

L.A. Care[®]
Medi-Cal

L.A. Care Health Plan Member Handbook

What you need to know about your benefits

Combined Evidence of Coverage and Disclosure Form



2021 **English**

Other languages and formats

Other languages

You can get this Member Handbook and other plan materials for free in other languages. Call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**). The call is toll free. Read this Member Handbook to learn more about health care language assistance services, such as interpreter and translation services.

Other formats

You can get this information for free in other formats, such as braille, 18-point font large print and audio. Call **1-888-839-9909** (TTY/TDD **711**). The call is toll free.

Interpreter services

You do not have to use a family member or friend as an interpreter. For free interpreter, linguistic and cultural services and help available 24 hours a day, 7 days a week, or to get this handbook in a different language, call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**). The call is toll free.



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at **lacare.org**.

Other languages and formats

- Free language assistance services are available. You can request interpreting or translation services, information in your language or in another format, or auxiliary aids and services. Call L.A. Care at **1-888-839-9909 (TTY 711)**, 24 hours a day, 7 days a week, including holidays. The call is free.
- Los servicios de asistencia de idiomas están disponibles de forma gratuita. Puede solicitar servicios de traducción e interpretación, información en su idioma o en otro formato, o servicios o dispositivos auxiliares. Llame a L.A. Care al **1-888-839-9909 (TTY 711)**, las 24 horas del día, los 7 días de la semana, incluso los días festivos. La llamada es gratuita.

• خدمات المساعدة اللغوية متاحة مجانًا. يمكنك طلب خدمات الترجمة الفورية أو الترجمة التحريرية أو معلومات بلغتك أو بتنسيق آخر أو مساعدات وخدمات إضافية. اتصل بـ L.A. Care على الرقم **1-888-839-9909 (TTY 711)** على مدار الساعة وطوال أيام الأسبوع، بما في ذلك أيام العطلات. المكالمات مجانية.

- Տրամադրելի են լեզվական օգնության անվճար ծառայություններ: Կարող եք խնդրել բանավոր թարգմանչական կամ թարգմանչական ծառայություններ, Ձեր լեզվով կամ տարբեր ձևաչափով տեղեկություն, կամ օժանդակ օգնություններ և ծառայություններ: Զանգահարեք L.A. Care **1-888-839-9909** համարով (TTY 711), օրը 24 ժամ, շաբաթը 7 օր, ներառյալ տոնական օրերը: Այս հեռախոսազանգն անվճար է:
- 提供免費語言協助服務。您可申請口譯或翻譯服務，您使用之語言版本或其他格式的資訊，或輔助援助和服務。請致電 L.A. Care 電話 **1-888-839-9909 (TTY 711)**，服務時間為每週 7 天，每天 24 小時（包含假日）。上述電話均為免費。

• خدمات رایگان امداد زبانی موجود می باشد. می توانید برای خدمات ترجمه شفاهی یا کتبی، اطلاعات به زبان خودتان یا فرمت دیگر، یا امدادها و خدمات اضافی درخواست کنید. با L.A. Care به شماره **1-888-839-9909 (TTY 711)** در 24 ساعت شبانهروز و 7 روز هفته شامل روزهای تعطیل تماس بگیرید. این تماس رایگان است.

- मुफ्त भाषा सहायता सेवाएं उपलब्ध हैं। आप दुभाषिया या अनुवाद सेवाओं, आपकी भाषा या किसी अन्य प्रारूप में जानकारी, या सहायक उपकरणों और सेवाओं के लिए अनुरोध कर सकते हैं। आप L.A. Care को **1-888-839-9909 (TTY 711)** नंबर पर फ़ोन करें, दिन में 24 घंटे, सप्ताह में 7 दिन, छुट्टियों सहित। कॉल मुफ्त है।
- Muaj kev pab txhais lus pub dawb rau koj. Koj tuaj yeem thov kom muab cov ntaub ntawv txhais ua lus lossis txhais ua ntawv rau koj lossis muab txhais ua lwm yam lossis muab khoom pab thiab lwm yam kev pab cuam. Hu rau L.A. Care ntawm tus xov tooj **1-888-839-9909 (TTY 711)**, tuaj yeem hu tau txhua txhua 24 teev hauv ib hnuv, 7 hnuv hauv ib vij thiab suab nrog cov hnuv so tib si, tus xov tooj no hu dawb xwb.
- 言語支援サービスを無料でご利用いただけます。通訳・翻訳サービス、日本語や他の形式での情報、補助具・サービスをリクエストすることができます。L.A. Careまでフリーダイヤル **1-888-839-9909 (TTY 711)**にてご連絡ください。祝休日を含め毎日24時間、年中無休で受け付けています。



Call member services at **1-888-839-9909 (TTY/TDD 711)**.

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at **lacare.org**.

- សេវាជំនួយខាងភាសា គឺមានដោយឥតគិតថ្លៃ។ អ្នកអាចស្នើសុំសេវាកម្រិតប្រែប្រួលមាត់ ឬការបកប្រែ ស្នើសុំព័ត៌មាន ជាភាសាខ្មែរ ឬជាទម្រង់មួយទៀត ឬជំនួយប្រាំមជ្ឈដ្ឋាន និងសេវា។ ទូរស័ព្ទទៅ L.A. Care តាមលេខ **1-888-839-9909** (TTY **711**) បាន 24 ម៉ោងមួយថ្ងៃ 7 ថ្ងៃ មួយអាទិត្យ រួមទាំងថ្ងៃបុណ្យផង។ ការហៅនេះគឺឥតគិតថ្លៃឡើយ។
- 무료 언어 지원 서비스를 이용하실 수 있습니다. 귀하는 통역 또는 번역 서비스, 귀하가 사용하는 언어 또는 기타 다른 형식으로 된 정보 또는 보조 지원 및 서비스 등을 요청하실 수 있습니다. 공휴일을 포함해 주 7 일, 하루 24 시간 동안 L.A. Care, **1-888-839-9909** (TTY **711**) 번으로 문의하십시오. 이 전화는 무료로 이용하실 수 있습니다.
- ພາສາອັງກິດ ມີບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໂດຍບໍ່ເສຍຄ່າ. ທ່ານສາມາດຂໍຮັບບໍລິການນາຍພາສາ ຫຼື ແປພາສາໄດ້, ສໍາລັບຂໍ້ມູນໃນພາສາຂອງທ່ານ ຫຼື ໃນຮູບແບບອື່ນ, ຫຼື ເຄື່ອງມືຊ່ວຍເຫຼືອ ແລະ ບໍລິການເສີມ. ໃຫ້ໂທຫາ L.A. Care ໄດ້ທີ **1-888-839-9909** (TTY **711**), 24 ຊົ່ວໂມງຕໍ່ມື້, 7 ມື້ຕໍ່ອາທິດ, ວອມເຖິງວັນພັກຕ່າງໆ. ການໂທແມ່ນບໍ່ເສຍຄ່າ.
- ਮੁਫਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਤੁਸੀਂ ਦੁਆਰੀਆਂ ਜਾਂ ਅਨੁਵਾਦ ਸੇਵਾਵਾਂ, ਆਪਣੀ ਭਾਸ਼ਾ ਜਾਂ ਕਿਸੇ ਹੋਰ ਫੋਰਮੈਟ ਵਿੱਚ ਜਾਣਕਾਰੀ, ਜਾਂ ਸਹਾਇਕ ਉਪਕਰਣਾਂ ਅਤੇ ਸੇਵਾਵਾਂ ਲਈ ਬੇਨਤੀ ਕਰ ਸਕਦੇ ਹੋ। L.A. Care ਨੂੰ **1-888-839-9909** (TTY **711**) ਨੰਬਰ ਉੱਤੇ ਕਾਲ ਕਰੋ, ਇੱਕ ਦਿਨ ਵਿੱਚ 24 ਘੰਟੇ, ਹਫ਼ਤੇ ਵਿੱਚ 7 ਦਿਨ, ਛੁੱਟੀਆਂ ਸਮੇਤ। ਕਾਲ ਮੁਫਤ ਹੈ।
- Мы предоставляем бесплатные услуги перевода. У Вас есть возможность подать запрос о предоставлении устных и письменных услуг перевода, информации на Вашем языке или в другом формате, а также вспомогательных средств и услуг. Звоните в L.A. Care по телефону **1-888-839-9909** (TTY **711**) 24 часа в сутки, 7 дней в неделю, включая праздничные дни. Этот звонок является бесплатным.
- Available ang mga libreng serbisyo ng tulong sa wika. Maaari kang humiling ng mga serbisyo ng pag-interpret o pagsasaling-wika, impormasyon na nasa iyong wika o nasa ibang format, o mga karagdagang tulong at serbisyo. Tawagan ang L.A. Care sa **1-888-839-9909** (TTY **711**), 24 na oras sa isang araw, 7 araw sa isang linggo, kabilang ang mga holiday. Libre ang tawag.
- มีบริการช่วยเหลือภาษาฟรี คุณสามารถขอรับบริการการแปลหรือล่าม



Call member services at **1-888-839-9909** (TTY/TDD **711**).
 L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at **lacare.org**.

Notice of non-discrimination

Discrimination is against the law. L.A. Care follows State and Federal civil rights laws. L.A. Care does not unlawfully discriminate, exclude people or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity or sexual orientation.

L.A. Care provides:

- Free aids and services to people with disabilities to help them communicate better, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats and other formats)
- Free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact L.A. Care **Member Services** 24 hours a day, 7 days a week, including holidays by calling **1-888-839-9909**. Or, if you cannot hear or speak well, please call (TTY/TDD **711**) use the California Relay Service.

How to file a grievance

If you believe that L.A. Care has failed to provide these services or unlawfully discriminated in another way on the basis of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity or sexual orientation, you can file a grievance with L.A. Care's Civil Rights Coordinator. You can file a grievance in writing, in person, or electronically:

- **By phone:** Contact between 8:00 a.m. – 5:00 p.m. by calling **1-213-694-1250** ext. 4292. You may also call L.A. Care **Member Services** at **1-888-839-9909** 24 hours a day, 7 days a week, including holidays. This call is toll free. Or, if you cannot hear or speak well, please call (TTY/TDD **711**) to use the California Relay Service.
- **In writing:** Fill out a complaint form or write a letter and send it to:

Civil Rights Coordinator
c/o Compliance Department
L.A. Care Health Plan
1055 West 7th Street, 10th Floor
Los Angeles, CA 90017
1-213-694-1250 ext. 4292 (TTY/TDD **711**)
Email: civilrightscordinator@lacare.org



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at lacare.org.

- **In person:** Visit your doctor's office or L.A. Care and say you want to file a grievance.
- **Electronically:** Visit L.A. Care's website at lacare.org

Office of Civil Rights – California Department of Health Care Services

You can also file a civil rights complaint with the California Department of Health Care Services, Office of Civil Rights by phone, in writing, or electronically:

- **By phone:** Call **916-440-7370**. If you cannot speak or hear well, please call **711 (Telecommunications Relay Service)**.
- **In writing:** Fill out a complaint form or send a letter to:

Deputy Director, Office of Civil Rights
 Department of Health Care Services
 Office of Civil Rights
 P.O. Box 997413, MS 0009
 Sacramento, CA 95899-7413

Complaint forms are available at http://www.dhcs.ca.gov/Pages/Language_Access.aspx.
- **Electronically:** Send an email to CivilRights@dhcs.ca.gov

Office of Civil Rights – U.S. Department of Health and Human Services

If you believe you have been discriminated against on the basis of race, color, national origin, age, disability or sex, you can also file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights by phone, in writing, or electronically:

- **By phone:** Call **1-800-368-1019**. If you cannot speak or hear well, please call TTY/TDD **1-800-537-7697** or **711** to use the California Relay Service.
- **In writing:** Fill out a complaint form or send a letter to:

U.S. Department of Health and Human Services
 200 Independence Avenue, SW
 Room 509F, HHH Building
 Washington, D.C. 20201

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.
- **Electronically:** Visit the Office for Civil Rights Complaint Portal at <https://ocrportal.hhs.gov/ocr/cp>



Call member services at **1-888-839-9909** (TTY/TDD **711**).

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Welcome to L.A. Care!

Thank you for joining L.A. Care Health Plan (L.A. Care). L.A. Care is a health plan for people who have Medi-Cal. L.A. Care is also called the Local Initiative Health Authority for Los Angeles County. You can call us “L.A. Care.” L.A. Care works with the State of California to help you get the health care you need. L.A. Care is a local public entity. In fact, we are the largest publicly-operated health plan in the nation. We serve people who live in Los Angeles County (called our “service area”). L.A. Care also works with four (4) Health Plan Partners (L.A. Care is also considered a “Health Plan Partner”) to provide health care services to our members. When a Medi-Cal member joins L.A. Care, the member may choose to get services through any Health Plan Partner listed below as long as the plan choice is available.

- Anthem Blue Cross
- Blue Shield of California Promise Health Plan
- Kaiser Permanente
- L.A. Care Health Plan

Member Handbook

This Member Handbook tells you about your coverage under L.A. Care. Please read it carefully and completely. It will help you understand and use your benefits and services. It also explains your rights and responsibilities as a member of L.A. Care. If you have special health needs, be sure to read all sections that apply to you.

This Member Handbook is also called the Combined Evidence of Coverage (EOC) and Disclosure Form. It is a summary of L.A. Care rules and policies and based on the contract between L.A. Care and the Department of Health Care Services (DHCS). If you would like more information, call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**).

Call **1-888-839-9909** (TTY/TDD **711**) to ask for a copy of the contract between L.A. Care and DHCS. You may also ask for another copy of the Member Handbook at no cost to you or visit the L.A. Care website at **lacare.org** to view the Member Handbook. You may also request, at no cost, a copy of the L.A. Care non-proprietary clinical and administrative policies and procedures, or how to access this information on the L.A. Care website.



Call member services at **1-888-839-9909** (TTY/TDD **711**).

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Contact us

L.A. Care is here to help. If you have questions, call **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free.

You can also visit online at any time at **lacare.org**.

Thank you,

L.A. Care Health Plan

1055 West 7th Street, 10th Floor

Los Angeles, CA 90017



Call member services at **1-888-839-9909** (TTY/TDD **711**).

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Table of contents

Other languages and formats	1
Other languages.....	1
Other formats	1
Interpreter services.....	1
Notice of non-discrimination	4
Welcome to L.A. Care!	6
Member Handbook.....	6
Contact us.....	7
Table of contents	8
1. Getting started as a member	10
How to get help.....	10
Who can become a member.....	10
Identification (ID) cards.....	11
Ways to get involved as a member.....	12
2. About your health plan	13
Health plan overview.....	13
How your plan works.....	14
Changing health plans.....	14
Continuity of care.....	15
Costs	16
3. How to get care	18
Getting health care services.....	18
Where to get care.....	23
Provider network.....	24
Primary care provider (PCP)	28
4. Benefits and services	33
What your health plan covers.....	33



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Medi-Cal benefits covered by L.A. Care	34
Care Coordination.....	46
Coordinated Care Initiative (CCI) benefits.....	46
Health Homes Program	47
Other Medi-Cal programs and services	48
Services you cannot get through L.A. Care or Medi-Cal	51
Evaluation of new and existing technologies.....	51
5. Rights and responsibilities	52
Your rights.....	52
Your responsibilities.....	53
Notice of Privacy Practices.....	54
Notice about laws	60
Notice about Medi-Cal as a payer of last resort	60
Notice about estate recovery.....	61
Notice of Action.....	61
6. Reporting and solving problems.....	62
Complaints	63
Appeals.....	64
What to do if you do not agree with an appeal decision	65
Complaints and Independent Medical Reviews (IMR) with the Department of Managed Health Care	66
State Hearings	66
Fraud, waste and abuse	67
7. Important numbers and words to know	69
Important phone numbers.....	69
Words to know	71



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1. Getting started as a member

How to get help

L.A. Care wants you to be happy with your health care. If you have any questions or concerns about your care, L.A. Care wants to hear from you!

Member services

L.A. Care **Member Services** is here to help you. L.A. Care can:

- Answer questions about your health plan and covered services
- Help you choose or change a primary care provider (PCP)
- Tell you where to get the care you need
- Help you get interpreter services if you do not speak English
- Help you get information in other languages and formats
- Help getting timely appointments
- Offer a new ID card replacement
- Answer questions about a bill from a provider
- Answer questions about problems you cannot resolve
- Assist with scheduling transportation

If you need help, call **1-888-839-9909** (TTY/TDD **711**). L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free.

You can also visit online at any time at **lacare.org**.

Who can become a member

You qualify for L.A. Care because you qualify for Medi-Cal and live in Los Angeles County. If you have questions about your Medi-Cal coverage or about when you need to renew your Medi-Cal, please call the Los Angeles County Department of Public Social Services at **1-866-613-3777**. You may also qualify for Medi-Cal through Social Security because you are receiving SSI/SSP. If you have questions about Social Security or Supplemental Security Income, call the Social Security Administration at **1-800-772-1213**.

For questions about enrollment, call Health Care Options at **1-800-430-4263** (TTY/TDD **1-800-430-7077** or **711**). Or visit **www.healthcareoptions.dhcs.ca.gov**.



