

# Cal MediConnect Contacts



**L.A. Care**  
HEALTH PLAN®

## CONTRACTED PROVIDER AUTHORIZATION/BILLING CONTACTS When L.A. Care is Financially Responsible

DEPARTMENT	CONTACT INFORMATION	ONLINE MATERIALS <i>(links to plan-specific provider materials)</i>
<b>Authorizations</b> *Only when L.A. Care is responsible <ul style="list-style-type: none"> <li>Prior authorizations</li> <li>Converting TARs to plan authorizations</li> <li>Continuity of Care (COC)</li> </ul> <p><i>Please note that there are separate individuals to contact regarding prior vs. regular authorizations, or for different types of authorizations (e.g. outpatient vs. inpatient)</i></p>	<b>NAME:</b> L.A. Care Utilization Management <b>PHONE:</b> 877-431-2273  <b>Inpatient FAX:</b> 877-314-4957 <b>Outpatient Fax:</b> 213-438-5777  <b>COC Unit PHONE:</b> 1-855-351-9251 <b>COC Email:</b> COC@lacare.org <b>HOURS:</b> 24 hours	<b>Utilization Management Authorization Form:</b> <a href="http://www.lacare.org/providers/provider-resources/provider-forms">http://www.lacare.org/providers/provider-resources/provider-forms</a> <b>COC Resources:</b> <a href="http://www.calmediconnectla.org/continuity-care">http://www.calmediconnectla.org/continuity-care</a>  <p>*Refer to delegation matrix on L.A. Care's website for detailed information regarding the entity responsible for authorizing services. Generally, PPGs/IPAs in the CMC network are responsible for authorizing all services (with the exception of Behavioral Health, Chiropractic, Dental, Transportation, and Vision). Check Eligibility to verify IPA.</p>
<b>Behavioral Health</b> <ul style="list-style-type: none"> <li>BH access and care coordination</li> <li>BH provider support</li> <li>BH education &amp; training</li> </ul>	<b>NAME:</b> Beacon Health Strategies <b>PHONE:</b> 877-344-2858 (24 hours referral) <b>L.A. Care's Behavioral Health Provider Support Line:</b> 844-858-9940 <b>FAX:</b> 213-438-5093 <b>EMAIL:</b> <a href="mailto:behavioralhealth@lacare.org">behavioralhealth@lacare.org</a> <b>HOURS:</b> 8am – 5pm	<b>BH Services</b> <a href="http://www.lacare.org/providers/behavioral-health/behavioral-health-services">http://www.lacare.org/providers/behavioral-health/behavioral-health-services</a>  <b>Specialty BH Services</b> <a href="http://www.lacare.org/providers/behavioral-health/specialty-mental-health-services">http://www.lacare.org/providers/behavioral-health/specialty-mental-health-services</a>
<b>Cal MediConnect Program Lead</b>	<b>NAME:</b> Maria Lackner <b>PHONE:</b> 213-694-1250 x4010 <b>EMAIL:</b> <a href="mailto:mlackner@lacare.org">mlackner@lacare.org</a>	<a href="http://www.calmediconnectla.org/">http://www.calmediconnectla.org/</a>
<b>Care Management</b> <ul style="list-style-type: none"> <li>Make a referral</li> </ul>	<b>NAME:</b> L.A. Care Case Management <b>PHONE:</b> 1-844-200-0104 <b>FAX:</b> 213-438-5077 <b>EMAIL:</b> <a href="mailto:cmreferral@lacare.org">cmreferral@lacare.org</a> <b>HOURS:</b> 8 am – 5 pm	<b>Case Management Resources:</b> <a href="http://www.lacare.org/providers/provider-resources/provider-faqs">http://www.lacare.org/providers/provider-resources/provider-faqs</a>

