

Service and information in their language

Members have the right to request an interpreter at no charge. Members have the right to get all member information in their language or in another format (such as audio or large print).

Know their rights

- Members have the right to receive information about their rights and responsibilities.
- Members have the right to make recommendations about these rights and responsibilities.



Members of L.A. Care have the responsibility to...

Act courteously and respectfully

- Members are responsible for treating their doctor, all providers and staff with courtesy and respect.
- Members are responsible for being on time for their visits or calling the doctor's office at least 24 hours before the visit to cancel or reschedule.

Give up-to-date, accurate and complete information

- Members are responsible for giving correct information to all providers and to L.A. Care.
- Members are responsible for getting regular checkups and telling the doctor about health problems before they become serious.

Follow their doctor's advice and take part in their care

- Members are responsible for talking over their health care needs with their doctor, developing and following the treatment plans they and their doctor agree on.

Use the Emergency Room only in an emergency

- Members are responsible for using the emergency room in cases of an emergency or as directed by their doctor.

Report wrongdoing

- Members are responsible for reporting health care fraud or wrongdoing to L.A. Care.
- Members can do this without giving their 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**.

Preventing Medical Fraud and Identity Theft

You can help your patients protect their health and avoid health care fraud or abuse. If your patient reports their member ID has been lost or stolen, here are some ways to assist them:

1. Check medical records to make sure they match the patient's condition. Give them a copy of the records if needed.
2. Run a CURES report on the patient to check for controlled substances that you may not have prescribed. Go to oag.ca.gov/cures
3. Recommend that patients place a fraud alert with one of the three (3) credit bureaus.

a. Equifax – Call 1.888.766.0008

b. Experian – Call 1.888.397.3742

c. TransUnion – Call 1.800.680.7289



The fraud alert service is free and will help protect your patients from future abuse. When calling, the patient should ask for a copy of their credit report and check it closely.

4. Advise your patients to file a complaint with the Federal Trade Commission (FTC). They can do this online by completing the form at identitytheft.gov. The patient will be given an FTC Identity Theft Affidavit which they should print out and save. Patients can also call **1.877.438.4338**.



5. Advise your patients to file a report with their local police department.
6. To learn more about how to protect your patients and yourself from identity theft, and what actions victims of identity theft should take, please visit identitytheft.gov.

Nurse Advice Line

L.A. Care Health Plan offers its members a Nurse Advice Line (NAL) service 24 hours a day, 7 days a week. A team of registered nurses is available to answer any health-related questions. L.A. Care members can access this service by phone or chat live with a nurse using their L.A. Care Connect online member account.



As a complement to your service, please encourage your patients to call the NAL for free health advice. If your patient is a L.A. Care member or a Medi-Cal member with one of our Plan Partners, they can call the Nurse Advice Line at the numbers listed below:

Anthem Blue Cross

1.800.224.0336

TTY 1.800.368.4424

Kaiser Permanente

1.888.576.6225

Care1st Health Plan

1.800.609.4166

TTY 1.800.735.2929

L.A. Care Health Plan

1.800.249.3619

TTY 711

The NAL phone number is also located on the back of the patient's health plan member ID card. Additionally, they can be found on the L.A. Care websites: **lacare.org**, **lacarecovered.org**, and **calmediconnectla.org**.

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Staying Healthy Assessment – Best Practices

Develop Appropriate Interventions

Providers are required to address high-risk areas whether through counseling, referral, provision of anticipatory guidance or follow-up. L.A. Care offers many resources to assist providers, including our *Health In Motion*[™] health education program, *My Health In Motion*[™] online wellness portal, and the availability of easy-to-read health education materials in multiple languages. Visit the Health Education page on L.A. Care's website at <http://www.lacare.org/providers/provider-resources/health-education-tools> to learn more.

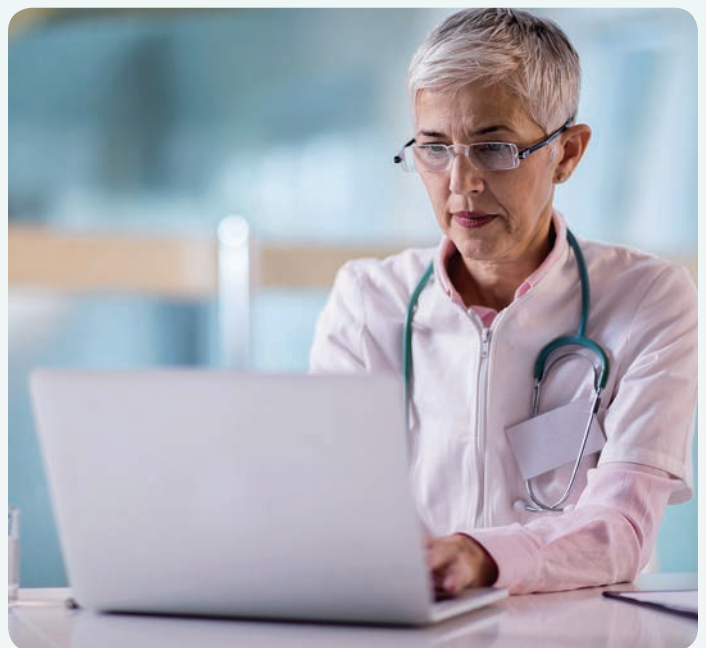
Search for Community Resources

Community resources are available in multiple social service categories including housing, food insecurity, domestic violence, transportation, legal services and more. Visit 211 LA County at <https://www.211la.org/search-resources> to search the site and find the best resource to meet your patients' needs.

