



May 23, 2024

RE: Important Notice Transportation Communication - Call the Car System Outage

Dear L.A. Care Network Providers,

Please be advised that on May 22, 2024, Call the Car (CTC), L.A. Care Health Plan's (L.A. Care) Non-Emergency Medical Transportation (NEMT) & Non-Medical Transportation (NMT) Vendor, experienced an unexpected disruption during a routine backup procedure. The disruption prompted CTC's Information Technology (IT) Team to initiate an investigation, revealing indications suggestive of a potential malware or ransomware incident.

Concurrently, CTC diligently implemented their Business Continuity Plan (BCP) and Disaster Recovery Protocol (DRP) by establishing an independent backup environment. The backup environment has limited features which is extending the time spent for members calling in to schedule transportation reservations. Members are also experiencing issues accessing the CTC-Go Mobile app, which is causing a higher than usual call volume.

CTC is working around the clock to address and resolve the underlying issues, including temporarily increasing call center staff to support the increase in call volume.

In addition, L.A. Care would like to note the timeframes for advance transportation scheduling are as follows:

- NEMT: Discharges/Transfers: Same Day
- NEMT: Two (2) Business Days Minimum (Min.)
- NMT: Door to Door: Two (2) Business Days Min.
- NMT: Curb to Curb: Three (3) Hours Min.

If you or your staff regularly schedule advance transportation trips with CTC, we would greatly appreciate if you would limit calls by scheduling in accordance with the advance scheduling timeframes. Also, please refrain from scheduling too far in advance as it would help to alleviate the current call volume for members and providers who need immediate assistance.

Your understanding and ongoing patience is greatly valued and appreciated. Any questions regarding this communication can be directed to [providerrelations@lacare.org](mailto:providerrelations@lacare.org).

Sincerely,

AJ Lopez III  
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