# Cal MediConnect Contacts



**L.A. Care**  
HEALTH PLAN®

## CONTRACTED PROVIDER AUTHORIZATION/BILLING CONTACTS When L.A. Care is Financially Responsible (continued)

DEPARTMENT	CONTACT INFORMATION	ONLINE MATERIALS <i>(links to plan-specific provider materials)</i>
<b>Claims/Billing</b> *Only when L.A. Care is responsible <ul style="list-style-type: none"> <li>Submitting claims</li> <li>Receiving payments</li> </ul>	<b>NAME:</b> L.A. Care Claims Department <b>PHONE:</b> 888-452-2273 <b>ADDRESS:</b> PO BOX 811580 Los Angeles, CA 90081	<b>Claims Resource:</b> <a href="http://www.lacare.org/providers/claims-and-icd-10/submitting-claim">http://www.lacare.org/providers/claims-and-icd-10/submitting-claim</a>  * Refer to delegation matrix on Provider Portal for detailed information regarding the entity responsible for paying claims. Generally, PPGs/IPAs in the CMC network are responsible for paying all professional claims. At times, L.A. Care, or the CMC member's capitated hospital (if applicable) is responsible for paying all facility or ancillary provider claims (with the exception of Long Term Care (LTC), Behavioral Health, Chiropractic, Dental, Transportation, and Vision). Check Eligibility to verify IPA
<b>Long-Term Services &amp; Supports Providers</b> <ul style="list-style-type: none"> <li>LTSS care management</li> <li>LTSS contracting</li> <li>LTSS authorizations</li> <li>Converting TARs to plan authorizations</li> </ul>	<b>NAME:</b> L.A. Care Managed Long Term Services and Support (MLTSS) <b>PHONE:</b> 855-427-1223 <b>FAX:</b> 213-438-4877 <b>EMAIL:</b> mltss@lacare.org <b>HOURS:</b> 8 am – 5 pm	<b>Managed Long Term Services and Support Resources:</b> <a href="http://www.lacare.org/members/member-services/medi-cal-ltss">http://www.lacare.org/members/member-services/medi-cal-ltss</a>
<b>Member Services/Member Eligibility</b> <ul style="list-style-type: none"> <li>Member plan eligibility</li> <li>Resources for patients</li> </ul>	<b>NAME:</b> L.A. Care Member Services <b>PHONE:</b> 1-888-522-1298 <b>TTY:</b> 1-866-522-2731 <b>FAX:</b> N/A <b>EMAIL:</b> N/A <b>HOURS:</b> 8 am – 5 pm	<b>Cal MediConnect:</b> <a href="http://www.calmediconnectla.org/providers/benefits">http://www.calmediconnectla.org/providers/benefits</a>  <b>L.A. Care Medi-Cal</b> <a href="http://www.lacare.org/members/member-docs/member-handbooks">http://www.lacare.org/members/member-docs/member-handbooks</a>
<b>Provider Contracting</b> <ul style="list-style-type: none"> <li>Contracts</li> <li>Delegation Information</li> </ul>	<b>NAME:</b> Norma Carrillo <b>PHONE:</b> 213-694-1250 x4233 <b>FAX:</b> 213-438-5016 <b>EMAIL:</b> ncarrillo@lacare.org <b>HOURS:</b> 7:30 am – 3:30 pm	Tools and resources for contracted providers are available on our Provider Portal. <b>Join our Network:</b> <a href="http://www.lacare.org/providers/join-our-network/become-a-provider">http://www.lacare.org/providers/join-our-network/become-a-provider</a>
<b>Provider Relations</b> <ul style="list-style-type: none"> <li>Provider Support</li> </ul>	<b>NAME:</b> L.A. Care Provider Relations Department <b>PHONE:</b> 213-694-1250 x4719 <b>FAX:</b> 213-438-5032 <b>EMAIL:</b> ProviderRelations@lacare.org <b>HOURS:</b> 8 am – 5 pm	Provider Relations can provide access to the portal for contracted providers. Please request access via the Provider Relations email. <b>Provider Resources:</b> <a href="http://www.lacare.org/providers/provider-resources/cmc-provider-resources">http://www.lacare.org/providers/provider-resources/cmc-provider-resources</a>