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Transitional Medi-Cal

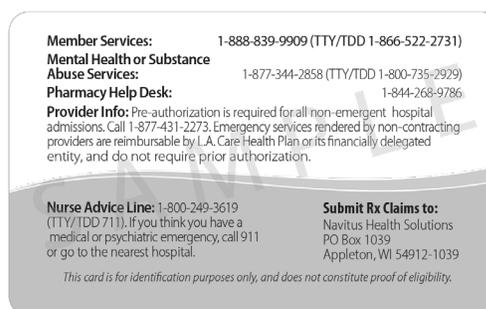
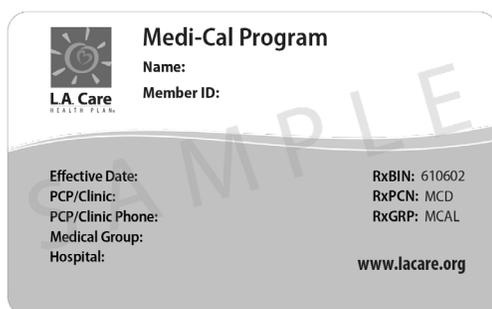
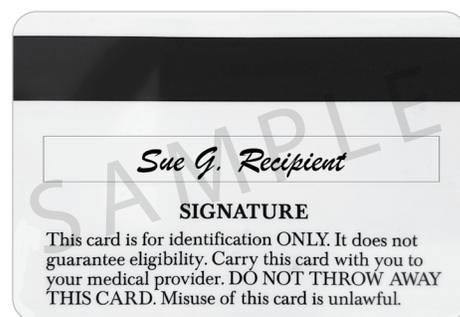
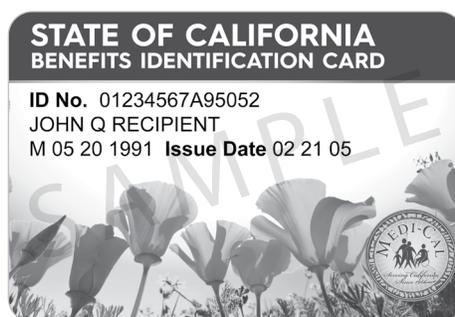
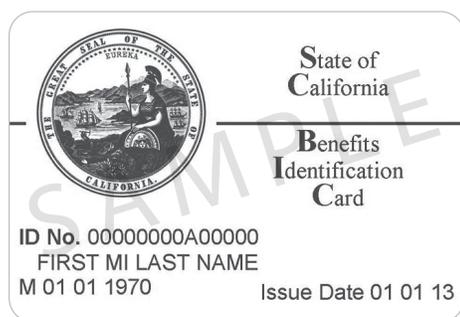
Transitional Medi-Cal is also called “Medi-Cal for working people.” You may be able to get Transitional Medi-Cal if you stop getting Medi-Cal because:

- You started earning more money.
- Your family started receiving more child or spousal support.

You can ask questions about qualifying for Transitional Medi-Cal at your local county health and human services office at www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx or call Health Care Options at **1-800-430-4263** (TTY/TDD **1-800-430-7077** or **711**).

Identification (ID) cards

As a member of L.A. Care, you will get an L.A. Care ID card. You must show your L.A. Care ID card and your Medi-Cal Benefits Identification Card (BIC) when you get any health care services or prescriptions. You should carry all health cards with you at all times. Here is a sample BIC and L.A. Care ID card to show you what yours will look like:



You may print a temporary ID card at L.A. Care Connect at <https://members.lacare.org>.

If you do not get your L.A. Care ID card within a few weeks of enrolling, or if your card is damaged, lost or stolen, call **Member Services** right away. L.A. Care will send you a new card for free. Call **1-888-839-9909** (TTY/TDD **711**).



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at lacare.org.

Ways to get involved as a member

L.A. Care wants to hear from you. Each month L.A. Care has meetings to talk about what is working well and how L.A. Care can improve. Members are invited to attend. Come to a meeting!

L.A. Care Regional Community Advisory Committees

L.A. Care has eleven Regional Community Advisory Committees (RCAC) in Los Angeles County (RCAC is pronounced “rack”). This group is made up of L.A. Care members, providers, and health care advocates. Their purpose is to bring the voice of their communities to the L.A. Care Board of Governors, which guides health care programs to serve our members. You can join this group if you would like. The group talks about how to improve L.A. Care policies and is responsible for:

- Helping L.A. Care understand the health care issues that impact the people who live in your area
- Acting as the eyes and ears of L.A. Care in 11 RCAC regions throughout Los Angeles County
- Providing health information to people in your community

If you would like to be a part of this group, call **1-888-522-2732**. You can also find more information online at **lacare.org**.

L.A. Care Board of Governors meetings

The Board of Governors decides policies for L.A. Care. Anyone can attend the meetings. The Board of Governors meets on the first Thursday of each month at 2 p.m. You can find more information on Board of Governors meetings and schedule updates at **lacare.org**.



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at **lacare.org**.

2. About your health plan

Health plan overview

L.A. Care is a health plan for people who have Medi-Cal in these service areas: Los Angeles County. L.A. Care works with the State of California to help you get the health care you need.

You may talk with one of the L.A. Care **Member Services** representatives to learn more about the health plan and how to make it work for you. Call **1-888-839-9909** (TTY/TDD **711**).

When your coverage starts and ends

When you enroll in L.A. Care, you will get an L.A. Care member ID card within two weeks of enrollment. You must show your L.A. Care ID card and your Medi-Cal Benefits Identification Card (BIC) when you get any health care services or prescriptions.

Your Medi-Cal coverage will need to be renewed every year. The county will send you a Medi-Cal renewal form. Complete this form and return it to your local county human services agency.

Your effective date of coverage is the 1st day of the month following completion of enrollment in a health plan. Check your letter of Medi-Cal approval from Health Care Options for your coverage effective date.

You may ask to end your L.A. Care coverage and choose another health plan at any time. For help choosing a new plan, call Health Care Options at **1-800-430-4263** (TTY/TDD **1-800-430-7077** or **711**). Or visit **www.healthcareoptions.dhcs.ca.gov**. You can also ask to end your Medi-Cal.

L.A. Care is the health plan for Medi-Cal members in Los Angeles County. Your coverage with L.A. Care might change if you no longer have Medi-Cal or if you move out of the county. L.A. Care coverage may also end if your local county health and human services office receives information that changes your eligibility for Medi-Cal. Find your local office at **www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx**. If you go to jail or prison, your coverage with L.A. Care will end. If you become eligible for a waiver program, your coverage with L.A. Care will end, but you will still be enrolled in Medi-Cal. If you are not sure if you are still covered by L.A. Care, please call **1-888-839-9909** (TTY/TDD **711**).

Managed Long-Term Services and Supports (MLTSS)

Individuals dually eligible for Medicare and Medi-Cal must join a Medi-Cal managed care plan to receive their Medi-Cal benefits, including LTSS and Medicare wrap-around benefits.

Special Considerations for American Indians in Managed Care

American Indians have a right to not enroll in a Medi-Cal managed care plan or they may leave their Medi-Cal managed care plan and return to Fee-For-Service (FFS) Medi-Cal at any time and for any reason.

If you are an American Indian, you have the right to get health care services at Indian Health Clinics (IHC). You may also stay with or disenroll from L.A. Care while getting health care services from these locations. For information on enrollment and disenrollment call **1-888-839-9909** (TTY/TDD **711**).



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at **lacare.org**.

How your plan works

L.A. Care is a health plan contracted with DHCS. L.A. Care is a managed care health plan. Managed care plans are a cost-effective use of health care resources that improve health care access and assure quality of care. L.A. Care works with doctors, hospitals, pharmacies and other health care providers in the L.A. Care service area to give health care to you, the member.

An L.A. Care **Member Services** representative will tell you how L.A. Care works, how to get the care you need, how to schedule provider appointments within standard access times, and how to find out if you qualify for transportation services.

To learn more, call **1-888-839-9909** (TTY/TDD **711**). You can also find member service information online at **lacare.org**.

Changing health plans

You may leave L.A. Care and join another health plan in your county of residence at any time. Call Health Care Options at **1-800-430-4263** (TTY/TDD **1-800-430-7077** or **711**) to choose a new plan. You can call between 8:00 a.m. and 6:00 p.m. Monday through Friday. Or visit **www.healthcareoptions.dhcs.ca.gov**.

It takes up to 30 days to process your request to leave L.A. Care and enroll in another plan in your county if there are no issues with the request. To find out the status of your request, call Health Care Options at **1-800-430-4263** (TTY/TDD **1-800-430-7077** or **711**).

If you want to leave L.A. Care sooner, you may ask Health Care Options for an expedited (fast) disenrollment. If the reason for your request meets the rules for expedited disenrollment, you will get a letter to tell you that you are disenrolled.

Members who can request expedited disenrollment include, but are not limited to, children receiving services under the Foster Care or Adoption Assistance programs, members with special health care needs, and members already enrolled in Medicare or another Medi-Cal or commercial managed care plan.

You may ask to leave L.A. Care in person at your local county health and human services office. Find your local office at **www.dhcs.ca.gov/services/medi-cal/Pages/CountyOffices.aspx**, or call Health Care Options at **1-800-430-4263** (TTY/TDD **1-800-430-7077** or **711**).

College students who move to a new county or out of California

If you move to a new county in California to attend college, L.A. Care will cover emergency room and urgent care services in your new county for some conditions.



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at **lacare.org**.

If you are enrolled in Medi-Cal and will attend college in a different county in California, you do not need to apply for Medi-Cal in that county.

When you temporarily move away from home to go to college in another county in California there are two options available to you. You may:

- Notify the Los Angeles County Department of Public Social Services by calling **1-866-613-3777** or visiting **<http://dpss.lacounty.gov>** to report that you are temporarily moving to attend college and provide your address in the new county. The county will update the case records with your new address and county code in the State's database. Use this choice if you want to get routine or preventive care in your new county. You may have to change health plans. For questions and to prevent any delay in enrolling in the new health plan, call Health Care Options at **1-800-430-4263** (TTY/TDD **1-800-430-7077** or **711**).

OR

- Choose not to change your health plan when you temporarily move to attend college in a different county. You will only be able to access emergency room and urgent care services in the new county for some conditions. To learn more, go to Section 3, "How to get care." For routine or preventive health care, you would need to use the L.A. Care regular network of providers located in the head of the household's county of residence.

If you are leaving California temporarily to attend college in another state and you want to keep your Medi-Cal coverage, contact the Los Angeles County Department of Public Social Services. As long as you are eligible, Medi-Cal will cover emergencies in another state, and emergencies requiring hospitalization in Canada and Mexico if the service is approved and the doctor and hospital meet Medi-Cal rules. If you want Medicaid in another state, you will need to apply in that state. You will not be eligible for Medi-Cal and L.A. Care will not pay for your healthcare.

Continuity of care

As a member of L.A. Care, you will get your health care from providers in the L.A. Care network. In some cases, you may be able to go to providers who are not in the L.A. Care network, which is called continuity of care. If you have continuity of care, you will be able to go to the provider for up to 12 months, or more in some cases. If your providers do not join the L.A. Care network by the end of 12 months, you will need to switch to providers in the L.A. Care network.



Call member services at **1-888-839-9909** (TTY/TDD **711**).

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2 | About your health plan

Providers who leave L.A. Care

If your provider stops working with L.A. Care, you may be able to keep getting services from that provider. This is another form of continuity of care. Services L.A. Care provides for continuity of care include but are not limited to:

- Acute conditions
- Chronic physical and behavioral conditions
- Pregnancy
- Maternal mental health services
- Terminal illness
- Care of a newborn child between birth and age 36 months
- Performance of a surgery or other procedure that is authorized by L.A. Care as part of a documented course of treatment and has been recommended and documented by the provider
- For other conditions that may qualify, contact L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**)

Continuity of care is not available if you have not seen your doctor at least once during the last 12 months; your doctor is not willing to work with L.A. Care or if L.A. Care has documented quality of care concerns with your doctor.

To learn more about continuity of care and eligibility qualifications, and to hear about all available services, call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**).

Costs

Member costs

L.A. Care serves people who qualify for Medi-Cal. In most cases, L.A. Care members do **not** have to pay for covered services, premiums or deductibles. Members enrolled in California Children's Health Insurance Program (CCHIP) in Santa Clara, San Francisco and San Mateo counties and members in the Medi-Cal for Families Program may have a monthly premium and copayments. Except for emergency care, you may have to pay for care from providers who are out of the network. For a list of covered services, go to "Benefits and services."



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at **lacare.org**.

For members with a share of cost

You may have to pay a share of cost each month. The amount of your share of cost depends on your income and resources. Each month you will pay your own medical bills until the amount that you have paid equals your share of cost. After that, your care will be covered by L.A. Care for that month. You will not be covered by L.A. Care until you have paid your entire share of cost for the month. After you meet your share of cost for the month, you can go to any L.A. Care doctor. If you are a member with a share of cost, you do not need to choose a PCP.

How a provider gets paid

L.A. Care pays providers in these ways:

- Capitation payments
 - L.A. Care pays some providers a set amount of money every month for each L.A. Care member. This is called a capitation payment. L.A. Care and providers work together to decide on the payment amount.
- Fee-for-service payments
 - Some providers give care to L.A. Care members and then send L.A. Care a bill for the services they provided. This is called a fee-for-service payment. L.A. Care and providers work together to decide how much each service costs.

To learn more about how L.A. Care pays providers, call **1-888-839-9909** (TTY/TDD **711**).

Provider incentive programs

L.A. Care has provider incentive programs to improve your care and your experience with L.A. Care providers. These programs help improve:

- Quality of care
- Access and availability to care and services
- Treatments provided
- Member satisfaction

To learn more about these programs, call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**).

Asking L.A. Care to pay a bill

If you get a bill or are asked to pay a co-pay that you think you did not have to pay, you can also file a claim form with L.A. Care. L.A. Care will review your claim to decide if you can get money back.

If you pay for a service that you think L.A. Care should cover, you can file a claim. Use a claim form and tell L.A. Care in writing why you had to pay. Call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**) to ask for a claim form to decide if you can get your money back.



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at **lacare.org**.

3. How to get care

Getting health care services

PLEASE READ THE FOLLOWING INFORMATION SO YOU WILL KNOW FROM WHOM OR WHAT GROUP OF PROVIDERS HEALTH CARE MAY BE OBTAINED.

You can begin to get health care services on your effective date of coverage. Always carry your L.A. Care ID card, Medi-Cal Benefits Identification Card (BIC), and any other health insurance cards you have with you. Never let anyone else use your BIC or L.A. Care ID card.

New members must choose a primary care provider (PCP) in the L.A. Care network. The L.A. Care network is a group of doctors, hospitals and other providers who work with L.A. Care. You must choose a PCP within 30 days from the time you become a member in L.A. Care. If you do not choose a PCP, L.A. Care will choose one for you.

You may choose the same PCP or different PCPs for all family members in L.A. Care.

If you have a doctor you want to keep, or you want to find a new PCP, you can look in the Provider Directory. It has a list of all PCPs in the L.A. Care network. The Provider Directory has other information to help you choose a PCP. If you need a Provider Directory, call **1-888-839-9909** (TTY/TDD **711**). You can also find the Provider Directory on the L.A. Care website at **lacare.org**.

If you cannot get the care you need from a participating provider in the L.A. Care network, your PCP must ask L.A. Care for approval to send you to an out-of-network provider.

Read the rest of this chapter to learn more about PCPs, the Provider Directory and the provider network.

Initial health assessment (IHA)

L.A. Care recommends that, as a new member, you visit your new PCP within the first 120 days for an initial health assessment (IHA). The purpose of the IHA is to help your PCP learn your health care history and needs. Your PCP may ask you some questions about your health history or may ask you to complete a questionnaire. Your PCP will also tell you about health education counseling and classes that may help you.

When you call to schedule your IHA appointment, tell the person who answers the phone that you are a member of L.A. Care. Give your L.A. Care ID number.

Take your BIC and L.A. Care ID card to your appointment. It is a good idea to take a list of your medications and questions with you to your visit. Be ready to talk with your PCP about your health care needs and concerns.

Be sure to call your PCP's office if you are going to be late or cannot go to your appointment.



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at **lacare.org**.

Routine care

Routine care is regular health care. It includes preventive care, also called wellness or well care. It helps you stay healthy and helps keep you from getting sick. Preventive care includes regular checkups and health education and counseling. Children are able to receive much needed early preventive services like hearing and vision screening, assessments of developmental process and many more services that are recommended by pediatricians' Bright Futures guidelines. In addition to preventive care, routine care also includes care when you are sick. L.A. Care covers routine care from your PCP.

Your PCP will:

- Give you all your routine care, including regular checkups, shots, treatment, prescriptions and medical advice
- Keep your health records
- Refer (send) you to specialists if needed
- Order X-rays, mammograms or lab work if you need them

When you need routine care, you will call your PCP for an appointment. Be sure to call your PCP before you get medical care, unless it is an emergency. For an emergency, call **911** or go to the nearest emergency room.

To learn more about health care and services your plan covers, and what it does not cover, read "Benefits and services" in this handbook.

Urgent care

Urgent care is **not** for an emergency or life-threatening condition. It is for services you need to prevent serious damage to your health from a sudden illness, injury or complication of a condition you already have. Urgent care appointments that do not need pre-approval (prior authorization) are available within 48 hours of your request for an appointment. If the urgent care services you need require pre-approval, you will be offered an appointment within 96 hours of your request.

