



**Direct Network**  
A Direct Partnership for all of L.A.

July 22, 2022

**RE: L.A. Care Health Plan – Direct Network Specialists Accepting Referrals for DHS - Assigned Medi-Cal Members**

Dear Direct Network Specialists,

L.A. Care Health Plan (L.A. Care) would like to clarify and confirm that as contracted Specialist in the L.A. Care Direct Network, you may receive referrals for assigned DHS Medi-Cal members for authorized specialty care services.

All providers should verify member eligibility at the point of service, as all services are subject to eligibility on the date of service rendered. The assigned DHS Medi-Cal member’s eligibility can be confirmed by obtaining the details from the member’s eligibility card, calling into L.A. Care’s Provider Solution Center at (866) 522-2736, and selecting option one (1) for eligibility verification. Below is sample of an L.A. Care Medi-Cal Member eligibility card with an assigned DHS clinic for referencing purposes. Members assigned to any clinic that follows the DHS prefix is in scope for this type of referrals.

Sample DHS Medi-Cal Member Eligibility Card, specifying the DHS clinic to which the member is assigned:



The standard L.A. Care referral practices for the L.A. Care Direct Network will still apply and can be found in the Direct Network Contracted Provider Reference Guide. For a copy of the guide, please go to our website at **www.lacare.org**. Under the tab, *For Providers*, select *Forms and Manuals* and click on the *Direct Network Contracted Provider Reference Guide* (located on the right hand side). You may also request a copy of the guide through the Direct Network email listed below.

PL1342.0722



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**Billing L.A. Care for Specialty Services for DHS Medi-Cal Members:**

L.A. Care has assumed all responsibility for processing and paying claims for L.A. Care's assigned DHS Medi-Cal members referred to the Specialists in the L.A. Care Direct Network.

Direct Network Specialists shall submit claims directly to L.A. Care for processing and payment in accordance with terms and conditions and rates stipulated in your contractual agreement with L.A. Care. For information on billing and timely filing limits, please visit the Medi-Cal Manual here:

**<https://files.medi-cal.ca.gov/pubsdoco/publications/masters-mtp/part1/claimsub.pdf>**

L.A. Care encourages Electronic Data Interchange (EDI) claims submissions. If you haven't done so already, and wish to sign-up with Change Healthcare for all your EDI business needs, please contact their support team below. Providers can also submit paper claims to L.A. Care via US mail.

- **Electronic Claims Submission:**  
Change Healthcare: <https://www.changehealthcare.com/>  
Change Healthcare Support at (800) 527-8133  
Payer ID: LACAR or CPIDs 5988 and 6484
- **Paper Claims Submission:**  
L.A. Care Health Plan  
Attn: Claims Department  
P.O. Box 811580  
Los Angeles, CA 90081

Should you have questions with the information shared, please contact L.A. Care's Direct Network Department at (844) 361-7272 or via email at **[DirectNetwork@lacare.org](mailto:DirectNetwork@lacare.org)**.

Sincerely,

*Raffie Barsamian, MBA*

Raffie Barsamian  
Director, Direct Network  
L.A. Care Health Plan