

# New Provider Portal



**L.A. Care**  
HEALTH PLAN®

*For All of L.A.*

## Informational Webinar

SEPTEMBER 6, 2024



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HEALTH PLAN®

## Elevating the Experience of our Providers with a “New” Provider Portal

L.A. Care is transforming how our members and providers engage our organization. We are building a new digital ecosystem for Customer Relationship Management (CRM) that entails rolling out new technology for members, providers, and internal staff. The new Provider Portal is part of an **ongoing continuum of technology improvements** L.A. Care is undertaking to enhance the provider experience. These improvements are the product of years of thoughtful planning and careful architecture. The launch of this new Provider Portal is the **first of many efficient and cutting-edge technology platforms** L.A. Care intends to roll out to providers in the next year. Our goal is to make it simpler and more efficient to engage L.A. Care. ***In October 2024, we are excited to bring our provider community a “new” Provider Portal that will enable access to more information and new self-service capabilities.***

*These changes stem from our core mission to provide access to quality health care for Los Angeles County's vulnerable communities. These initiatives support this mission.*



# Upcoming Portal Upgrades: Who, What, When Overview



## PROVIDER PORTAL

Who	<b>Contracted Providers and Authorized Entities</b>
Benefits	Simplify how our providers engage L.A. Care by delivering enhanced self-service capabilities and ensuring they can see key information that will help them care for our members.
When	<b>October 2024</b>
Training	The Provider Training Team will be working to create pre-recorded trainings that will be accessible any time.



## MEMBER PORTAL

Who	<b>All Members</b>
Benefits	Enhance how our members access information and engage L.A. Care by ensuring that they have a robust self-service technology solution, that helps address their needs and helps improve health outcomes.
When	<b>January 2025</b>
Training	Members will have access to online reference materials and instructions.

# Provider Portal Functionality Highlights

The new Portal will offer many time-saving upgrades. Below are some of the highest impact changes.

	<u>Then</u>		<u>Now</u>
<b>Service Authorization Requests (SAR)</b>	Submit a Service Authorization Request by <b>fax</b> and <b>call-in</b> to check status of a SAR.	➔	<b>Submit</b> a SAR, <b>attach relevant documents</b> , and <b>check status</b> of an authorization <b>in the new portal</b> . Fax and call-in options will continue to be available. The system only accepts Auth Requests where L.A. Care is the responsible party and where the benefit or service selected requires a prior authorization.
<b>Claims Status</b>	<b>Call-in</b> to check the status of a claim, or access a <b>limited read-only view</b> in the existing portal (only refreshed once every 24-hours)	➔	<b>Check status</b> of a claim <b>in the new portal</b> . The status will now include <b>remittance advice information in real-time, coverage plan, deductibles, and primary and secondary payer information</b> . Fax and call-in options will continue to be available. This feature is only available for the "Pay-to Provider" of the claim, others will see a general view.
<b>Provider Profile (Provider 360 View)</b>	View provider plan and details such as facilities, specialties, and network in <b>separate delegate documents</b> (extensive spreadsheet).	➔	<b>Access</b> all provider information such as Practitioner Details, Associated Offices, Credentials, as well as Provider Facilities, Network, Specialties, and Services in <b>one screen with various tabs</b> .
<b>Member Profile (Member 360 View)</b>	View member information in <b>different locations in the legacy portal</b> , compile information manually.	➔	<b>View</b> holistic and detailed member information such as <b>Member Plan, Coverage, Claims, and Authorizations</b> in <b>one convenient page</b> in the new portal.



# Benefits for You

The new Provider Portal offers new and improved capabilities to enhance your L.A. Care experience and save you valuable time.

## What to Expect



### Intuitive / Intelligent

#### User-Friendly Interface

The Portal features a clean and clear layout that is easy to navigate.

#### Easy Adoption

A system designed, built and implemented to be intuitive.

#### Training Provided

Materials and webinars will be provided by your LAC experts.



### Efficient

#### New Self-Service Capabilities

Providers can accomplish more independently with the click of a mouse, our call-in or fax options will remain accessible as needed.

#### Save Time

New and expanded capabilities give you additional insights into your patients in real time.



### Streamlined

#### Aligned with Future Target States

Single point of entry for all contracted providers and seamless Single Sign-On (SSO) into other applications.

#### Seamless Flow

Executive contacts and administrative users will be able to submit inquiries via the portal.



# Provider Portal Legacy Provider Portal

Providers will still need to access the current legacy portal for some functions, but access will be streamlined.

**Providers will now seamlessly access the legacy portal through the new Provider Portal.  
You will log in using your legacy Provider Portal login ID and password.**

Providers will need to access the Legacy Portal for the following two functionalities only:

## Reports

Access to the suite of reports available to providers (access to reports will be based of legacy portal access).

## Add, Change, and Delete Tool

Allows PPG to submit network modification requests for providers current active in the network, add a new provider to the network, or terminate a current active provider in the network.



# Poll Question #1

If you currently utilize the report feature through our Legacy portal, which statement applies to you:

1. I like the Excel spreadsheet format, and I need it for my business.
2. I would prefer an electronic format (i.e API Integration, FIHR, etc.).
3. I would like to be able to query and export my own report.
4. The current reporting feature works for my business.
5. I don't use the reporting feature.



# Provider Portal Administrator Responsibility

1

Each entity has identified up to 5 Provider Portal Administrator that will be able to grant access to requested users.

2

Provider Portal Administrators are external users (non-L.A. Care) that have the ability to create, manage and delete user accounts.

3

In addition to Provider Portal Administrators your dedicated L.A. Care provider network account manager can provide access.

4

Be on the lookout! We will notify Provider Portal Administrators regarding registration.

5

Additional user access roles include: General Authorized User, Billing User, Executive Contact User.





# Provider Portal Day 1 Access and Resources



## Registration

Through a guided registration process providers will be able to create and manage accounts with ease.

- PCP and SCP providers contracted through a PPG are required to request access through their PPG. As a PCP and SCP user you will have the ability to submit one request to all your affiliated PPGs to obtain access to the provider portal.
- Provider Portal Admins will automatically get a registration link from Salesforce upon launch of the new Provider Portal to set up their accounts and register users.
- For users that are not in the role of Provider Portal Admin and would like to register, please contact your Provider Portal Administrator or Provider Network Account Manager.



## Training Resources

Live recorded training will be available on the L.A. Care Provider Portal landing page.

- The L.A. Care Provider Training Team will be creating pre-recorded training videos for providers and staff.
- The training will be clearly indexed and ready for when the new provider portal goes live.



# Poll Question #2

What is the Provider Portal feature most important to your business?

1. Membership eligibility.
2. Plan Benefits and Services.
3. Ability to Submit Service Authorization Requests.
4. View Claim status and details.
5. Communicate with my L.A. Care Account Manager.
6. Other – please type in the chat the feature you value most.



# Resources and Contacts

Check out the Provider Portal landing page [here](#) or visit [lacare.org/providers/news/provider-portal-announcement](https://lacare.org/providers/news/provider-portal-announcement)  
This page will house additional launch information including all your training resources



If you have general questions, please contact your **Account Manager** or **Provider Relations** at: [providerrelations@lacare.org](mailto:providerrelations@lacare.org)



# Questions