For urgent care, call your PCP. If you cannot reach your PCP, call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**). Or you can call the **Nurse Advice Line** 24 hours a day, 7 days a week, including holidays at **1-800-249-3619** (TTY/TDD **711**). You can also chat with a nurse online for free. Please visit **lacare.org** and log onto the L.A. Care Connect member portal at **https://members.lacare.org**, to access the nurse chat function.

Telehealth is an L.A. Care benefit that offers access to doctors by phone or video 24 hours a day, seven days a week for selected services when you cannot be seen by your PCP. This service is at no cost to you.

Some of the illnesses you can also use telehealth include:

- Minor illnesses
- Minor injuries
- Seasonal sickness and allergies
- Skin conditions and treatments
- Other minor non-emergency illnesses



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at **lacare.org**.

3 | How to get care

If you have questions on telehealth or getting needed care, please call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**) or visit **lacare.org**.

If you need urgent care out of the area, go to the nearest urgent care facility. Urgent care needs could be a cold, sore throat, fever, ear pain, sprained muscle or maternity services. You do not need pre-approval (prior authorization). If you need mental health urgent care, call your county Mental Health Plan at **1-800-854-7771** or L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**). You may call your county Mental Health Plan or your L.A. Care Behavioral Health Organization any time, 24 hours a day, 7 days a week. To find all counties' toll-free telephone numbers online, visit **www.dhcs.ca.gov/individuals/Pages/MHPContactList.aspx**.

Emergency care

For emergency care, call **911** or go to the nearest emergency room (ER). For emergency care, you do **not** need pre-approval (prior authorization) from L.A. Care. You have the right to use any hospital or other setting for emergency care.

Emergency care is for life-threatening medical conditions. This care is for an illness or injury that a prudent (reasonable) layperson (not a health care professional) with average knowledge of health and medicine could expect that, if you don't get care right away, your health (or your unborn baby's health) could be in danger, or a body function, body organ or body part could be seriously harmed. Examples may include, but are not limited to:

- Active labor
- Broken bone
- Severe pain
- Chest pain
- Severe burn
- Drug overdose
- Fainting
- Severe bleeding
- Psychiatric emergency conditions, such as severe depression or suicidal thoughts

Do not go to the ER for routine care. You should get routine care from your PCP, who knows you best. If you are not sure if your medical condition is an emergency, call your PCP. You may also call the 24/7 L.A. Care **Nurse Advice Line** at **1-800-249-3619** (TTY/TDD **711**).

If you need emergency care away from home, go to the nearest emergency room (ER), even if it is not in the L.A. Care network. If you go to an ER, ask them to call L.A. Care. You or the hospital to which you were admitted should call L.A. Care within 24 hours after you get emergency care. If you are traveling outside the U.S., other than to Canada or Mexico, and need emergency care, L.A. Care will **not** cover your care.



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at **lacare.org**.

If you need emergency transportation, call **911**. You do not need to ask your PCP or L.A. Care first before you go to the ER.

If you need care in an out-of-network hospital after your emergency (post-stabilization care), the hospital will call L.A. Care.

Remember: Do not call **911** unless it is an emergency. Get emergency care only for an emergency, not for routine care or a minor illness like a cold or sore throat. If it is an emergency, call **911** or go to the nearest emergency room.

Sensitive care

Minor consent services

You may only get the following services without your parent or guardian's permission if you are 12 years old or older:

- Outpatient mental health care for:
 - Sexual assault
 - Physical assault
 - When you have thoughts of hurting yourself or others
- HIV/AIDS prevention/testing/treatment
- Sexually transmitted infections prevention/testing/treatment
- Substance use disorder services

If you are under 18 years old, you can go to a doctor without permission from your parents or guardian for these types of care:

- Family planning/birth control (including sterilization)
- Abortion services

For pregnancy testing, family planning services, birth control, or sexually transmitted infection services, the doctor or clinic does not have to be part of the L.A. Care network. You can choose any provider and go to them for these services without a referral or pre-approval (prior authorization). Services from an out-of-network provider not related to sensitive care may not be covered. For help finding a doctor or clinic giving these services, or for help getting to these services (including transportation), you can call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**). You may also call the 24/7 **Nurse Advice Line** at **1-800-249-3619** (TTY/TDD **711**).

Minors can talk to a representative in private about their health concerns by calling the 24/7 **Nurse Advice Line** at **1-800-249-3619** (TTY/TDD **711**).



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at **lacare.org**.

3 | How to get care

Adult sensitive services

As an adult (18 years or older), you may not want to go to your PCP for certain sensitive or private care. If so, you may choose any doctor or clinic for the following types of care:

- Family planning and birth control (including sterilization)
- Pregnancy testing and counseling
- HIV/AIDS prevention and testing
- Sexually transmitted infections prevention, testing and treatment
- Sexual assault care
- Outpatient abortion services

The doctor or clinic does not have to be part of the L.A. Care network. You can choose any provider and go to them without a referral or pre-approval (prior authorization) for these services. Services from an out-of-network provider not related to sensitive care may not be covered. For help finding a doctor or clinic giving these services, or for help getting to these services (including transportation), you can call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**). You may also call the 24/7 **Nurse Advice Line** at **1-800-249-3619** (TTY/TDD **711**).

Advance directives

An advance health directive is a legal form. On it, you can list what health care you want in case you cannot talk or make decisions later on. You can list what care you do **not** want. You can name someone, such as a spouse, to make decisions for your health care if you cannot.

You can get an advance directive form at drugstores, hospitals, law offices and doctors' offices. You may have to pay for the form. You can also find and download a free form online. You can ask your family, PCP or someone you trust to help you fill out the form.

You have the right to have your advance directive placed in your medical records. You have the right to change or cancel your advance directive at any time.

You have the right to learn about changes to advance directive laws. L.A. Care will tell you about changes to the state law no longer than 90 days after the change.

You can call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**) for more information.

Organ and tissue donation

Adults can help save lives by becoming an organ or tissue donor. If you are between 15 and 18 years old, you can become a donor with the written consent of your parent or guardian. You can change your mind about being an organ donor at any time. If you want to learn more about organ or tissue donation, talk to your PCP. You can also visit the United States Department of Health and Human Services website at **www.organdonor.gov**.



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at **lacare.org**.

Where to get care

You will get most of your care from your PCP. Your PCP will give you all of your routine preventive (wellness) care. You will also go to your PCP for care when you are sick. Be sure to call your PCP before you get non-emergency medical care. Your PCP will refer (send) you to specialists if you need them.

To get help with your health questions, you can also call the L.A. Care **Nurse Advice Line** at **1-800-249-3619** (TTY/TDD **711**) 24 hours a day, 7 days a week, including holidays.

If you need urgent care, call your PCP. Urgent care is care you need within 48 hours but is not an emergency. It includes care for such things as cold, sore throat, fever, ear pain or sprained muscle.

For emergencies, call **911** or go to the nearest emergency room.

Moral objection

Some providers have a moral objection to some covered services. This means they have a right to **not** offer some covered services if they morally disagree with the services. If your provider has a moral objection, they will help you find another provider for the needed services. L.A. Care can also work with you to find a provider.

Some hospitals and other providers do not offer one or more of the services listed below. These services are available and L.A. Care must ensure you or your family member sees a provider or is admitted to a hospital that will perform the following covered services:

- Family planning and contraceptive services, including emergency contraception
- Sterilization, including tubal ligation at the time of labor and delivery
- Infertility treatments
- Abortion

You should get more information before you enroll. Call the new doctor, medical group, independent practice association or clinic that you want. Or call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**) to make sure you can get the health care services you need.

Provider Directory

The L.A. Care Provider Directory lists providers that participate in the L.A. Care network. The network is the group of providers that work with L.A. Care.

The L.A. Care Provider Directory lists hospitals, pharmacies, PCPs, specialists, nurse practitioners, nurse midwives, physician assistants, family planning providers, Federally Qualified Health Centers (FQHCs), outpatient mental health providers, long-term services and supports (LTSS), Freestanding Birth Centers (FBCs), Indian Health Service Facilities (IHF), and Rural Health Clinics (RHCs).



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at **lacare.org**.

3 | How to get care

The Provider Directory has L.A. Care network provider names, specialties, addresses, phone numbers, business hours and languages spoken. It tells if the provider is taking new patients. It also gives the level of physical accessibility for the building, such as parking, ramps, stairs with handrails, and restrooms with wide doors and grab bars. If you want information about a doctor's education, training, and board certification, please call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**).

You can find the online Provider Directory at **lacare.org**.

If you need a printed Provider Directory, call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**).

Provider network

The provider network is the group of doctors, hospitals and other providers that work with L.A. Care. You will get your covered services through the L.A. Care network.

Note: American Indians may choose an IHC as their PCP.

If your PCP, hospital or other provider has a moral objection to providing you with a covered service, such as family planning or abortion, call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**). For more about moral objections, read the "Moral objection" section earlier in this chapter.

If your provider has a moral objection, he or she can help you find another provider who will give you the services you need. L.A. Care can also help you find a provider who will perform the service.

In network providers

You will use providers in the L.A. Care network for your health care needs. You will get preventive and routine care from your PCP. You will also use specialists, hospitals and other providers in the L.A. Care network.

To get a Provider Directory of network providers, call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**). You can also find the Provider Directory online at **lacare.org**.

For emergency care, call **911** or go to the nearest emergency room.

Except for emergency care, you may have to pay for care from providers who are out of network.

Out-of-network or providers who are inside the service area

Out-of-network providers are those that do not have an agreement to work with L.A. Care. Except for emergency care, you may have to pay for care from providers who are out of the network. If you need covered health care services, you may be able to get them out of the network at no cost to you as long as they are medically necessary and not available in the network.



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at **lacare.org**.

L.A. Care may give you a referral to an out-of-network provider if the services you need are not available in-network or are located very far from your home. If we give you a referral to an out-of-network provider, we will pay for your care.

If you need help with out-of-network services, call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**).

Outside the service area

If you are outside of the L.A. Care service area and need care that is **not** an emergency or urgent, call your PCP right away. Or call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**). Members that need non-emergency or non-urgent care outside of the L.A. Care service area 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 services requiring hospitalization, L.A. Care will cover your care. If you are traveling internationally outside of Canada or Mexico and need emergency care, L.A. Care will **not** cover your care.

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

If you have questions about out-of-network or out-of-service area care, call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **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/TDD **711**).

Delegated Model Managed Care Plans

L.A. Care works with a large number of doctors, specialists, pharmacies, hospitals, and other health care providers. Some of these providers work within a network, sometimes called a “medical group” or an “independent practice association (IPA).” These providers may also be directly contracted with L.A. Care.

Your primary care provider (PCP) will refer you to specialists and services that are connected with his or her medical group, IPA or with L.A. Care. If you are going to a specialist already, talk with your PCP or call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**). **Member Services** will help you see that provider if you are eligible for continuity of care. For more information, go to the continuity of care section in this handbook.

Doctors

You will choose your doctor or a primary care provider (PCP) from the L.A. Care Provider Directory. The doctor you choose must be a participating provider. This means the provider is in the L.A. Care network. To get a copy of the L.A. Care Provider Directory, call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**). Or find it online at **lacare.org**.

If you are choosing a new doctor, you should also call to make sure the PCP you want is taking new patients.



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at **lacare.org**.

3 | How to get care

If you had a doctor before you were a member of L.A. Care, and that doctor is not part of the L.A. Care network you may be able to keep that doctor for a limited time. This is called continuity of care. You can read more about continuity of care in this handbook. To learn more, call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**).

If you need a specialist, your PCP will refer you to a specialist in the L.A. Care network.

Remember, if you do not choose a PCP, L.A. Care will choose one for you. You know your health care needs best, so it is best if you choose. If you are in both Medicare and Medi-Cal, you do not have to choose a PCP.

If you want to change your PCP, you must choose a PCP from the L.A. Care Provider Directory. Be sure the PCP is taking new patients. To change your PCP, call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**). You may also change your PCP by logging onto the L.A. Care Connect member portal at <https://members.lacare.org>.

Hospitals

In an emergency, call **911** or go to the nearest hospital.

If it is not an emergency and you need hospital care, your PCP will decide which hospital you go to. You will need to go to a hospital in the network. The hospitals in the L.A. Care network are listed in the Provider Directory. Hospital services, other than emergencies, must have pre-approval (prior authorization).



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at lacare.org.

Timely access to care

Appointment Type	You Should Be Able to Get an Appointment Within:
Urgent care appointments that do not require pre-approval (prior authorization)	48 hours
Urgent care appointment that do require pre-approval (prior authorization)	96 hours
Non-urgent primary care appointments	10 business days
Non-urgent specialist	15 business days
Non-urgent mental health provider (non-doctor)	10 business days
Non-urgent appointment for ancillary (supporting) services for the diagnosis or treatment of injury, illness or other health condition	15 business days
Urgent mental health appointments	48 hours
Telephone wait times during normal business hours	10 minutes
Triage – 24/7 services	24/7 services – No more than 30 minutes
Initial prenatal care visit	10 business days
Preventive health examinations (pediatrics)	10 business days
Preventive health examinations (adults)	30 calendar days

Travel time and distance to care

L.A. Care must follow travel time and distance standards for your care. Those standards help to make sure you can get care without having to travel too long or too far from where you live. Travel time and distance standards depend on the county you live in.

If L.A. Care is not able to provide care to you within these travel time and distance standards, DHCS may approve a different standard, called an alternative access standard. For L.A. Care's time and distance standards for where you live, visit lacare.org. Or call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**).

If you need care from a provider and that provider is located far from where you live, call **Member Services** at **1-888-839-9909** (TTY/TDD **711**). They can help you find care with a provider located closer to you.

If L.A. Care cannot find care for you with a closer provider, you can ask L.A. Care to arrange transportation for you to go to your provider, even if that provider is located far from where you live.

It is considered far if you cannot get to that provider within L.A. Care's travel time and distance standards for your county, regardless of any alternative access standard L.A. Care may use for your ZIP Code.



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at lacare.org.

Primary care provider (PCP)

You must choose a PCP within 30 days of enrolling in L.A. Care. Depending on your age and sex, you may choose a general practitioner, OB/GYN, family practitioner, internist or pediatrician as your primary care provider (PCP). A nurse practitioner (NP), physician assistant (PA) or certified nurse midwife may also act as your PCP. If you choose an NP, PA or certified nurse midwife, you may be assigned a doctor to oversee your care.

You can choose an Indian Health Clinic (IHC), a Federally Qualified Health Center (FQHC) or Rural Health Clinic (RHC) as your PCP. Depending on the type of provider, you may be able to choose one PCP for your entire family who are members of L.A. Care.

If you do not choose a PCP within 30 days of enrollment, L.A. Care will assign you to a PCP. If you are assigned to a PCP and want to change, call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**). The change happens the first day of the next month. You may also change your PCP by logging onto the L.A. Care Connect member portal at <https://members.lacare.org>.

Your PCP will:

- Get to know your health history and needs
- Keep your health records
- Give you the preventive and routine health care you need
- Refer (send) you to a specialist if you need one
- Arrange for hospital care if you need it

You can look in the Provider Directory to find a PCP in the L.A. Care network. The Provider Directory has a list of IHFs, FQHCs and RHCs that work with L.A. Care.

You can find the L.A. Care Provider Directory online at [lacare.org](https://members.lacare.org). Or you can request a Provider Directory to be mailed to you by calling L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**). You can also call to find out if the PCP you want is taking new patients.

Choice of doctors and other providers

You know your health care needs best, so it is best if you choose your PCP.

It is best to stay with one PCP so he or she can get to know your health care needs. However, if you want to change to a new PCP, you can change anytime. You must choose a PCP who is in the L.A. Care provider network and is taking new patients.

Your new choice will become your PCP on the first day of the next month after you make the change.

To change your PCP, call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**). You may also change your PCP by logging onto the L.A. Care Connect member portal at <https://members.lacare.org>.



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at [lacare.org](https://members.lacare.org).

L.A. Care may ask you to change your PCP if the PCP is not taking new patients, has left the L.A. Care network or does not give care to patients your age. L.A. Care or your PCP may also ask you to change to a new PCP if you cannot get along with or agree with your PCP, or if you miss or are late to appointments. If L.A. Care needs to change your PCP, L.A. Care will tell you in writing.

If you change PCPs, you will get a new L.A. Care member ID card in the mail. It will have the name of your new PCP. Call member services if you have questions about getting a new ID card.

Appointments

When you need health care:

- Call your PCP
- Have your L.A. Care ID number ready on the call
- Leave a message with your name and phone number if the office is closed
- Take your BIC and L.A. Care ID card to your appointment
- Ask for transportation to your appointment, if needed
- Ask for language assistance or interpreting services, if needed
- Be on time for your appointment
- Call right away if you cannot keep your appointment or will be late
- Have your questions and medication information ready in case you need them

If you have an emergency, call **911** or go to the nearest emergency room.

Payment

You do **not** have to pay for covered services. In most cases, you will not get a bill from a provider. You may get an Explanation of Benefits (EOB) or a statement from a provider. EOBs and statements are not bills.

