



About L.A. Care Health Plan

Mission-Driven

L.A. Care's mission is to provide access to quality health care for Los Angeles County's vulnerable and low-income communities and residents and to support the safety net required to achieve that purpose.

A Trusted Name in the Los Angeles Community

Since 1997, L.A. