

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

DEPARTMENT	CONTACT INFORMATION	ONLINE MATERIALS <i>(links to plan-specific provider materials)</i>
Member Services/Member Eligibility <ul style="list-style-type: none"> Member plan eligibility Resources for patients 	NAME: L.A. Care Member Services PHONE: 1-888-839-9909 TTY: 1-866-522-2731 FAX: N/A EMAIL: N/A HOURS: 8 am – 5 pm	Cal MediConnect: http://www.calmediconnectla.org/providers/benefits L.A. Care Medi-Cal http://www.lacare.org/members/member-docs/member-handbooks
Authorizations *Only when L.A. Care is responsible <ul style="list-style-type: none"> Prior authorizations Converting TARs to plan authorizations Continuity of Care (COC) <p><i>Please note if there are separate individuals to contact regarding prior vs. regular authorizations, or for different types of authorizations (e.g. outpatient vs. inpatient)</i></p>	NAME: L.A. Care Utilization Management PHONE: 877-431-2273 Inpatient FAX: 877-314-4957 Outpatient Fax: 213-438-5777 COC Unit PHONE: 1-855-351-9251 COC Email: COC@lacare.org HOURS: 24 hours	*Refer to delegation matrix on L.A. Care’s website for detailed information regarding the entity responsible for authorizing services. Generally, PPGs/IPAs in the CMC network are responsible for authorizing all services (with the exception of Behavioral Health, Chiropractic, Dental, Transportation, and Vision) Check Eligibility to verify IPA Utilization Management Authorization Form: http://www.lacare.org/providers/provider-resources/provider-forms COC Resources: http://www.calmediconnectla.org/continuity-care
Claims/Billing	NAME: L.A. Care Claims	* Refer to delegation matrix on Provider Portal for detailed information regarding the entity responsible for

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

<p>*Only when L.A. Care is responsible</p> <ul style="list-style-type: none"> Submitting claims Receiving payments 	<p>Department</p> <p>PHONE: 888-452-2273</p> <p>ADDRESS: PO BOX 811580 Los Angeles, CA 90081</p>	<p>paying claims.</p> <p>Generally, PPGs/IPAs in the CMC network are responsible for paying all professional claims. At times, L.A. Care, or the CMC member's capitated hospital (if applicable) is responsible for paying all facility or ancillary provider claims (with the exception of Long Term Care (LTC), Behavioral Health, Chiropractic, Dental, Transportation, and Vision).</p> <p>Check Eligibility to verify IPA</p> <p>Claims Resource: http://www.lacare.org/providers/claims-and-icd-10/submitting-claim</p>
<p>Long-Term Services & Supports Providers</p> <ul style="list-style-type: none"> LTSS care management LTSS contracting LTSS authorizations Converting TARs to plan authorizations 	<p>NAME: L.A. Care Managed Long Term Services and Support (MLTSS)</p> <p>PHONE: 855-427-1223</p> <p>FAX: 213-438-4877</p> <p>EMAIL: mlts@lacare.org</p> <p>HOURS: 8 am – 5 pm</p>	<p>Managed Long Term Services and Support Resources: http://www.lacare.org/members/member-services/medi-cal-ltss</p>
<p>Behavioral Health</p> <ul style="list-style-type: none"> BH access and care coordination BH provider support BH education & training. 	<p>NAME: Beacon Health Strategies</p> <p>PHONE: 877-344-2858 (24 hours referral)</p> <p>L.A. Care's Behavioral Health Provider Support Line: 844-858-9940</p> <p>FAX: 213-438-5093</p> <p>EMAIL: behavioralhealth@lacare.org</p> <p>HOURS: 8am – 5pm</p>	<p>BH Services http://www.lacare.org/providers/behavioral-health/behavioral-health-services</p> <p>Specialty BH Services http://www.lacare.org/providers/behavioral-health/specialty-mental-health-services</p>
<p>Care Management</p>	<p>NAME: L.A Care Case</p>	<p>Case Management Resources:</p>

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

<ul style="list-style-type: none"> • Make a referral 	<p>Management</p> <p>PHONE: 1-844-200-0104</p> <p>FAX: 213-438-5077</p> <p>EMAIL: cmreferral@lacare.org</p> <p>HOURS: 8 am – 5 pm</p>	<p>http://www.lacare.org/providers/provider-resources/provider-faqs</p>
<p>Provider Contracting</p> <ul style="list-style-type: none"> • Contracts • Delegation Information 	<p>NAME: Norma Carrillo</p> <p>PHONE: 213-694-1250 x4233</p> <p>FAX: 213-438-5016</p> <p>EMAIL: ncarrillo@lacare.org</p> <p>HOURS: 7:30 am – 3:30 pm</p>	<p>Tools and resources for contracted providers are available on our Provider Portal.</p> <p>Join our Network: http://www.lacare.org/providers/join-our-network/become-a-provider</p>
<p>Provider Relations</p> <ul style="list-style-type: none"> • Provider Support 	<p>NAME: L.A. Care Provider Relations Department</p> <p>PHONE: 213-694-1250 x4719</p> <p>FAX: 213-438-5032</p> <p>EMAIL: ProviderRelations@lacare.org</p> <p>HOURS: 8 am – 5 pm</p>	<p>Provider Relations can provide access to the portal. Please request access via the Provider Relations email.</p> <p>Provider Resources: http://www.lacare.org/providers/provider-resources/cmc-provider-resources</p>
<p>Cal MediConnect Program Lead</p>	<p>NAME: Maria Lackner</p> <p>PHONE: 213-694-1250 x4010</p> <p>EMAIL: mlackner@lacare.org</p>	<p>http://www.calmediconnectla.org/</p>