If you do get a bill, call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**). Tell L.A. Care the amount charged, the date of service and the reason for the bill. You are **not** responsible to pay a provider for any amount owed by L.A. Care for any covered service. Except for emergency care or urgent care, you may have to pay for care from providers who are not in the network. If you need covered health care services, you may be able to get them at an out-of-network provider at no cost to you, as long as they are medically necessary, not available in the network and pre-approved by L.A. Care.

If you get a bill or are asked to pay a co-pay that you think you did not have to pay, you can also file a claim form with L.A. Care. L.A. Care will review your claim to decide if you can get money back. You will need to tell L.A. Care why you had to pay for the item or service. L.A. Care will review your claim and decide if you can get money back. For questions call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**).



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at **lacare.org**.

3 | How to get care

Referrals

Your PCP will give you a referral to send you to a specialist if you need one. A specialist is a doctor who has extra education in one area of medicine. Your PCP will work with you to choose a specialist. Your PCP's office can help you set up a time to go to the specialist.

Other services that might need a referral include in-office procedures, X-rays, lab work, and special treatments, home care, and elective admissions to a facility.

Your PCP may give you a form to take to the specialist. The specialist will fill out the form and send it back to your PCP. The specialist will treat you for as long as he or she thinks you need treatment.

If you have a health problem that needs special medical care for a long time, you may need a standing referral. This means you can go to the same specialist more than once without getting a referral each time.

If you have trouble getting a standing referral or want a copy of the L.A. Care referral policy, call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**).

You do not need a referral for:

- PCP visits
- Obstetrics/Gynecology (OB/GYN) visits
- Urgent or emergency care visits
- Adult sensitive services, such as sexual assault care
- Family planning services (to learn more, call Office of Family Planning Information and Referral Service at **1-800-942-1054**)
- HIV testing and counseling (12 years or older)
- Sexually transmitted infection services (12 years or older)
- Acupuncture (the first two services per month; additional appointments will need a referral)
- Chiropractic services (a referral may be required when provided by out-of-network FQHCs, RHCs and IHCs)
- Podiatry services
- Eligible dental services
- Initial mental health assessment

Minors also do not need a referral for:

- Outpatient mental health services for:
 - Sexual assault
 - Physical assault
 - When you have thoughts of hurting yourself or others (minors 12 years or older)



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at **lacare.org**.

- Pregnancy care
- Sexual assault care
- Substance use disorder treatment (minors 12 years or older)

Pre-approval (prior authorization)

For some types of care, your PCP or specialist will need to ask L.A. Care for permission before you get the care. This is called asking for prior authorization, prior approval, or pre-approval. It means that L.A. Care must make sure that the care is medically necessary or needed.

Care is medically necessary if it is reasonable and necessary to protect your life, keeps you from becoming seriously ill or disabled, or reduces severe pain from a diagnosed disease, illness or injury.

The following services always need pre-approval (prior authorization), even if you get them from a provider in the L.A. Care network:

- Hospitalization, if not an emergency
- Services out of the L.A. Care service area, if not an emergency or urgent
- Outpatient surgery
- Long-term care at a nursing facility
- Specialized treatments

For some services, you need pre-approval (prior authorization). Under Health and Safety Code Section 1367.01(h)(1), L.A. Care will decide routine pre-approvals (prior authorizations) within 5 working days of when L.A. Care gets the information reasonably needed to decide.

For requests in which a provider indicates or L.A. Care determines that following the standard timeframe could seriously jeopardize your life or health or ability to attain, maintain, or regain maximum function, L.A. Care will make an expedited (fast) pre-approval (prior authorization) decision. L.A. Care will give notice as quickly as your health condition requires and no later than 72 hours after getting the request for services.

L.A. Care does **not** pay the reviewers to deny coverage or services. If L.A. Care does not approve the request, L.A. Care will send you a Notice of Action (NOA) letter. The NOA letter will tell you how to file an appeal if you do not agree with the decision.

L.A. Care will contact you if L.A. Care needs more information or more time to review your request.

You never need pre-approval (prior authorization) for emergency care, even if it is out of the network and out of your service area. This includes labor and delivery if you are pregnant. You do not need pre-approval (prior authorization) for sensitive services, such as family planning, HIV/AIDS services, and outpatient abortions.



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at **lacare.org**.

Second opinions

You might want a second opinion about care your provider says you need or about your diagnosis or treatment plan. For example, you may want a second opinion if you are not sure you need a prescribed treatment or surgery, or you have tried to follow a treatment plan and it has not worked.

If you want to get a second opinion, you can choose an in-network provider of your choice. For help choosing a provider, call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care will pay for a second opinion if you or your network provider asks for it and you get the second opinion from a network provider. You do not need permission from L.A. Care to get a second opinion from a network provider. However, if you need a referral, your network provider can help you get a referral for a second opinion if you need one.

If there is no provider in the L.A. Care network to give you a second opinion, L.A. Care will pay for a second opinion from an out-of-network provider. L.A. Care will tell you within 5 business days if the provider you choose for a second opinion is approved. If you have a chronic, severe or serious illness, or face an immediate and serious threat to your health, including, but not limited to, loss of life, limb, or major body part or bodily function, L.A. Care will decide within 72 hours.

If L.A. Care denies your request for a second opinion, you may appeal. To learn more about appeals, go to "Appeals" in this handbook.

Women's health specialists

You may go to a women's health specialist within L.A. Care network for covered care necessary to provide women's routine and preventive health care services. You do not need a referral from your PCP to get these services. For help finding a women's health specialist, you can call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**). You may also call the 24/7 L.A. Care **Nurse Advice Line** at **1-800-249-3619** (TTY/TDD **711**).



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at **lacare.org**.

4. Benefits and services

What your health plan covers

This section explains your covered services as a member of L.A. Care. Your covered services are free as long as they are medically necessary and provided by an in-network provider. You must ask us for pre-approval (prior authorization) if the care is out-of-network except for sensitive services, emergencies or urgent care services. Your health plan may cover medically necessary services from an out-of-network provider. But you must ask L.A. Care for this. Care is medically necessary if it is reasonable and necessary to protect your life, keeps you from becoming seriously ill or disabled, or reduces severe pain from a diagnosed disease, illness or injury. For more details on your covered services, call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care offers services such as:

- Outpatient (ambulatory) services
- Telehealth services
- Mental health services (outpatient)
- Emergency services
- Urgent care
- Hospice and palliative care
- Hospitalization
- Maternity and newborn care
- Rehabilitative and habilitative (therapy) services and devices
- Laboratory and radiology services, such as X-rays
- Preventive and wellness services and chronic disease management
- Diabetes Prevention Program
- Substance use disorder treatment services
- Pediatric services
- Vision services
- Non-emergency medical transportation (NEMT)
- Non-medical transportation (NMT)
- Long-term services and supports (LTSS)
- Transgender services

Read each of the sections below to learn more about the services you can get.



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at **lacare.org**.

Medi-Cal benefits covered by L.A. Care

Outpatient (ambulatory) services

- **Adult immunizations**

You can get adult immunizations (shots) from a network pharmacy or network provider without pre-approval. L.A. Care covers those shots recommended by the Advisory Committee on Immunization Practices (ACIP) of the Centers for Disease Control and Prevention (CDC).

- **Allergy care**

L.A. Care covers allergy testing and treatment, including allergy desensitization, hyposensitization or immunotherapy.

- **Anesthesiologist services**

L.A. Care covers anesthesia services that are medically necessary when you get outpatient care.

For dental procedures, we cover the following services when authorized by L.A. Care:

- IV sedation or general anesthesia services administered by a medical professional
- Facility services related to the sedation or anesthesia in an outpatient surgical center, Federally Qualified Health Center (FQHC), dental office, or hospital setting

- **Chiropractic services**

L.A. Care covers chiropractic services, limited to the treatment of the spine by manual manipulation. Chiropractic services are limited to two services per month in combination with acupuncture, audiology, occupational therapy and speech therapy services. L.A. Care may pre-approve other services as medically necessary.

The following members are eligible for chiropractic services:

- Children under age 21
- Pregnant women through the end of the month that includes 60-days following the end of a pregnancy
- Residents in a skilled nursing facility, intermediate care facility, or subacute care facility
- All members when services are provided at hospital outpatient departments, FQHC or RHCs that are in the L.A. Care network

- **Dialysis/hemodialysis services**

L.A. Care covers dialysis treatments. L.A. Care also covers hemodialysis (chronic dialysis) services if your PCP and L.A. Care approve it.

- **Outpatient surgery**

L.A. Care covers outpatient surgical procedures. Those needed for diagnostic purposes, procedures considered to be elective, and specified outpatient medical procedures must have pre-approval (prior authorization).



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at **lacare.org**.

- **Physician services**

L.A. Care covers physician services that are medically necessary.

- **Podiatry (foot) services**

L.A. Care covers podiatry services as medically necessary for diagnosis and medical, surgical, mechanical, manipulative, and electrical treatment of the human foot. This includes the ankle and tendons that insert into the foot and the nonsurgical treatment of the muscles and tendons of the leg controlling the functions of the foot.

- **Treatment therapies**

L.A. Care covers different treatment therapies, including:

- Chemotherapy
- Radiation therapy

- **Telehealth Services**

Telehealth is a way of getting services without being in the same physical location as your provider. Telehealth may involve having a live conversation with your provider. Or telehealth may involve sharing information with your provider without a live conversation. You can receive many services through telehealth. It is important that both you and your provider agree that the use of telehealth for a particular service is appropriate for you. You can contact your provider to learn which types of services may be available through telehealth.

Mental health services

- **Outpatient mental health services**

- L.A. Care covers a member for an initial mental health assessment without needing pre-approval (prior authorization). You may get a mental health assessment at any time from a licensed mental health provider in the L.A. Care network without a referral.
- Your PCP or mental health provider will make a referral for additional mental health screening to a specialist within the L.A. Care network to determine your level of impairment. If your mental health screening results determine you are in mild or moderate distress or have impairment of mental, emotional or behavioral functioning, L.A. Care can provide mental health services for you. L.A. Care covers mental health services such as:
 - Individual and group mental health evaluation and treatment (psychotherapy)
 - Family therapy
 - Psychological testing when clinically indicated to evaluate a mental health condition
 - Development of cognitive skills to improve attention, memory and problem solving
 - Outpatient services for the purposes of monitoring medication therapy
 - Outpatient laboratory, medications, supplies and supplements
 - Psychiatric consultation



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at **lacare.org**.

4 | Benefits and services

- For help finding more information on mental health services provided by L.A. Care, call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**)
- If your mental health screening results determine you may have a higher level of impairment and need specialty mental health services (SMHS), your PCP or your mental health provider will refer you to the county mental health plan to get an assessment. To learn more, read “Services you cannot get through L.A. Care or Medi-Cal” on page 51.

Emergency services

- ***Inpatient and outpatient services needed to treat a medical emergency***

L.A. Care covers all services that are needed to treat a medical emergency that happens in the U.S. or requires you to be in a hospital in Canada or Mexico. A medical emergency is a medical condition with severe pain or serious injury. The condition is so serious that, if it does not get immediate medical attention, a prudent layperson could expect it to result in:

- Serious risk to your health; **or**
- Serious harm to bodily functions; **or**
- Serious dysfunction of any bodily organ or part; **or**
- In the case of a pregnant woman in active labor, meaning labor at a time when either of the following would occur:
 - There is not enough time to safely transfer you to another hospital before delivery.
 - The transfer may pose a threat to your health or safety or to that of your unborn child.

A pharmacist or hospital emergency room may give you a 72-hour emergency supply of a prescription drug if they think you need it.

- ***Emergency transportation services***

L.A. Care covers ambulance services to help you get to the nearest place of care in emergency situations. This means that your condition is serious enough that other ways of getting to a place of care could risk your health or life. No services are covered outside the U.S., except for emergency services that require you to be in the hospital in Canada or Mexico.

Hospice and palliative care

L.A. Care covers hospice care and palliative care for children and adults, which help reduce physical, emotional, social and spiritual discomforts. Adults may not receive both hospice care and palliative care services at the same time.

Hospice care is a benefit that services terminally ill members. Hospice care requires the member to have a life expectancy of 6 months or less. It is an intervention that focuses mainly on pain and symptom management rather than on a cure to prolong life.



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at **lacare.org**.

Hospice care includes:

- Nursing services
- Physical, occupational or speech services
- Medical social services
- Home health aide and homemaker services
- Medical supplies and appliances
- Drugs and biological services
- Counselling services
- Continuous nursing services on a 24-hour basis during periods of crisis and as necessary to maintain the terminally ill member at home
- Inpatient respite care for up to five consecutive days at a time in a hospital, skilled nursing facility or hospice facility
- Short-term inpatient care for pain control or symptom management in a hospital, skilled nursing facility or hospice facility

Palliative care is patient- and family-centered care that improves quality of life by anticipating, preventing and treating suffering. Palliative care does not require the member to have a life expectancy of 6 months or less. Palliative care may be provided at the same time as curative care.

Hospitalization

- **Anesthesiologist services**

L.A. Care covers medically necessary anesthesiologist services during covered hospital stays. An anesthesiologist is a provider who specializes in giving patients anesthesia. Anesthesia is a type of medicine used during some medical procedures.

- **Inpatient hospital services**

L.A. Care covers medically necessary inpatient hospital care when you are admitted to the hospital.

- **Surgical services**

L.A. Care covers medically necessary surgeries performed in a hospital.

Maternity and newborn care

L.A. Care covers these maternity and newborn care services:

- Breastfeeding education and aids
- Delivery and postpartum care
- Breast pumps and supplies
- Prenatal care



Call member services at **1-888-839-9909** (TTY/TDD **711**).

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4 | Benefits and services

- Birthing center services
- Certified Nurse Midwife (CNM)
- Licensed Midwife (LM)
- Diagnosis of fetal genetic disorders and counseling

Prescription drugs

Covered drugs

Your provider can prescribe you drugs that are on the L.A. Care Medi-Cal preferred drug list subject to exclusions and limitations. The L.A. Care Medi-Cal preferred drug list is called a formulary. Drugs on the formulary are safe and effective for their prescribed use. A group of doctors and pharmacists update this list.

- Updating this list helps make sure the drugs on it are safe and effective
- If your doctor thinks you need to take a drug that is not on this list, your doctor will need to call L.A. Care to ask for pre-approval before you get the drug

To find out if a drug is on the formulary or to get a copy of the formulary, call **1-888-839-9909** (TTY/TDD **711**). You may also find the formulary at **lacare.org**.

Sometimes L.A. Care needs to approve a drug before a provider can prescribe it. L.A. Care will review and decide these requests within 24 hours.

- A pharmacist or hospital emergency room may give you a 72-hour emergency supply if they think you need it. L.A. Care will pay for the emergency supply
- If L.A. Care says no to the request, L.A. Care will send you a letter that lets you know why and what other drugs or treatments you can try

Pharmacies

If you are filling or refilling a prescription, you must get your prescribed drugs from a pharmacy that works with L.A. Care. You can find a list of pharmacies that work with L.A. Care in the L.A. Care Provider Directory at **lacare.org**. You can also find a pharmacy near you by calling **1-888-839-9909** (TTY/TDD **711**).

Once you choose a pharmacy, take your prescription to the pharmacy. Your provider may also send it to the pharmacy for you. Give the pharmacy your prescription with your L.A. Care ID card. Make sure the pharmacy knows about all medications you are taking and any allergies you have. If you have any questions about your prescription, make sure you ask the pharmacist.



Call member services at **1-888-839-9909** (TTY/TDD **711**).

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The Provisional Postpartum Care Extension Program

The Provisional Postpartum Care Extension (PPCE) Program provides extended coverage for Medi-Cal members who have a maternal mental health condition during pregnancy or the time period after pregnancy.

L.A. Care covers maternal mental health care for women during pregnancy and for up to two months after the end of pregnancy. The PPCE program extends that coverage for up to 12 months after the diagnosis or from the end of the pregnancy, whichever is later.

To qualify for the PPCE program, your doctor must confirm your diagnosis of a maternal mental health condition within 150 days after the end of pregnancy. Ask your doctor about these services if you think you need them. If your doctor thinks you should have the services from PPCE, your doctor completes and submits the forms for you.

Rehabilitative and habilitative (therapy) services and devices

This benefit includes services and devices to help people with injuries, disabilities or chronic conditions to gain or recover mental and physical skills.

The plan covers:

- **Acupuncture**

L.A. Care covers acupuncture services to prevent, modify or alleviate the perception of severe, persistent chronic pain resulting from a generally recognized medical condition. Outpatient acupuncture services (with or without electric stimulation of needles) are limited to two services per month, in combination with audiology, chiropractic, occupational therapy and speech therapy services when provided by a physician, dentist, podiatrist or acupuncturist. L.A. Care may pre-approve (prior authorize) additional services as medically necessary.

- **Audiology (hearing)**

L.A. Care covers audiology services. Outpatient audiology is limited to two services per month, in combination with acupuncture, chiropractic, occupational therapy and speech therapy services. L.A. Care may pre-approve (prior authorize) additional services as medically necessary.

- **Behavioral health treatments**

Behavioral health treatment (BHT) includes services and treatment programs, such as applied behavior analysis and evidence-based behavior intervention programs that develop or restore, to the maximum extent practicable, the functioning of an individual.

