

How and when to obtain referrals and authorizations for specific services:

As a member of L.A. Care Health Plan, your Primary Care Provider (PCP) will work with you to provide and arrange for all needed care. You are responsible to get referrals from your PCP for all services except those listed below:

- Emergency Services, whether in or out of L.A. County; Urgent care, whether in or out of network
- Mental Health Care and Substance Use treatment – Call the number on your ID card for immediate referral to services
- Women’s health services – a woman can go directly to any network provider for women’s health care such as breast or pelvic exams. This includes care provided by a Certified Nurse Midwife/OB-GYN and Certified Nurse Practitioners
- Basic prenatal care – a woman can go directly to any network provider for basic pre-natal care
- Family planning services, including counseling, pregnancy tests and procedures for the termination of pregnancy (abortion)
- Treatment for Sexually Transmitted Diseases, includes testing, counseling, treatment and prevention

Services that require a referral before you get the service (L.A. Care Prior Authorization List):

- Non-emergency out of area care, outside of L.A. County,
- Out of network care, services not provided by a contracted network doctor
- Inpatient Admissions, non-emergency/elective
- Inpatient Admission to Skilled Nursing Facility or Nursing Home
- Outpatient hospital services/surgery
- Outpatient, non-hospital , such as surgeries or sleep studies
- Outpatient diagnostic services, minimally invasive or invasive such as CT Scans, MRIs, colonoscopy, endoscopy, flexible sigmoidoscopy, cardiac catheterization
- Durable Medical Equipment, standard or customized; rental or purchased
- Medical Supplies
- Prosthetics and Orthotics
- Home Health Care, including nurse, aide, therapies, and social worker
- Hospice
- Transportation
- Experimental or Investigation Services
- Cancer Clinical Trials