Valuable Information at Your Fingertips: Available to Providers on L.A. Care's Website

Information about many different topics that might be helpful to you is provided in a useful way about L.A. Care and its processes. Please visit our website at lacare.org and click on "For Providers" for the following information:

- Quality Improvement Program, including goals, processes and outcomes related to care and services
- Policy encouraging practitioners to freely communicate with patients about their treatment, including medication treatment options, regardless of benefit coverage limitations
- Requirement that practitioners, providers and facilities cooperate with quality improvement activities; provide access to their medical records, to the extent permitted by state and federal law; maintain confidentiality of member information and records, to the extent permitted by state and federal law; maintain confidentiality of member information and records; and allow L.A. Care to use performance data for activities such as quality improvement activities and public reporting to consumers
- Policy on notification of specialist termination
- Access standards
- Care management services and how to refer patients
- Disease Management Program information and how to refer patients
- Health education services and how to refer patients
- Coordination of Medicare and Medicaid benefit
- Care services to members with special needs
- Clinical Practice Guidelines, including ADHD and depression
- Preventive Health Guidelines
- Medical record documentation standards; policies regarding confidentiality of medical records; policies for an organized medical record keeping system; standards for the availability of medical records at the practice site and performance goals
- Utilization Management Medical Necessity Criteria, including how to obtain or view a copy
- Policy prohibiting financial incentives for Utilization Management decision makers
- Instructions on how to contact staff if you have questions about Utilization Management processes and the toll-free number to call
- Instructions for triaging inbound calls specific to Utilization Management cases/issues



- Availability of, and the process for, contacting a peer reviewer to discuss Utilization Management decisions
- Policy on denial notices
- Policy regarding the appeals notification process
- Pharmaceutical management procedures and lists of pharmaceuticals included in the benefit plan and Formulary updates
- Policy regarding your rights during the credentialing/recredentialing process, including how to review information and correct erroneous information submitted to support your credentialing application, as well as how to obtain information about the status of your application and how to exercise these rights
- Members' Rights and Responsibilities
- Web-based provider and hospital directory



If you would like hard copies of any of the information available on the website, please contact our Provider Relations team at **1.213.694.1250, ext. 4719**.
1.866.LA.CARE6 (1.866.522.2736).

Progress Notes is a publication of L.A. Care Health Plan for our Medi-Cal and Cal MediConnect provider networks.

If you have any questions or comments about topics in this issue, please write to us at editor@lacare.org or call us at **1.866.LA.CARE6 (1.866.522.2736)**.



IMPORTANT CONTACT NUMBERS

L.A. Care Compliance Helpline: 1.800.400.4889,
24 hours a day, 7 days a week

Provider Solution Center: 1.866.LA.CARE6, 1.866.522.2736
(Eligibility & Claims questions only)

Provider Relations: 1.213.694.1250 x4719

Medical Management: phone **1.877.431.2273**,
fax **1.213.438.5777** for authorization requests

LTSS Department: 1.855.427.1223 for Long-Term Services and Supports

HCC Outreach Specialist, Betty Garcia: 1.213.694.1250 x4935, fax
1.213.438.4874 for Annual Wellness Exam (AWE) forms

Health Education: 1.855.856.6943 for forms and programs

Nurse Advice Line: L.A. Care – **1.800.249.3619**,
Kaiser – **1.888.576.6225**, Care1st – **1.800.609.4166**,
Anthem Blue Cross – **1.800.224.0336**

Beacon Health Options: 1.877.344.2858
(TTY **1.800.735.2929**) for behavioral health services
24 hours a day, 7 days a week

L.A. Care Covered™: 1.855.270.2327 (Providers: Option "2")



L.A. Care
HEALTH PLAN®

L.A. Care Health Plan
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Los Angeles, CA 90017
lacare.org

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Progress Notes

A NEWSLETTER FOR OUR PHYSICIAN PARTNERS

Progress Notes

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Get the latest from thePULSE

Sign up today for thePULSE, L.A. Care's newsletter created by L.A. Care's Provider Network Operations and Marketing departments and emailed exclusively to network providers. Get important updates on incentives, initiatives, HIT and relevant L.A. Care news. Progress Notes is also available electronically. Visit lacare.org under the "For Providers" section to select the "Newsletter Sign Up" link today!

News Alert



Focus on Mothers' and Babies' Well-being

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