BHT services teach skills using behavioral observation and reinforcement, or through prompting to teach each step of a targeted behavior. BHT services are based on reliable evidence and are not experimental. Examples of BHT services include behavioral interventions, cognitive behavioral intervention packages, comprehensive behavioral treatment and applied behavioral analysis.

BHT services must be medically necessary, prescribed by a licensed doctor or psychologist, approved by the plan, and provided in a way that follows the approved treatment plan.



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4 | Benefits and services

- **Cancer clinical trials**

L.A. Care covers routine patient care costs for patients accepted into Phase I, Phase II, Phase III or Phase IV clinical trials if it is related to the prevention, detection or treatment of cancer or other life-threatening conditions and if the study is conducted by the U.S. Food and Drug Administration (FDA), Centers for Disease Control and Prevention (CDC) or Centers for Medicare and Medicaid Services (CMS). Studies must be approved by the National Institutes of Health, the FDA, the Department of Defense or the Veterans Administration.

- **Cardiac rehabilitation**

L.A. Care covers inpatient and outpatient cardiac rehabilitative services.

- **Durable medical equipment (DME)**

L.A. Care covers the purchase or rental of DME supplies, equipment and other services with a prescription from a doctor. Prescribed DME items may be covered as medically necessary to preserve bodily functions essential to activities of daily living or to prevent major physical disability. L.A. Care does not cover comfort, convenience or luxury equipment, features and supplies, and other items not generally used primarily for health care.

- **Enteral and parenteral nutrition**

These methods of delivering nutrition to the body are used when a medical condition prevents you from eating food normally. Enteral and parenteral nutrition products are covered when medically necessary.

- **Hearing aids**

L.A. Care covers hearing aids if you are tested for hearing loss and have a prescription from your doctor. L.A. Care may also cover hearing aid rentals, replacements and batteries for your first hearing aid.

- **Home health services**

L.A. Care covers health services provided in your home, when prescribed by your doctor and found to be medically necessary.

- **Medical supplies, equipment and appliances**

L.A. Care covers medical supplies that are prescribed by a doctor.

- **Occupational therapy**

L.A. Care covers occupational therapy services, including occupational therapy evaluation, treatment planning, treatment, instruction and consultative services. Occupational therapy services are limited to two services per month in combination with acupuncture, audiology, chiropractic and speech therapy services. L.A. Care may pre-approve (prior authorize) additional services as medically necessary.

- **Orthotics/prostheses**

L.A. Care covers orthotic and prosthetic devices and services that are medically necessary and prescribed by your doctor, podiatrist, dentist, or non-physician medical provider. This includes implanted hearing devices, breast prosthesis/mastectomy bras, compression burn garments and prosthetics to restore function or replace a body part, or to support a weakened or deformed body part.



Call member services at **1-888-839-9909** (TTY/TDD 711).

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- **Ostomy and urological supplies**

L.A. Care covers ostomy bags, urinary catheters, draining bags, irrigation supplies and adhesives. This does not include supplies that are for comfort, convenience or luxury equipment or features.

- **Physical therapy**

L.A. Care covers physical therapy services, including physical therapy evaluation, treatment planning, treatment, instruction, consultative services and application of topical medications.

- **Pulmonary rehabilitation**

L.A. Care covers pulmonary rehabilitation that is medically necessary and prescribed by a doctor.

- **Reconstructive services**

L.A. Care covers surgery to correct or repair abnormal structures of the body to improve or create a normal appearance to the extent possible. Abnormal structures of the body are those caused by congenital defects, developmental abnormalities, trauma, infection, tumors, disease, or breast reconstruction after a mastectomy. Some limitations and exceptions may apply.

- **Skilled nursing facility services**

L.A. Care covers skilled nursing facility services as medically necessary for up to 90 days from the date of admission for each admission. These services include room and board in a licensed facility with skilled nursing care on a 24-hour per day basis.

- **Speech therapy**

L.A. Care covers speech therapy that is medically necessary. Speech therapy services are limited to two services per month, in combination with acupuncture, audiology, chiropractic and occupational therapy services. L.A. Care may pre-approve (prior authorize) additional services as medically necessary.

- **Transgender services**

L.A. Care covers transgender services (gender-affirming services) as a benefit when they are medically necessary or when the services meet the criteria for reconstructive surgery. Some services include medically necessary hormone therapy, preventive screenings, behavioral health assessments, sex reassignment surgery, and referrals to culturally responsive community resources.

Laboratory and radiology services

L.A. Care covers outpatient and inpatient laboratory and X-ray services when medically necessary. Various advanced imaging procedures, such as CT scans, MRI and PET scans, are covered based on medical necessity.

Preventive and wellness services and chronic disease management

The plan covers:

- Advisory Committee for Immunization Practices recommended vaccines
- Family planning services
- American Academy of Pediatrics Bright Futures recommendations



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4 | Benefits and services

- Preventive services for women recommended by the American College of Obstetricians and Gynecologists
- Help to quit smoking, also called smoking cessation services
- United States Preventive Services Task Force Grade A and B recommended preventive services

Family planning services are provided to members of childbearing age to enable them to determine the number and spacing of children. These services include all methods of birth control approved by the Federal Food and Drug Administration. L.A. Care's PCP and OB/GYN specialists are available for family planning services.

For family planning services, you may also choose a doctor or clinic not connected with L.A. Care without having to get pre-approval (prior authorization) from L.A. Care. Services from an out-of-network provider not related to family planning may not be covered. To learn more, call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**).

Diabetes Prevention Program

The Diabetes Prevention Program (DPP) is an evidence-based lifestyle change program. It is designed to prevent or delay the onset of type 2 diabetes among individuals diagnosed with prediabetes. The program lasts one year. It can last for a second year for members who qualify. The program-approved lifestyle supports and techniques include, but are not limited to:

- Providing a peer coach
- Teaching self-monitoring and problem solving
- Providing encouragement and feedback
- Providing informational materials to support goals
- Tracking routine weigh-ins to help accomplish goals

Members must meet program eligibility requirements to join DPP. Call L.A. Care to learn more about the program and eligibility.

Substance use disorder services

The plan covers:

- Alcohol misuse screenings and illicit-drug screenings

Pediatric services

The plan covers:

- Early and periodic screening, diagnostic and treatment (EPSDT) services that are recommended by pediatricians' Bright Futures guidelines to help you or your child stay healthy. These services are at no cost to you.



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- If you or your child are under 21 years old, L.A. Care covers well-child visits. Well-child visits are a comprehensive set of preventive, screening, diagnostic, and treatment services.
- L.A. Care will make appointments and provide transportation to help children get the care they need.
- Preventive care can be regular health check-ups and screenings to help your doctor find problems early. Regular check-ups help you or your child's doctor look for any problems with you or your child's medical, dental, vision, hearing, mental health, and any substance use disorders. L.A. Care covers screening services (including blood lead level assessment) any time there is a need for them, even if it is not during you or your child's regular check-up. Also, preventive care can be shots you or your child need. L.A. Care must make sure that all enrolled children get needed shots at the time of any health care visit. Preventive care services and screenings are available at no cost and without pre-approval (prior authorization).
- When a physical problem or mental health issue is found during a check-up or screening, there may be care that can fix or help the problem. If the care is medically necessary and L.A. Care is responsible for paying for the care, then L.A. Care covers the care at no cost to you. These services include:
 - Doctor, nurse practitioner, and hospital care
 - Shots to keep you healthy
 - Physical, speech/language, and occupational therapies
 - Home health services, which could be medical equipment, supplies, and appliances
 - Treatment for vision and hearing, which could be eyeglasses and hearing aids
 - Behavioral Health Treatment for autism spectrum disorders and other developmental disabilities
 - Case management and health education
 - Reconstructive surgery, which is surgery to correct or repair abnormal structures of the body caused by congenital defects, developmental abnormalities, trauma, infection, tumors, or disease to improve function or create a normal appearance.
- Care coordination to help you or your child get the right care even if L.A. Care is not responsible for paying for that care. These services include:
 - Treatment and rehabilitative services for mental health and substance use disorders
 - Treatment for dental issues, which could be orthodontics

Vision services

The plan covers:

- Routine eye exam once every 24 months; L.A. Care may pre-approve (prior authorize) additional services as medically necessary.
- Eyeglasses (frames and lenses) once every 24 months; contact lenses when required for medical conditions such as aphakia, aniridia and keratoconus.



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4 | Benefits and services

Non-emergency medical transportation (NEMT)

You are entitled to use non-emergency medical transportation (NEMT) to get to your appointments when it's a Medi-Cal covered service. If you cannot get to your medical, dental, mental health, substance use, and pharmacy appointment by car, bus, train or taxi, you can ask your doctor for NEMT. Your doctor will decide the correct type of transportation to meet your needs.

NEMT is an ambulance, litter van, wheelchair van or air transport. NEMT is not a car, bus or taxi. L.A. Care allows the lowest cost NEMT for your medical needs when you need a ride to your appointment. That means, for example, if you can physically or medically be transported by a wheelchair van, L.A. Care will not pay for an ambulance. You are only entitled to air transport if your medical condition makes any form of ground transportation impossible.

NEMT must be used when:

- It is physically or medically needed as determined with a written authorization by a doctor or other provider; or you are not able to physically or medically use a bus, taxi, car or van to get to your appointment.
- You need help from the driver to and from your residence, vehicle or place of treatment due to a physical or mental disability.
- It is approved in advance by L.A. Care with a written authorization by a doctor.

To ask for NEMT services that your doctor has prescribed, please call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**) at least 2 business days (Monday-Friday) before your appointment. For urgent appointments, please call as soon as possible. Please have your member ID card ready when you call.

Limits of NEMT

There are no limits for receiving NEMT to or from medical, dental, mental health and substance use disorder appointments covered under Medi-Cal when a provider has prescribed it for you. Some pharmacy services are covered under NEMT such as pharmacy trips for medication. For more information or to ask for NEMT services related to pharmacy, please call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**). If the appointment type is covered by Medi-Cal but not through the health plan, L.A. Care will provide or help you schedule your transportation.

What does not apply?

Transportation will not be provided if your physical and medical condition allows you to get to your medical appointment by car, bus, taxi or other easily accessible method of transportation. Transportation will not be provided if the service is not covered by Medi-Cal. A list of covered services is in this Member Handbook.

Cost to member

There is no cost when transportation is authorized by L.A. Care.



Call member services at **1-888-839-9909** (TTY/TDD **711**).

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Non-medical transportation (NMT)

You can use non-medical transportation (NMT) when you are:

- Traveling to and from an appointment for a Medi-Cal service authorized by your provider.
- Picking up prescriptions and medical supplies.

L.A. Care allows you to use a car, taxi, bus or other public/private way of getting to your medical appointment for Medi-Cal-covered services. L.A. Care gives mileage reimbursement when transportation is in a private vehicle arranged by the member and not through a transportation broker, bus passes, taxi vouchers or train tickets.

Before getting approval for mileage reimbursement, you must state to L.A. Care by phone, by email or in person that you tried to get all other reasonable transportation choices and could not get one. L.A. Care allows the lowest cost NMT type that meets your medical needs.

To ask NMT for services that have been authorized, call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**) at least 2 business days (Monday-Friday) before your appointment or call as soon as you can when you have an urgent appointment. Please have your member ID card ready when you call.

Note: American Indians may contact their local IHC to request NMT services.

Limits of NMT

There are no limits for getting NMT to or from medical, dental, mental health and substance use disorder appointments when L.A. Care has authorized it for you. If the appointment type is covered by Medi-Cal but not through the health plan, your health plan will provide or help you schedule your transportation. Members cannot drive themselves or be reimbursed directly.

What does not apply?

NMT does not apply if:

- An ambulance, litter van, wheelchair van, or other form of NEMT is medically needed to get to a covered service.
- You need assistance from the driver to and from the residence, vehicle or place of treatment due to a physical or medical condition.
- You are in a wheelchair and are unable to move in and out of the vehicle without help from the driver.
- The service is not covered by Medi-Cal.

Cost to member

There is no cost when transportation is authorized by L.A. Care.



Call member services at **1-888-839-9909** (TTY/TDD **711**).

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Long-term services and supports (LTSS)

L.A. Care covers these LTSS benefits for members who qualify:

- Skilled nursing facility services as approved by L.A. Care
 - Home and Community Based Services as approved by L.A. Care
-

Care Coordination

L.A. Care offers services to help you coordinate your health care needs at no cost to you. If you have questions or concerns about your health or the health of your child, call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**).

Coordinated Care Initiative (CCI) benefits

The California Coordinated Care Initiative (CCI) works to improve care coordination for dual eligibles (people who qualify for both Medi-Cal and Medicare). CCI has two main parts:

Cal MediConnect

The Cal MediConnect program aims to improve care coordination for beneficiaries dually eligible for Medicare and Medi-Cal. It lets them enroll in a single plan to manage all of their benefits, instead of having separate Medi-Cal and Medicare plans. It also aims for high-quality care that helps people stay healthy and in their homes for as long as possible.

If you are enrolled in L.A. Care's Cal MediConnect program, the plan covers:

- A network of providers working together for you
- A personal care coordinator who will make sure you get the care and support you need
- A customized review of your health needs and care plan

Managed Long-Term Services and Supports (MLTSS)

Individuals dually eligible for Medicare and Medi-Cal must join a Medi-Cal managed care plan to receive their Medi-Cal benefits, including LTSS and Medicare wrap-around benefits.



Call member services at **1-888-839-9909** (TTY/TDD **711**).

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Health Homes Program

L.A. Care covers Health Homes Program (HHP) services for members with certain chronic health conditions. These services are to help coordinate physical health services, behavioral health services, and community-based long-term services and supports (LTSS) for members with chronic conditions.

You may be contacted if you qualify for the program. You can also call L.A. Care, or talk to your doctor or clinic staff, to find out if you can receive HHP services.

You may qualify for HHP if:

- You have certain chronic health conditions. You can call L.A. Care to find out the conditions that qualify, and you meet one of the following:
- You have three or more of the HHP eligible chronic conditions
- You stayed in the hospital in the last year
- You visited the emergency department three or more times in the last year; or
- You do not have a place to live.

You do not qualify to receive HHP services if:

- You receive hospice services; or
- You have been residing in a skilled nursing facility for longer than the month of admission and the following month.

Covered HHP services

HHP will give you a care coordinator and care team that will work with you and your health care providers, such as your doctors, specialists, pharmacists, case managers and others, to coordinate your care. L.A. Care provides HHP services, which include:

- Comprehensive care management
- Care coordination
- Health promotion
- Comprehensive transitional care
- Individual and family support services
- Referral to community and social supports

Cost to member

There is no cost to the member for HHP services.



Call member services at **1-888-839-9909** (TTY/TDD **711**).

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Other Medi-Cal programs and services

Other services you can get through Fee-For-Service (FFS) Medi-Cal or other Medi-Cal programs

Sometimes L.A. Care does not cover services, but you can still get them through FFS Medi-Cal or other Medi-Cal programs. This section lists these services. To learn more, call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD 711).

Specialty mental health services

Some mental health services are provided by county mental health plans instead of L.A. Care. These include specialty mental health services (SMHS) for Medi-Cal members who meet medical necessity rules. SMHS may include these outpatient, residential and inpatient services:

- Outpatient services:
 - Mental health services (assessments, plan development, therapy, rehabilitation and collateral)
 - Medication support services
 - Day treatment intensive services
 - Day rehabilitation services
 - Crisis intervention services
 - Crisis stabilization services
 - Targeted case management services
 - Therapeutic behavioral services (covered for members under 21 years old)
 - Intensive care coordination (ICC) (covered for members under 21 years old)
 - Intensive home-based services (IHBS) (covered for members under 21 years old)
 - Therapeutic foster care (TFC) (covered for members under 21 years old)
- Residential services:
 - Adult residential treatment services
 - Crisis residential treatment services



Call member services at **1-888-839-9909** (TTY/TDD 711).

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- Inpatient services:
 - Acute psychiatric inpatient hospital services
 - Psychiatric inpatient hospital professional services
 - Psychiatric health facility services

To learn more about specialty mental health services the county mental health plan provides, you can call your county mental health plan. To find all counties' toll-free telephone numbers online, visit www.dhcs.ca.gov/individuals/Pages/MHPContactList.aspx.

Substance use disorder services

The county provides substance use disorder services to Medi-Cal members who meet medical necessity rules. Members who are identified for substance use disorder treatment services are referred to their county department for treatment. To find all counties' telephone numbers online, visit www.dhcs.ca.gov/individuals/Pages/SUD_County_Access_Lines.aspx.

L.A. Care covers screening and brief interventions by primary care providers for substance abuse. For more intensive substance use disorder services, including residential services, your PCP or mental health specialist may refer you to Los Angeles County Substance Abuse Prevention and Control (SAPC). You do not need a referral to request services from Los Angeles County. You can call SAPC at **1-844-804-7500**.

Dental services

Medi-Cal covers some dental services, including:

- Diagnostic and preventive dental hygiene (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 planning
- Periodontal maintenance
- 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/TDD **1-800-735-2922** or **711**). You may also visit the Medi-Cal Dental Program website at www.denti-cal.ca.gov.



Call member services at **1-888-839-9909** (TTY/TDD **711**).

