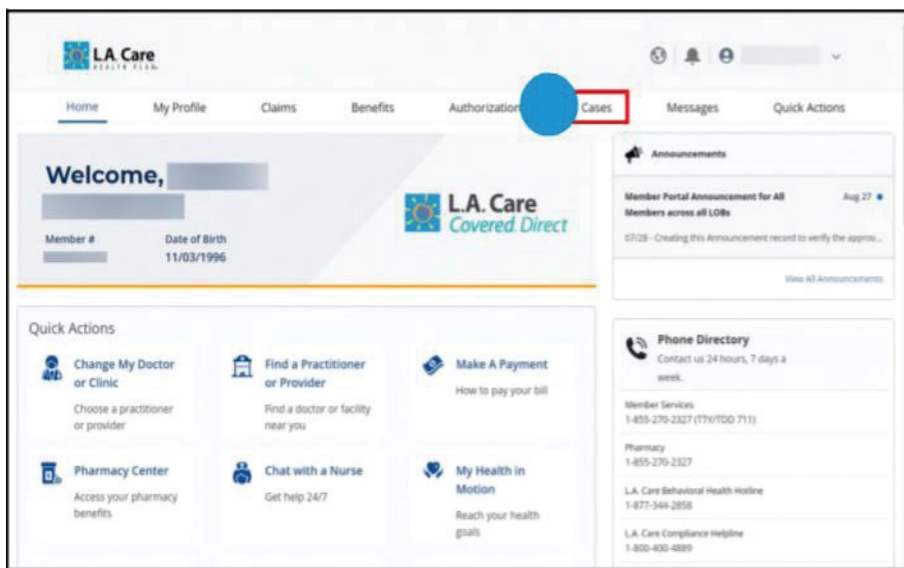


Proceed with clicking **Close**. A **Case** intake will be created and filed in your **My Profile Tab**. You will have access to view the **Cases** from their **My Profile Tab**.

L.A. Care Connect Quick Reference Guide

Plan Changes: Cases

Plan changes will create a **Case**. These cases can be accessed and viewed under the **Cases** tab on your Home page. Clicking on **Cases** will direct you to the Cases List page, where you will be able to select a **Case Number** from the list and open the **Case Details**. On the **Case Details** page, you will be able to view items such as **Type**, **Status**, **Case Overview**, **Category Selection**, **Change Reason**, **Change Details**, and **Eligibility Assessment**.



Case List

The screenshot shows the L.A. Care member portal 'Cases List' page. The navigation menu at the top includes Home, My Profile, Claims, Benefits, Authorizations, Cases (highlighted with a red box), Messages, and Quick Actions. The main content area displays a table with the following data:

Case Number	Type	Date Opened	Status	Owner Name
00045953	Plan Change	11/14/2024, 5:44 AM	Pending	L.A. Care
00045654	PCP Change	11/13/2024, 3:31 AM	Closed	DIRK SCOVELL
00045655	PCP Change	11/12/2024, 6:10 AM	Closed	DIRK SCOVELL

L.A. Care Connect Quick Reference Guide

Clicking on the **Case Number** will display a **Details tab**.

By clicking on the **Details tab**, you can view **Case Overview**, **Category Selection**, **Change Reason**, and **Change Details**.

Case
00045420

Type
Plan Change

Status
Closed

Details

Case Overview

Subject
Plan Change

Category Selection

Category
Plan Change

Change Reason

Reason 1
Administrative

Reason 2
Selection Invalid / Not Applicable

Reason 3

Reason 4

Change Details

Member ID

Effective Date
2024-12-01

Current Line of Business
MCLA

New Line of Business

Current Plan
Medi-Cal Dual

New Plan

Current Network

New Network

Current PCP/Clinic Name

New PCP/Clinic Name

Current Site ID

New Site ID

Eligibility Assessment (0)

[L.A. Care: Caring for You, Caring for our Community]