



May 2, 2024

RE: Important Update: New Contract with Office Ally and Service Restoration Progress

Dear L.A. Care Provider Community:

As of Monday, April 29, 2024, L.A. Care Health Plan (L.A. Care) is now contracted with the clearinghouse Office Ally. Providers may now submit claims electronically to L.A. Care (Payer ID Providers may now submit claims electronically to L.A. Care (Payer ID LACAR) via Office Ally at no cost. (Please note that claims submitted for other payers may incur a charge).

To get started with Office Ally, go to their website at <https://cms.officeally.com> and click on 'START TODAY' at the top right corner of the homepage. For general questions, you may send an email to Office Ally at OAPayerSuccess@officeally.com.

Change Healthcare continues to make progress restoring services that were impacted by the cyberattack. As such, Providers are able to submit claims electronically to L.A. Care through Optum Intelligent EDI (iEDI) or through Change Healthcare's Relay Exchange. L.A. Care and Change Healthcare will be enabling the 270/271 Eligibility Check transaction in the next few weeks.

For the remainder of services normally available to L.A. Care providers via Change Healthcare which have yet to come back online, including the Connect Center Portal, Attachments, and the Claim Status 276/277 Transaction, we will share a communication once we know when those will be available. For regular updates from UnitedHealth Group, Change Healthcare's parent company, please visit <https://www.unitedhealthgroup.com/changehealthcarecyberresponse.updates> from UnitedHealth Group, Change Healthcare's parent company, please visit <https://www.unitedhealthgroup.com/changehealthcarecyberresponse>.

If you have any questions or require further clarification regarding this process, please do not hesitate to contact your account manager or email ProviderRelations@lacare.org.

Thank you for your continued partnership in serving the health care needs of our community.

Sincerely,

Provider Network Management
L.A. Care Health Plan