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California Children's Services (CCS)

CCS is a Medi-Cal program that treats children under 21 years of age with certain health conditions, diseases or chronic health problems and who meet the CCS program rules. If L.A. Care or your PCP believes your child has a CCS-eligible condition, he or she will be referred to the CCS county program to be assessed for eligibility.

CCS program staff will decide if your child qualifies for CCS services. If your child qualifies to get this type of care, CCS providers will treat him or her for the CCS condition. L.A. Care will continue to cover the types of service that do not have to do with the CCS condition such as physicals, vaccines and well-child checkups.

L.A. Care does not cover services provided by the CCS program. For CCS to cover these services, CCS must approve the provider, services and equipment.

CCS does not cover all health conditions. CCS covers most health conditions that physically disable or that need to be treated with medicines, surgery or rehabilitation (rehab). CCS covers children with health conditions such as:

- Congenital heart disease
- Cancers
- Tumors
- Hemophilia
- Sickle cell anemia
- Thyroid problems
- Diabetes
- Serious chronic kidney problems
- Liver disease
- Intestinal disease
- Cleft lip/palate
- Spina bifida
- Hearing loss
- Cataracts
- Cerebral palsy
- Seizures under certain circumstances
- Rheumatoid arthritis
- Muscular dystrophy
- AIDS
- Severe head, brain or spinal cord injuries
- Severe burns
- Severely crooked teeth



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at **lacare.org**.

Medi-Cal pays for CCS services. If your child is not eligible for CCS program services, he or she will keep getting medically necessary care from L.A. Care.

To learn more about CCS, you can visit the CCS web page at www.dhcs.ca.gov/services/ccs or call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD 711).

Institutional long-term care

L.A. Care covers long-term care skilled nursing facility services as medically necessary from the 91st day of admission until you are discharged.

FFS Medi-Cal covers your stay if it lasts longer than the month after you enter a facility.

To learn more, call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD 711).

Services you cannot get through L.A. Care or Medi-Cal

There are some services that neither L.A. Care nor Medi-Cal will cover, including, but not limited to:

- Experimental services
- Fertility preservation
- In Vitro Fertilization (IVF)
- Permanent home modifications
- Vehicle modifications
- Cosmetic Surgery

To learn more call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD 711).

Evaluation of new and existing technologies

L.A. Care follows changes and advances in health care by studying new treatments, medicines, procedures and devices. This is also called “new technology.” L.A. Care follows new technology to be sure members have access to safe and effective care. L.A. Care reviews new technology for medical and mental health procedures, pharmaceuticals, and devices. Requests to review a new technology may come from a member, practitioner, organization, L.A. Care’s physician reviewers, or other staff.



Call member services at **1-888-839-9909** (TTY/TDD 711).

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5. Rights and responsibilities

As a member of L.A. Care, you have certain rights and responsibilities. This chapter explains these rights and responsibilities. This chapter also includes legal notices that you have a right to as a member of L.A. Care.

Your rights

L.A. Care members have these rights:

- To be treated with respect, giving due consideration to your right to privacy and the need to maintain confidentiality of your medical information.
- To be provided with information about the plan and its services, including covered services, and member rights and responsibilities.
- To be able to choose a primary care provider within L.A. Care's network.
- To have timely access to network providers.
- To participate in decision making regarding your own health care, including the right to refuse treatment.
- To voice grievances, either verbally or in writing, about the organization or the care you got.
- To get care coordination.
- To ask for an appeal of decisions to deny, defer or limit services or benefits.
- To get free oral interpretation services for your language.
- To get free legal help at your local legal aid office or other groups.
- To formulate advance directives.
- To ask for a State Hearing if a service or benefit is denied and you have already filed an appeal with L.A. Care and are still not happy with the decision, or if you did not get a decision on your appeal after 30 days, including information on the circumstances under which an expedited hearing is possible.
- To disenroll from L.A. Care and change to another health plan in the county upon request.
- To access Minor Consent Services.
- To get written member-informing materials in alternative formats (such as braille, large-size print and audio format) upon request and in a timely fashion appropriate for the format being requested and in accordance with Welfare & Institutions Code Section 14182 (b)(12)



Call member services at **1-888-839-9909** (TTY/TDD **711**).

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- To be free from any form of restraint or seclusion used as a means of coercion, discipline, convenience or retaliation.
 - To truthfully discuss information on available treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand, regardless of cost or coverage.
 - To have access to and get a copy of your medical records, and request that they be amended or corrected, as specified in 45 Code of Federal Regulations §164.524 and 164.526.
 - Freedom to exercise these rights without adversely affecting how you are treated by L.A. Care, your providers or the State.
 - To have access to family planning services, Freestanding Birth Centers, Federally Qualified Health Centers, Indian Health Clinics, midwifery services, Rural Health Centers, sexually transmitted infection services and emergency services outside L.A. Care's network pursuant to the federal law.
 - To receive free written plan materials for your language or alternative format.
-

Your responsibilities

L.A. Care members have these responsibilities:

- To treat your doctor, all providers and staff with courtesy and respect. You are responsible for being on time for your visits or calling your doctor's office at least 24 hours before your visit to cancel or reschedule
- To give correct information and as much information as you can to all of your providers and L.A. Care
- To get regular check-ups and tell your doctor about health problems before they become serious
- To talk over your health care needs with your doctor, develop and agree on goals, do your best to understand your health problems, and follow the treatment plans and instructions you both agree on
- To report health care fraud or wrongdoing to L.A. Care. You can do this without giving your name by calling the L.A. Care Compliance Helpline toll-free at **1-800-400-4889**, going to **lacare.ethicspoint.com**, or calling the California Department of Health Care Services (DHCS) Medi-Cal Fraud and Abuse Hotline toll-free at **1-800-822-6222**



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at **lacare.org**.

Notice of privacy practices

A statement describing L.A. Care Health Plan's policies and procedures for preserving the confidentiality of medical records is available and will be furnished to you upon request.

This notice describes how medical, dental, and vision information about you, with regard to your health benefits, may be used and disclosed, and how you can get access to this information. ***Please review it carefully.***

The Local Initiative Health Authority for Los Angeles County, a public entity operating and doing business as L.A. Care Health Plan (L.A. Care) provides your health care benefits and coverage through State, Federal, and commercial programs. Safeguarding your protected health information (PHI) is important to us. L.A. Care is required to give you this notice about your rights and some of our responsibilities to keep your PHI safe, including California State notice of practices, and the Health Insurance Portability and Accountability Act (HIPAA) notice of practices. This notice tells you how we may use and share your PHI. It also tells you what your rights are. You may have additional or more stringent privacy rights under state law.

I. **Your PHI is personal and private.**

L.A. Care receives PHI which identifies you, such as your name, contact information, personal facts, and financial information, from several sources, such as State, Federal, and local agencies after you become eligible, assigned to, and/or enroll in a L.A. Care program. We also receive PHI about you that you provide to us. Also, we receive PHI from health care providers such as physicians, clinics, hospitals, labs, and other insurance companies or payers. We use this information to coordinate, approve, pay for, and improve your health care, and to communicate with you. We cannot use your genetic information to decide whether we will give you healthcare coverage or the cost of that coverage. At times, we may receive race, ethnicity, and language information about you. We may use this information to help you, to communicate with you, and to identify your needs, such as providing you with educational materials in the language of your preference, and offering interpretation services at no cost to you. We use and share this information as provided in this notice. We do not use this information to decide whether we will give you healthcare coverage or the cost of that coverage.

II. **How we protect your PHI**

L.A. Care is committed to protecting your PHI. We keep the PHI of our current and former members private and secure as required by law, and accreditation standards. We use physical and electronic safeguards, and our staff is regularly trained on the use, and sharing of PHI. Some of the ways we keep PHI safe include securing offices and locking desks, and filing cabinets, password protecting computers and electronic devices, and giving access only to the information that a staff needs to do their job. Where required by law, when our business partners work with us, they must also protect the privacy of any PHI we share with them and are not allowed to give PHI to others except as allowable by law, and this notice. As required by law, we will let you know if there was a breach of your unsecured PHI. We will follow this notice, and will not use or share your information other than as described in this notice, or in compliance with State and Federal laws, or in accordance with your permission.



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at **lacare.org**.

III. Changes to this Notice of Privacy Practices

L.A. Care must adhere to the notice we are now using. We have the right to change this notice of privacy practices at any time. Any changes will apply to all your PHI, including PHI we received before the changes were made. We will let you know when we make changes to this notice through a newsletter, letter, or our website. You can also ask us for a copy of the new notice, please see below on how to contact us.

IV. How we may use and share PHI about you

L.A. Care collects, uses or shares PHI as allowed by law for treatment, payment, and health care operations associated with the program in which you are enrolled. The PHI we use and share includes, but is not limited to:

- Name;
- Address;
- Care and treatment received;
- Health history; and
- The cost of/payment for care.

Ways in which we typically use and share PHI:

We generally use and share PHI in the following ways:

- **Treatment:** *We do not provide treatment*, but we can use and share PHI with health care and other service providers such as doctors, hospitals, durable medical equipment suppliers, and others to offer you care, and treatment and other services, and information to help you.
- **Payment:** We can use and share PHI with healthcare providers, service providers and other insurers and payers to process requests for payments, and pay for health services provided to you.
- **Health Care Operations:** We can use and share PHI to run our organization and contact you when necessary, for example for audits, quality improvement, care management, coordinating care, and day-to-day functions. We may also use and share PHI with State, Federal, and County programs for participation, and program administration.

Some examples of ways we use PHI:

- To give information to a doctor or hospital to confirm your benefits, copay, or deductible.
- To approve care in advance.
- To process and pay claims for health care services and treatment you received.
- To give PHI to your doctor or hospital so they can treat you.



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5 | Rights and responsibilities

- To review the quality of care and services you receive.
- To help you and provide you with educational and health improvement information and services, e.g. for conditions like diabetes.
- To inform you of additional services and programs that may be of interest to you and/or help you, e.g. a fitness class at a L.A. Care Community Resource Center.
- To remind you to get regular health assessments, screenings, or checkups.
- To develop quality improvement programs and initiatives, including creating, using, or sharing de-identified data as allowed by HIPAA.
- To use and share information, directly or indirectly, with health information exchanges, for treatment, payment, and health care operations.
- Investigating and prosecuting cases, such as for fraud, waste, or abuse.

V. Other ways in which we can use and share PHI

- We are allowed or required to share your PHI in other ways, usually to contribute to the public good, such as public health and research. We can use or share your PHI for the following additional purposes:
 - To comply with State, Federal, or local laws.
 - To comply with a request of a law enforcement agency, such as the police, military, or national security agency, or a Federal, State, or local government agency or body, such as workers' compensation board, or a health oversight agency for activities authorized by law, and court or administrative order.
 - To respond to the Department of Health and Human Services if it wants to see that we're complying with federal privacy law.
 - To help with product recalls.
 - To report adverse reactions to medications.
 - To report suspected abuse, neglect, or domestic violence, as required or allowed under law.
 - For health care research.
 - To respond to organ and tissue donation requests, and work with a medical examiner or funeral director.
 - In relation to complaints, investigations, lawsuits and legal actions.
 - To prevent or reduce a serious threat to anyone's health or safety.

VI. Communicating with you

We may use PHI to communicate with you or your designee about benefits, services, selecting your health care provider and billing and payments. L.A. Care will comply with applicable laws in its communications with you, including the Telephone Consumer Protection Act (TCPA). We may communicate with you through letters, newsletters, pamphlets, and as follows:



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at **lacare.org**.

- **Phone Calls.** If you have provided us with your phone number (including if a guardian or designee has provided their phone number), including your cell phone number, then we, including our affiliates and subcontractors, on our behalf, may call you, including by using an automatic telephone dialing system/or an artificial voice in accordance with applicable laws. Your mobile cell phone carrier may charge you for receiving calls, please contact your cell phone carrier for this information. If you don't want to be contacted in this way, then please let the caller know, or contact us to be placed on our Do Not Call List.
- **Texting You.** If you have provided us with your cell phone number (including if a guardian or designee has provided their phone number), then for certain purposes, such as reminders, treatment options, services, and premium payment reminders or confirmations, we, including our affiliates and subcontractors, on our behalf, may text you in accordance with applicable laws. Your mobile cell phone carrier may charge you for receiving texts, please contact your cell phone carrier for this information. If at any time you don't want to receive text messages, please follow the unsubscribe information on the message, or please reply with "STOP" to stop receiving such messages.
- **Emails.** If you have given us your email address (including if a guardian or designee has provided their email address), then for some limited purposes, e.g. sending you enrollment, member, provider, and educational materials, or reminders or confirmation of payments, if you agree to receiving these electronically, then we may email you. There may be a charge by your internet or email or mobile cell phone provider to receive emails, please contact your internet or email or mobile cell phone provider for this information. You acknowledge and agree that if you use an unencrypted email address and/or computer, or access your emails through a mobile device, or share an email, or computer, or mobile cell phone, then there is a risk that your PHI could be read by a third party and you accept the risks of such and waive any protections you may have under any laws. If at any time you don't want to receive email messages, please follow the "Unsubscribe" instructions at the bottom of the message to stop receiving email communications.

VII. Written permission

If we want to use or share your PHI for any purpose not provided in this notice, then we will get your written permission. For example, using or sharing PHI for marketing or sale needs your written permission. If we use or share psychotherapy notes, we may also need your permission. If you give us your permission, you can cancel it at any time in writing, and we will not use or share your PHI for that purpose after the date we process your request. But, if we have already used or shared your PHI with your permission, then we may not be able to undo any action that happened before you cancelled your permission.



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at **lacare.org**.

VIII. Your rights

You have certain rights to your PHI, and how it can be used or shared. You have the right to:

- **Get a copy of health and claims records.** You can ask to see, or get a copy of your PHI. We will provide a copy or a summary of your health and claims records. There may be some information and records we may not disclose as allowable by law, or we may not be able to provide certain information in some forms, formats, or media. We may charge a reasonable fee, for copying and mailing your PHI.
L.A. Care does not keep a complete copy of your medical records, please contact your healthcare provider if you want to look at, or get a copy of, or change an error in your medical records.
- **Ask us to correct health and claims records.** If you believe there is a mistake in your PHI, you can ask us to correct it. There may be some information we may not be able to change, e.g. the doctor's diagnosis, and will tell you that in writing. If someone else gave us the information, e.g. your doctor, then we will let you know, so you can ask him/her to correct it.
- **Request that we communicate with you confidentially.** You can ask us to contact you in a specific way (for example, home or office phone) or to send mail to a different address. Not all requests may be agreed to, but we will grant a reasonable request, e.g., if you tell us that you would be danger if we do not.
- **Ask us to limit what we use or share.** You can ask us not to use or share certain health information for treatment, payment, or our operations. By law, we are not required to agree to your request, and we may say "no" if it would affect your care, payment of claims, key operations, or non-compliance with rules, regulations, or government agency, or law enforcement requests, or a court or administrative order.
- **Get a list of those with whom we've shared Your PHI.** You can ask us for a list (accounting) of the times we've shared your health information, who we shared it with, and a brief description of the reason. We will provide you with the list for the period you request. By law, we will provide the list for a maximum of six (6) years prior to the date of your written request. We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures, such as when we shared the information with you, or with your permission. We'll provide one accounting a year for free, but may charge a reasonable fee for any additional requests.
- **Get a copy of this privacy notice.** You can get a paper copy of this notice by calling us.
- **Choose someone to act for you.** If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your PHI. We may ask that you or your designee provide us with some information and documents, e.g. copy of the court order granting guardianship. You or your guardian will need to fill out a written authorization, please contact us at the number below to find out how to do this.



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at **lacare.org**.

Please call us at the number on your ID card, or write to us to find out about how to request the above. You will need to submit your request in writing, and tell us certain information. We can send you the form(s).

IX. **Complaints**

If you think we have not protected your PHI, you have the right to file a complaint with us, by contacting us at:

L.A. Care Member Services
1055 West 7th Street, 10th Floor
Los Angeles, CA 90017
Phone: **1-888-839-9909**
TTY/TDD **711**

You may also contact:

U.S. Department of Health and Human Services
Office for Civil Rights
Attention: Regional Manager
90 7th Street, Suite 4-100
San Francisco, CA 94103
Phone: **1-800-368-1019**
Fax: **1-415-437-8329**
TTY/TDD **1-800-537-7697**
www.hhs.gov/ocr/privacy/hipaa/complaints/

Medi-Cal Members may also contact:

California Department of Health Care Services
Office of HIPAA Compliance
Privacy Officer
1501 Capitol Avenue, MS0010
P.O. Box 997413
Sacramento, CA 95899-7413
www.dhcs.ca.gov

X. **Use your rights without fear**

L.A. Care will not take any action against you for using the privacy rights in this notice or filing a complaint.

XI. **Effective date**

The original effective date of this notice is April 14, 2003. This notice was most recently revised on October 1, 2019.



Call member services at **1-888-839-9909** (TTY/TDD **711**).

