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# 3. How to get care

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## Provider network

### Outside the service area

If you are outside of the L.A. Care service area (Los Angeles County) and need care that is **not** an emergency or urgent, call your PCP right away. Or call Member Services at 1-888-839-9909 (TTY 711). Members that need non-emergency or non-urgent care outside of the L.A. Care service area (Los Angeles County) and/or provider network, must have pre-approval prior to getting the service. Please call your PCP or L.A. Care Member Services.

For emergency care, call **911** or go to the nearest emergency room. L.A. Care covers out-of-network emergency care. If you travel to Canada or Mexico and need emergency care requiring hospitalization, L.A. Care will cover your care. If you are traveling abroad outside of Canada or Mexico and need emergency care, urgent care, or any health care services L.A. Care will **not** cover your care.

If you paid for emergency care requiring hospitalization in Canada or Mexico, you can ask L.A. Care to pay you back. L.A. Care will review your request.

If you are in another state or are in a US Territory such as American Samoa, Guam, Northern Mariana Islands, Puerto Rico, or US Virgin Islands, you are covered for emergency care. Not all hospitals and doctors accept Medicaid. (Medi-Cal is what Medicaid is called in California only.) If you need emergency care outside of California, tell the hospital or emergency room doctor as soon as possible that you have Medi-Cal and are a member of L.A. Care.

Ask the hospital to make copies of your L.A. Care ID card. Tell the hospital and the doctors to bill L.A. Care. If you get a bill for services you got in another state, call L.A. Care right away. We will work with the hospital and/or doctor to arrange for L.A. Care to pay for your care.

If you are outside of California and have an emergency need to fill outpatient prescription drugs, have the pharmacy call Medi-Cal Rx at 1-800-977-2273.

**Note:** American Indians may get services at out-of-network IHCPs.

~~California Children's Services (CCS) Program is a state program that treats children under 21 years of age who have certain health conditions, diseases, or chronic health problems and meet the CCS program rules. If you need health care services for a CCS-eligible medical condition and L.A. Care does not have a CCS-paneled specialist in the network who can provide the care you need, you may be able to go to a provider outside of the provider network at no cost to you. To learn more about the CCS program, read Chapter 4, "Benefits and services" in this handbook.~~

If you have questions about out-of-network or out-of-service-area care, call Member Services at 1-888-839-9909 (TTY 711). If the office is closed and you want help from a representative, call the Nurse Advice Line 24 hours a day, 7 days a week, including holidays at 1-800-249-3619 (TTY 711).

If you need urgent care out of the L.A. Care service area, go to the nearest urgent care facility. If you are traveling outside the United States and need urgent care, L.A. Care will not cover your care. For more on urgent care, read "Urgent care" later in this chapter.

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# 4. Benefits and services

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## Medi-Cal benefits covered by L.A. Care

### Dental services

Medi-Cal uses managed care plans to provide your dental services. ~~To learn more, go to Health Care Options at <http://dhcs.ca.gov/mymedi-cal>.~~ You can stay in Fee-for-Service Dental, or you can choose the Dental Managed Care. To choose or change your dental plan, call Health Care Options at 1-800-430-4263. You may not be enrolled in a PACE or SCAN plan and a Dental Managed Care plan at the same time.

~~Your Medi-Cal dental services are provided by the Medi-Cal Dental Managed Care Program. For help finding a dentist, or for help getting dental services, you can call Member Services at 1-888-839-9909 (TTY 711).~~

Medi-Cal covers dental services, including:

- Diagnostic and preventive dental services such as examinations, X-rays, and teeth cleanings
- Emergency services for pain control
- Tooth extractions
- Fillings
- Root canal treatments (anterior/posterior)
- Crowns (prefabricated/laboratory)
- Scaling and root planing
- Complete and partial dentures
- Orthodontics for children who qualify
- Topical fluoride

If you have questions or want to learn more about dental services, call the Medi-Cal Dental Program at 1-800-322-6384 (TTY 1-800-735-2922 or 711). You can also go to the Medi-Cal Dental Program website at <https://smilecalifornia.org/>.

If you have questions or want to learn more about dental services and are enrolled in a Dental Managed Care plan, call your assigned Dental Managed Care plan.

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## Other L.A. Care covered benefits and programs

### Major organ transplant

#### *Transplants for children under age 21*

In Los Angeles County, state law requires children who need transplants to be referred to the California Children's Services (CCS) program to decide if the child qualifies for CCS. If the child qualifies for CCS, CCS will cover the costs for the transplant and related services.

If the child does not qualify for CCS, L.A. Care will refer the child to a qualified transplant center for evaluation. If the transplant center confirms that the transplant would be needed and safe, L.A. Care will cover the transplant and related services.

~~L.A. Care must refer California Children's Services (CCS) eligible children to a CCS-approved Special Care Center (SCC) for an evaluation within 72 hours of when the child's doctor or specialist identifies the child as a potential candidate for transplant. If SCC confirms that the transplant would be needed and safe, L.A. Care will cover the transplant and related services.~~

#### ~~*Transportation and travel expenses for CCS*~~

~~You may be able to get transportation, meals, lodging, and other costs such as parking, tolls, etc. if you or your family needs help to get to a medical appointment related to a CCS-eligible condition and there is no other available resource. You should call~~

~~L.A. Care and request pre-approval (prior authorization) before you pay out-of-pocket for transportation meals and lodging. L.A. Care does provide non-medical and non-emergency medical transportation as noted in Chapter 4, "Benefits and services."~~

~~If your transportation or travel expenses are found necessary and L.A. Care verifies that~~

~~you tried to get transportation through L.A. Care, you can get reimbursed from L.A. Care. We must reimburse you within 60 calendar days of you submitting the required receipts and proof of transportation expenses.~~

~~**Home and community-based services (HCBS) outside of WCM services**~~

~~If you qualify to enroll in a 1915(c) waiver, you may be able to get home and community-based services that are not related to a CCS-eligible condition but are necessary for you to stay in a community setting instead of an institution. For example, if you require home modifications to meet your needs in a community-based setting, L.A. Care cannot pay those costs as a CCS-related condition. But if you are enrolled in a 1915(c) waiver, home modifications may be covered if they are medically necessary to prevent institutionalization.~~