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5 | Rights and responsibilities

XII. **Contacting us, or questions, or if you want this notice in another language or format:**

If you have questions about this notice, or want help in applying your rights, or want this notice in another threshold language (Arabic, Armenian, Chinese, Farsi, Khmer, Korean, Russian, Spanish, Tagalog, or Vietnamese), large print, audio, or other alternative format (upon request) at no cost to you, then please call or write us at:

L.A. Care Member Services
1055 West 7th Street, 10th Floor
Los Angeles, CA 90017
Phone: **1-888-839-9909** (TTY/TDD **711**)

or

L.A. Care Privacy Officer
L.A. Care Health Plan
1055 West 7th Street, 10th Floor
Los Angeles, CA 90017

Notice about laws

Many laws apply to this Member Handbook. These laws may affect your rights and responsibilities even if the laws are not included or explained in this handbook. The main laws that apply to this handbook are state and federal laws about the Medi-Cal program. Other federal and state laws may apply too.

Notice about Medi-Cal as a payer of last resort

Sometimes someone else has to pay first for the services L.A. Care provided to you. For example, if you are in a car accident or if you are injured at work, insurance or Workers Compensation has to pay first.

DHCS has the right and responsibility to collect for covered Medi-Cal services for which Medi-Cal is not the first payer. If you are injured, and someone else is liable for your injury, you or your legal representative must notify DHCS within 30 days of filing a legal action or a claim. Submit your notification online:

- Personal Injury Program at <http://dhcs.ca.gov/PI>
- Workers Compensation Recovery Program at <http://dhcs.ca.gov/WC>

To learn more, call **1-916-445-9891**.

The Medi-Cal program complies with state and federal laws and regulations relating to the legal liability of third parties for health care services to members. L.A. Care will take all reasonable measures to ensure that the Medi-Cal program is the payer of last resort.



Call member services at **1-888-839-9909** (TTY/TDD **711**).

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Medi-Cal members may also have other health coverage (OHC) provided to them at no cost. By law, members are required to exhaust all services provided by the OHC before using services through the MCP. If you do not apply for or keep no-cost or state-paid OHC, your Medi-Cal benefits and/or eligibility will be denied or stopped. Federal and state laws require Medi-Cal members to report private health insurance. To report or change private health insurance, go to <http://dhcs.ca.gov/mymedi-cal>. Or go through your health plan. Or call **1-800-541-5555** (TTY/TDD **1-800-430-7077** or **711**). Outside of California, call **1-916-636-1980**. If you do not report changes to your OHC promptly, and because of this, get Medi-Cal benefits that you are not eligible for, you may have to repay DHCS.

Notice about estate recovery

The Medi-Cal program must seek repayment from the estates of certain deceased Medi-Cal members from payments made, including managed care premiums for nursing facility services, home and community-based services, and related hospital and prescription drug services provided to the deceased Medi-Cal member on or after the member's 55th birthday. If a deceased member does not leave an estate or owns nothing when they die, nothing will be owed.

To learn more about the estate recovery, go to <http://dhcs.ca.gov/er>. Or call **1-916-650-0490** or get legal advice.

Notice of Action

L.A. Care will send you a Notice of Action (NOA) letter any time L.A. Care denies, delays, terminates or modifies a request for health care services. If you disagree with the plan's decision, you can always file an appeal with L.A. Care. See the Appeals section below for important information on filing your Appeal. When L.A. Care sends you a NOA it will inform you of all rights you have if you disagree with a decision we made.



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at lacare.org.

6. Reporting and solving problems

There are two kinds of problems that you may have with L.A. Care:

- A **complaint** (or **grievance**) is when you have a problem with L.A. Care or a provider, or with the health care or treatment you got from a provider
- An **appeal** is when you don't agree with L.A. Care's decision not to cover or change your services

You have the right to file grievances and appeals with L.A. Care to let us know about your problem. This does not take away any of your legal rights and remedies. We will not discriminate or retaliate against you for complaining to us. Letting us know about your problem will help us improve care for all members.

You should always contact L.A. Care first to let us know about your problem. Call us 24 hours a day, 7 days a week, including holidays at **1-888-839-9909** (TTY/TDD **711**). Tell us about your problem.

If your grievance or appeal is still not resolved, or you are unhappy with the result, you can call the California Department of Managed Health Care (DMHC) and ask them to review your complaint or conduct an Independent Medical Review. You can call the DMHC at **1-888-466-2219** (TTY/TDD **1-877-688-9891** or **711**) or visit the DMHC website for more information: **www.dmhca.gov**.

The California Department of Health Care Services (DHCS) Medi-Cal Managed Care Ombudsman can also help. They can help if you have problems joining, changing or leaving a health plan. They can also help if you moved and are having trouble getting your Medi-Cal transferred to your new county. You can call the Ombudsman Monday through Friday, between 8:00 a.m. and 5:00 p.m. at **1-888-452-8609**.

You can also file a grievance with your county eligibility office about your Medi-Cal eligibility. If you are not sure who you can file your grievance with, call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**).

To report incorrect information about your additional health insurance, please call Medi-Cal Monday through Friday, between 8:00 a.m. and 5:00 p.m. at **1-800-541-5555**.



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at **lacare.org**.

Complaints

A complaint (or grievance) is when you have a problem or are unhappy with the services you are receiving from L.A. Care or a provider. There is no time limit to file a complaint. You can file a complaint with L.A. Care at any time by phone, in writing or online.

- **By phone:** Call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**) 24 hours a day, 7 days a week, including holidays. Give your health plan ID number, your name and the reason for your complaint.
- **By mail:** Call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**) and ask to have a form sent to you. When you get the form, fill it out. Be sure to include your name, health plan ID number and the reason for your complaint. Tell us what happened and how we can help you.

Mail the form to:

L.A. Care Health Plan
 Appeals and Grievance Department
 1055 West 7th Street, 10th Floor
 Los Angeles, CA 90017

- **By fax 213-438-5748**
 Your doctor's office will have complaint forms available.
- **Online:** Visit the L.A. Care website. Go to **lacare.org**.

If you need help filing your complaint, we can help you. We can give you free language services. Call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**).

Within 5 days of getting your complaint, we will send you a letter letting you know we got it. Within 30 days, we will send you another letter that tells you how we resolved your problem. If you call L.A. Care about a grievance that is not about health care coverage, medical necessity, or experimental or investigational treatment, and your grievance is resolved by the end of the next business day, you may not get a letter.

If you want us to make a fast decision because the time it takes to resolve your complaint would put your life, health or ability to function in danger, you can ask for an expedited (fast) review. To ask for an expedited review, call us at L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**) and we will make a decision within 72 hours of receiving your complaint.



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at **lacare.org**.

Appeals

An appeal is different from a complaint. An appeal is a request for L.A. Care to review and change a decision we made about coverage for a requested service. If we sent you a Notice of Action (NOA) letter telling you that we are denying, delaying, changing or ending a service, and you do not agree with our decision, you can file an appeal. Your PCP or other provider can also file an appeal for you with your written permission.

You must file an appeal within 60 calendar days from the date on the NOA you got from L.A. Care. If you are currently getting treatment and you want to continue getting treatment, then you must ask L.A. Care for an appeal within 10 calendar days from the date the NOA was delivered to you, or before the date L.A. Care says services will stop. When you request an appeal under these circumstances, treatment will continue upon your request. We may require you to pay for the cost of services if the final decision denies or changes a service.

You can file an appeal by phone, in writing or online:

- **By phone:** Call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**) 24 hours a day, 7 days a week, including holidays. Give your name, health plan ID number and the service you are appealing.
- **By mail:** Call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**) and ask to have a form sent to you. When you get the form, fill it out. Be sure to include your name, health plan ID number and the service you are appealing.

Mail the form to:

L.A. Care Health Plan
Appeal and Grievance Department
1055 West 7th Street, 10th Floor
Los Angeles, CA 90017

- **By fax: 213-438-5748**
Your doctor's office will have appeal forms available.
- **Online:** Visit the L.A. Care website. Go to **lacare.org**.

If you need help filing your appeal, we can help you. We can give you free language services. Call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**).

Within 5 days of getting your appeal, we will send you a letter letting you know we got it. Within 30 days, we will tell you our appeal decision. If L.A. Care does not tell you its appeal decision within 30 days you can request a State Hearing and an Independent Medical Review. But if you ask for a State Hearing first, and the hearing has already happened, you cannot ask for an IMR. In this case, the State Hearing has final say.



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at **lacare.org**.

If you or your doctor wants us to make a fast decision because the time it takes to resolve your appeal would put your life, health or ability to function in danger, you can ask for an expedited (fast) review. To ask for an expedited review, call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**). We will make a decision within 72 hours of receiving your appeal about whether we will expedite your appeal.

What to do if you do not agree with an appeal decision

If you filed an appeal and got a letter from L.A. Care telling you we did not change our decision, or you never got a letter telling you of our decision and it has been past 30 days, you can:

- Ask for a **State Hearing** from the California Department of Social Services (CDSS), and a judge will review your case.
- File an Independent Medical Review/Complaint form with the Department of Managed Health Care (DMHC) to have L.A. Care's decision reviewed or ask for an **Independent Medical Review (IMR)** from the DMHC. During DMHC's IMR an outside doctor who is not part of L.A. Care will review your case. DMHC's toll-free telephone number is **1-888-466-2219** and the TDD line is **1-877-688-9891**. You can find the Independent Medical Review/Complaint form and instructions online at the DMHC's website: **www.dmhc.ca.gov**.

You will not have to pay for a State Hearing or an IMR.

You are entitled to both a State Hearing and an IMR. But if you ask for a State Hearing first, and the hearing has already happened, you cannot ask for an IMR. In this case, the State Hearing has the final say.

The sections below have more information on how to ask for a State Hearing and an IMR.



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at **lacare.org**.

Complaints and Independent Medical Reviews (IMR) with the Department of Managed Health Care

An IMR is when an outside doctor who is not related to your health plan reviews your case. If you want an IMR, you must first file an appeal with L.A. Care. If you do not hear from your health plan within 30 calendar days, or if you are unhappy with your health plan's decision, then you may request an IMR. You must ask for an IMR within 6 months from the date on the notice telling you of the appeal decision but you only have 120 days to request a State Hearing so if you want an IMR and a State hearing file your complaint as soon as you can. Remember, if you ask for a State Hearing first, and the hearing has already happened, you cannot ask for an IMR. In this case, the State Hearing has the final say.

You may be able to get an IMR right away without filing an appeal first. This is in cases where your health is problem is urgent.

If your complaint to DMHC does not qualify for an IMR, DMHC will still review your complaint to make sure L.A. Care made the correct decision when you appealed its denial of services. L.A. Care has to comply with DMHC's IMR and review decisions.

Here is how to ask for an IMR. The term "grievance" is for "complaints" and "appeals":

The California Department of Managed Health Care is responsible for regulating health care service plans. If you have a grievance against your health plan, you should first telephone your health plan at **1-888-839-9909** (TTY/TDD **711**) and use your health plan's grievance process before contacting the department. Utilizing this grievance procedure does not prohibit any potential legal rights or remedies that may be available to you. If you need help with a grievance involving an emergency, a grievance that has not been satisfactorily resolved by your health plan, or a grievance that has remained unresolved for more than 30 days, you may call the department for assistance. You may also be eligible for an Independent Medical Review (IMR). If you are eligible for IMR, the IMR process will provide an impartial review of medical decisions made by a health plan related to the medical necessity of a proposed service or treatment, coverage decisions for treatments that are experimental or investigational in nature and payment disputes for emergency or urgent medical services. The department also has a toll-free telephone number (**1-888-466-2219**) and a TDD line (**1-877-688-9891**) for the hearing and speech impaired. The department's internet website <http://www.dmhc.ca.gov> has complaint forms, IMR application forms and instructions online.

State Hearings

A State Hearing is a meeting with people from the California Department of Social Services (CDSS). A judge will help to resolve your problem or tell you that L.A. Care made the correct decision. You have the right to ask for a State Hearing if you have already filed an appeal with L.A. Care and you are still not happy with the decision or if you did not get a decision on your appeal after 30 days.



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at lacare.org.

You must ask for a State Hearing within 120 days from the date on L.A. Care's notice telling you of the appeal decision. Your PCP can ask for a State Hearing for you with your written permission.

You can ask for a State Hearing by phone or mail.

- **By phone:** Call the CDSS Public Response Unit at **1-800-952-5253** (TTY/TDD **1-800-952-8349** or **711**).
- **By mail:** Fill out the form provided with your appeals resolution notice. Send it to:

California Department of Social Services
 State Hearings Division
 P.O. Box 944243, MS 09-17-37
 Sacramento, CA 94244-2430

If you need help asking for a State Hearing, we can help you. We can give you free language services. Call L.A. Care **Member Services** at **1-888-839-9909** (TTY/TDD **711**).

At the hearing, you will give your side. We will give our side. It could take up to 90 days for the judge to decide your case. L.A. Care must follow what the judge decides.

If you want the CDSS to make a fast decision because the time it takes to have a State Hearing would put your life, health or ability to function fully in danger, you or your PCP can contact the CDSS and ask for an expedited (fast) State Hearing. CDSS must make a decision no later than 3 business days after it gets your complete case file from L.A. Care.

Fraud, waste and abuse

If you suspect that a provider or a person who gets Medi-Cal has committed fraud, waste or abuse, it is your right to report it by calling the confidential toll-free number **1-800-822-6222** or submitting a complaint online at **www.dhcs.ca.gov/**.

Provider fraud, waste and abuse includes:

- Falsifying medical records
- Prescribing more medication than is medically necessary
- Giving more health care services than medically necessary
- Billing for services that were not given
- Billing for professional services when the professional did not perform the service
- Offering free or discounted items and services to members in an effort to influence which provider is selected by the member
- Changing member's primary care physician without the knowledge of the member



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at **lacare.org**.

6 | Reporting and solving grievances

Fraud, waste and abuse by a person who gets benefits includes:

- Lending, selling or giving a health plan ID card or Medi-Cal Benefits Identification Card (BIC) to someone else
- Getting similar or the same treatments or medicines from more than one provider
- Going to an emergency room when it is not an emergency
- Using someone else's Social Security number or health plan ID number

To report fraud, waste and abuse, write down the name, address and ID number of the person who committed the fraud, waste or abuse. Give as much information as you can about the person, such as the phone number or the specialty if it is a provider. Give the dates of the events and a summary of exactly what happened.

Send your report to:

L.A. Care Health Plan
Special Investigations Unit
1055 West 7th Street, 10th Floor
Los Angeles, CA 90017

You can also call the Compliance Helpline at **1-800-400-4889**, 24 hours a day, 7 days a week, email the information to **ReportingFraud@lacare.org**, or report the information online at **lacare.ethicspoint.com**.

All reporting can be done anonymously.



Call member services at **1-888-839-9909** (TTY/TDD **711**).

L.A. Care is here 24 hours a day, 7 days a week, including holidays. The call is toll free. Or call the California Relay Line at **711**. Visit online at **lacare.org**.

7. Important numbers and words to know

Important phone numbers

- L.A. Care **Member Services 1-888-839-9909** (TTY/TDD **711**)
- L.A. Care's 24-Hour **Nurse Advice Line 1-800-249-3619** (TTY/TDD **711**)
- L.A. Care Compliance Helpline **1-800-400-4889**
- L.A. Care Community Resource Centers – **1-877-287-6290**
- L.A. Care Family Resource Center – Boyle Heights **1-213-294-2840**
- L.A. Care/Blue Shield of California Promise Health Plan Community Resource Center – East L.A. **1-213-438-5570**
- L.A. Care Family Resource Center – Boyle Heights **1-213-294-2840**
- L.A. Care/Blue Shield of California Promise Health Plan Community Resource Center – Inglewood **1-310-330-3130**
- L.A. Care/Blue Shield of California Promise Health Plan Community Resource Center – Lynwood **1-310-661-3000**
- L.A. Care/Blue Shield of California Promise Health Plan Community Resource Center – Metro L.A. **1-877-287-6290**
- L.A. Care Family Resource Center – Pacoima **1-213-438-5497**
- L.A. Care/Blue Shield of California Promise Health Plan Community Resource Center – Palmdale **1-213-438-5580**
- L.A. Care/Blue Shield of California Promise Health Plan Community Resource Center – Pomona **1-909-620-1661**
- Disability Services
 - California Relay Service (CRS) – (TTY/TDD **711**)
 - **1-888-877-5379**
 - **1-800-735-2922**
 - Americans with Disabilities Act (ADA) Information **1-800-514-0301** (TTY/TDD **1-800-514-0383**)
- Children's Services
 - California Children's Services (CCS) **1-800-288-4584**
 - Child Health and Disability Prevention (CHDP) **1-800-993-2437** (**1-800-993-CHDP**)



Call member services at **1-888-839-9909** (TTY/TDD **711**).

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7 | Important numbers and words to know

- California State Services
 - California State Department of Health Services (DHCS) **1-916-445-4171**
 - Medi-Cal Managed Care Office of the Ombudsman **1-888-452-8609**
 - Medi-Cal Dental Program (Denti-Cal) **1-800-322-6384** (TTY/TDD **1-800-735-2922**)
 - California Department of Social Services (CDSS) **1-800-952-5253**
 - Department of Managed Health Care (DMHC) **1-888-466-2219** (**1-888-HMO-2219**) (TTY/TDD **1-877-688-9891**)
- Health Care Options:
 - Arabic **1-800-576-6881**
 - Armenian **1-800-840-5032**
 - Cambodian/Khmer **1-800-430-5005**
 - Cantonese **1-800-430-6006**
 - English **1-800-430-4263**
 - Farsi **1-800-840-5034**
 - Hmong **1-800-430-2022**
 - Korean **1-800-576-6883**
 - Laotian **1-800-430-4091**
 - Mandarin **1-800-576-6885**
 - Russian **1-800-430-7007**
 - Spanish **1-800-430-3003**
 - Tagalog **1-800-576-6890**
 - Vietnamese **1-800-430-8008**
 - TTY/TDD **1-800-430-7077**
- U.S. Office for Civil Rights **1-866-627-7748**
- Social Security Administration Supplemental Social Income (SSI) **1-800-772-1213**
- Los Angeles County - Department of Public Social Services (DPSS):
Customer Service Center **1-866-613-3777** (TTY/TDD **1-800-660-4026**)
- Los Angeles County Department of Health Services **1-213-240-8101**
- Los Angeles County Department of Mental Health **1-800-854-7771**
- Women, Infant and Children Program (WIC) **1-888-942-9675**



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Words to know

Active labor: The period of time when a woman is in the three stages of giving birth and either cannot be safely transferred in time to another hospital before delivery or a transfer may harm the health and safety of the woman or unborn child.

Acute: A medical condition that is sudden, requires fast medical attention and does not last a long time.

American Indian: An individual, defined at title 25 of the U.S.C. sections 1603(c), 1603(f), 1679(b) or who has been determined eligible, as an Indian, pursuant to 42 C.F.R. 136.12 or Title V of the Indian Health Care Improvement Act, to receive health care services from Indian health care providers (Indian Health Service, an Indian Tribe, Tribal Organization, or Urban Indian Organization–I/T/U) or through referral under Contract Health Services.

Appeal: A member's request for L.A. Care to review and change a decision made about coverage for a requested service.

Benefits: Health care services and drugs covered under this health plan.

California Children's Services (CCS): A Medi-Cal program that provides services for children up to age 21 with certain diseases and health problems.

California Health and Disability Prevention (CHDP): A public health program that reimburses public and private health care providers for early health assessments to detect or prevent disease and disabilities in children and youth. The program helps children and youth access regular health care. Your PCP can provide CHDP services.

Case manager: Registered nurses or social workers who can help you understand major health problems and arrange care with your providers.

Certified Nurse Midwife (CNM): An individual licensed as a Registered Nurse and certified as a nurse midwife by the California Board of Registered Nursing. A certified nurse midwife is permitted to attend cases of normal childbirth.

Chiropractor: A provider who treats the spine by means of manual manipulation

Chronic condition: A disease or other medical problem that cannot be completely cured or that gets worse over time or that must be treated so you do not get worse.

Clinic: A facility that members can select as a primary care provider (PCP). It can be either a Federally Qualified Health Center (FQHC), community clinic, Rural Health Clinic (RHC), Indian Health Clinic (IHC) or other primary care facility.

Community-based adult services (CBAS): Outpatient, facility-based services for skilled nursing care, social services, therapies, personal care, family and caregiver training and support, nutrition services, transportation, and other services for members who qualify.



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7 | Important numbers and words to know

Complaint: A member's verbal or written expression of dissatisfaction about L.A. Care, a provider, or quality of services provided. A complaint is the same as a grievance.

Continuity of care: The ability of a plan member to keep getting Medi-Cal services from their existing provider for up to 12 months, if the provider and L.A. Care agree.

Coordination of Benefits (COB): The process of determining which insurance coverage (Medi-Cal, Medicare, commercial insurance or other) has primary treatment and payment responsibilities for members with more than one type of health insurance coverage.

Copayment: A payment you make, generally at the time of service, in addition to the insurer's payment.

Coverage (covered services): The health care services provided to members of L.A. Care, subject to the terms, conditions, limitations and exclusions of the Medi-Cal contract and as listed in this Evidence of Coverage (EOC) and any amendments.

DHCS: The California Department of Health Care Services. This is the State office that oversees the Medi-Cal program.

Disenroll: To stop using this health plan because you no longer qualify or change to a new health plan. You must sign a form that says you no longer want to use this health plan or call HCO and disenroll by phone.

DMHC: The California Department of Managed Health Care. This is the State office that oversees managed care health plans.

Durable medical equipment (DME): Equipment that is medically necessary and ordered by your doctor or other provider. L.A. Care decides whether to rent or buy DME. Rental costs must not be more than the cost to buy. Repair of medical equipment is covered.

Early and periodic screening, diagnostic and treatment (EPSDT): EPSDT services are a benefit for Medi-Cal members under the age of 21 to help keep them healthy. Members must get the right health check-ups for their age and appropriate screenings to find health problems and treat illnesses early.

Emergency medical condition: A medical or mental condition with such severe symptoms, such as active labor (go to definition above) or severe pain, that someone with a prudent layperson's knowledge of health and medicine could reasonably believe that not getting immediate medical care could:

- Place your health or the health of your unborn baby in serious danger
- Cause impairment to a body function
- Cause a body part or organ to not work right

Emergency room care: An exam performed by a doctor (or staff under direction of a doctor as allowed by law) to find out if an emergency medical condition exists. Medically necessary services needed to make you clinically stable within the capabilities of the facility.



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Emergency medical transportation: Transportation in an ambulance or emergency vehicle to an emergency room to get emergency medical care.

Enrollee: A person who is a member of a health plan and gets services through the plan.

Excluded services: Services that are not covered by the California Medi-Cal Program.

Family planning services: Services to prevent or delay pregnancy.

Federally Qualified Health Center (FQHC): A health center in an area that does not have many health care providers. You can get primary and preventive care at an FQHC.

Fee-For-Service (FFS): This means you are not enrolled in a managed care health plan. Under FFS, your doctor must accept “straight” Medi-Cal and bill Medi-Cal directly for the services you got.

Follow-up care: Regular doctor care to check a patient’s progress after a hospitalization or during a course of treatment.

Formulary: A list of drugs or items that meet certain criteria and are approved for members.

Fraud: An intentional act to deceive or misrepresent by a person who knows the deception could result in some unauthorized benefit for the person or someone else.

Freestanding Birth Centers (FBCs): Health facilities where childbirth is planned to occur away from the pregnant woman’s residence that are licensed or otherwise approved by the state to provide prenatal labor and delivery or postpartum care and other ambulatory services that are included in the plan. These facilities are not hospitals.

Grievance: A member’s verbal or written expression of dissatisfaction about L.A. Care, a provider, or the services provided. A complaint is an example of a grievance.

Habilitation services and devices: Health care services that help you keep, learn or improve skills and functioning for daily living.

Health Care Options (HCO): The program that can enroll or disenroll you from the health plan.

Health care providers: Doctors and specialists such as surgeons, doctors who treat cancer or doctors who treat special parts of the body, and who work with L.A. Care or are in the L.A. Care network. L.A. Care network providers must have a license to practice in California and give you a service L.A. Care covers.

You usually need a referral from your PCP to go to a specialist. Your PCP must get pre- approval from L.A. Care before you get care from the specialist.

You do **not** need a referral from your PCP for some types of service, such as family planning, emergency care, OB/GYN care or sensitive services.



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7 | Important numbers and words to know

Types of health care providers include, but are not limited to:

- Audiologist is a provider who tests hearing.
- Certified nurse midwife is a nurse who cares for you during pregnancy and childbirth.
- Family practitioner is a doctor who treats common medical issues for people of all ages.
- General practitioner is a doctor who treats common medical issues.
- Internist is a doctor who treats common medical issues in adults.
- Licensed vocational nurse is a licensed nurse who works with your doctor.
- A counselor is a person who helps you with family problems.
- Medical assistant or certified medical assistant is a non-licensed person who helps your doctors give you medical care.
- Mid-level practitioner is a name used for health care providers, such as nurse-midwives, physician assistants or nurse practitioners.
- Nurse anesthetist is a nurse who gives you anesthesia.
- Nurse practitioner or physician assistant is a person who works in a clinic or doctor's office who diagnoses, treats and cares for you, within limits.
- Obstetrician/gynecologist (OB/GYN) is a doctor who takes care of a woman's health, including during pregnancy and birth.
- Occupational therapist is a provider who helps you regain daily skills and activities after an illness or injury.
- Pediatrician is a doctor who treats children from birth through the teen years.
- Physical therapist is a provider who helps you build your body's strength after an illness or injury.
- Podiatrist is a doctor who takes care of your feet.
- Psychologist is a person who treats mental health issues but does not prescribe drugs.
- Registered nurse is a nurse with more training than a licensed vocational nurse and who has a license to do certain tasks with your doctor.
- Respiratory therapist is a provider who helps you with your breathing.
- Speech pathologist is a provider who helps you with your speech.

Health insurance: Insurance coverage that pays for medical and surgical expenses by repaying the insured for expenses from illness or injury or paying the care provider directly.

Home health care: Skilled nursing care and other services given at home.

Home health care providers: Providers who give you skilled nursing care and other services at home.

Hospice: Care to reduce physical, emotional, social and spiritual discomforts for a member with a terminal illness. Hospice care is available when the member has a life expectancy of 6 months or less.



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Hospital: A place where you get inpatient and outpatient care from doctors and nurses.

Hospitalization: Admission to a hospital for treatment as an inpatient.

Hospital outpatient care: Medical or surgical care performed at a hospital without admission as an inpatient.

Indian Health Clinic (IHC): A health clinic operated by the Indian Health Service (IHS) or by an Indian Tribe, Tribal Organization, or Urban Indian Organization.

Inpatient care: When you have to stay the night in a hospital or other place for the medical care you need.

Long-term care: Care in a facility for longer than the month of admission.

Managed care plan: A Medi-Cal plan that uses only certain doctors, specialists, clinics, pharmacies and hospitals for Medi-Cal recipients enrolled in that plan. L.A. Care is a managed care plan.

Medical home: A model of care that will provide better health care quality, improve self-management by members of their own care and reduce avoidable costs over time.

Medically necessary (or medical necessity): Medically necessary care are important services that are reasonable and protect life. This care is needed to keep patients from getting seriously ill or disabled. This care reduces severe pain by treating the disease, illness or injury. For members under the age of 21, Medi-Cal services includes care that is medically necessary to fix or help a physical or mental illness or condition, including substance use disorders, as set forth in Section 1396d(r) of Title 42 of the United States Code.

Medicare: The federal health insurance program for people 65 years of age or older, certain younger people with disabilities, and people with end-stage renal disease (permanent kidney failure that requires dialysis or a transplant, sometimes called ESRD).

Member: Any eligible Medi-Cal member enrolled with L.A. Care who is entitled to get covered services.

Mental health services provider: Licensed individuals who provide mental health and behavioral health services to patients.

Midwifery services: Prenatal, intrapartum, and postpartum care, including family planning care for the mother and immediate care for the newborn, provided by certified nurse midwives (CNM) and licensed midwives (LM).

Network: A group of doctors, clinics, hospitals and other providers contracted with L.A. Care to provide care.

Network provider (or in-network provider): Go to "Participating provider."

Non-covered service: A service that L.A. Care does not cover.

Non-emergency medical transportation (NEMT): Transportation when you cannot get to a covered medical appointment and/or to pick up prescriptions by car, bus, train or taxi. L.A. Care pays for the lowest cost NEMT for your medical needs when you need a ride to your appointment.



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7 | Important numbers and words to know

Non-formulary drug: A drug not listed in the drug formulary.

Non-medical transportation: Transportation when traveling to and from an appointment for a Medi-Cal covered service authorized by your provider and when picking up prescriptions and medical supplies.

Non-participating provider: A provider not in the L.A. Care network.

Other health coverage (OHC): Other health coverage (OHC) refers to private health insurance and service payers other than Medi-Cal. Services may include medical, dental, vision, pharmacy and/or Medicare supplemental plans (Part C & D).

Orthotic device: A device used as a support or brace affixed externally to the body to support or correct an acutely injured or diseased body part and that is medically necessary for the medical recovery of the member.

Out-of-area services: Services while a member is anywhere outside of the service area.

Out-of-network provider: A provider who is not part of the L.A. Care network.

Outpatient care: When you do not have to stay the night in a hospital or other place for the medical care you need.

Outpatient mental health services: Outpatient services for members with mild to moderate mental health conditions including:

- Individual or group mental health evaluation and treatment (psychotherapy)
- Psychological testing when clinically indicated to evaluate a mental health condition
- Outpatient services for the purposes of monitoring medication therapy
- Psychiatric consultation
- Outpatient laboratory, supplies and supplements

Palliative care: Care to reduce physical, emotional, social and spiritual discomforts for a member with a serious illness.

Participating hospital: A licensed hospital that has a contract with L.A. Care to provide services to members at the time a member gets care. The covered services that some participating hospitals may offer to members are limited by L.A. Care's utilization review and quality assurance policies or L.A. Care's contract with the hospital.

Participating provider (or participating doctor): A doctor, hospital or other licensed health care professional or licensed health facility, including sub-acute facilities that have a contract with L.A. Care to offer covered services to members at the time a member gets care.

Physician services: Services given by a person licensed under state law to practice medicine or osteopathy, not including services offered by doctors while you are admitted in a hospital that are charged in the hospital bill.



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Plan: Go to “Managed care plan.”

Post-stabilization services: Covered services related to an emergency medical condition that are provided after a member is stabilized to maintain the stabilized condition. Post-stabilization care services are covered and paid for.

Pre-approval (or prior-authorization): Your PCP or other providers must get approval from L.A. Care before you get certain services. L.A. Care will only approve the services you need. L.A. Care will not approve services by non-participating providers if L.A. Care believes you can get comparable or more appropriate services through L.A. Care providers. A referral is not an approval. You must get approval from L.A. Care.

Prescription drug coverage: Coverage for medications prescribed by a provider.

Prescription drugs: A drug that legally requires an order from a licensed provider to be dispensed, unlike over-the-counter (OTC) drugs that do not require a prescription.

Primary care: Go to “Routine care.”

Primary care provider (PCP): The licensed provider you have for most of your health care. Your PCP helps you get the care you need. Some care needs to be approved first, unless:

- You have an emergency
- You need OB/GYN care
- You need sensitive services
- You need family planning services/birth control

Your PCP can be a:

- General practitioner
- Internist
- Pediatrician
- Family practitioner
- OB/GYN
- Indian Health Clinic (IHC)
- Federally Qualified Health Center (FQHC)
- Rural Health Clinic (RHC)
- Nurse practitioner
- Physician assistant
- Clinic



Call member services at **1-888-839-9909** (TTY/TDD **711**).

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7 | Important numbers and words to know

Prior authorization (pre-approval): A formal process requiring a health care provider to get approval to provide specific services or procedures.

Prosthetic device: An artificial device attached to the body to replace a missing body part.

Provider Directory: A list of providers in the L.A. Care network.

Psychiatric emergency medical condition: A mental disorder in which the symptoms are serious or severe enough to cause an immediate danger to yourself or others or you are immediately unable to provide for or use food, shelter or clothing due to the mental disorder.

Public health services: Health services targeted at the population as a whole. These include, among others, health situation analysis, health surveillance, health promotion, prevention services, infectious disease control, environmental protection and sanitation, disaster preparedness and response, and occupational health.

Qualified provider: Doctor qualified in the area of practice appropriate to treat your condition.

Reconstructive surgery: Surgery to correct or repair abnormal structures of the body to improve function or create a normal appearance to the extent possible. Abnormal structures of the body are those caused by a congenital defect, developmental abnormalities, trauma, infection, tumors, or disease.

Referral: When your PCP says you can get care from another provider. Some covered care services require a referral and pre-approval (prior authorization).

Rehabilitative and habilitative therapy services and devices: Services and devices to help people with injuries, disabilities, or chronic conditions to gain or recover mental and physical skills.

Routine care: Medically necessary services and preventive care, well child visits, or care such as routine follow-up care. The goal of routine care is to prevent health problems.

Rural Health Clinic (RHC): A health center in an area that does not have many health care providers. You can get primary and preventive care at an RHC.

Sensitive services: Services for family planning, sexually transmitted infections (STIs), HIV/AIDS, sexual assault and abortions.

Serious illness: A disease or condition that must be treated and could result in death.

Service area: The geographic area L.A. Care serves. This includes the county of Los Angeles.

Skilled nursing care: Covered services provided by licensed nurses, technicians and/or therapists during a stay in a Skilled Nursing Facility or in a member's home.

Skilled nursing facility: A place that gives 24-hour-a-day nursing care that only trained health professionals may give.

Specialist (or specialty doctor): A doctor who treats certain types of health care problems. For example, an orthopedic surgeon treats broken bones; an allergist treats allergies; and a cardiologist treats heart problems. In most cases, you will need a referral from your PCP to go to a specialist.



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Specialty mental health services: Services for members who have mental health services needs that are a higher level of impairment than mild to moderate.

Terminal illness: A medical condition that cannot be reversed and will most likely cause death within one year or less if the disease follows its natural course.

Triage (or screening): The evaluation of your health by a doctor or nurse who is trained to screen for the purpose of determining the urgency of your need for care.

Urgent care (or urgent services): Services provided to treat a non-emergency illness, injury or condition that requires medical care. You can get urgent care from an out-of-network provider if network providers are temporarily not available or accessible.



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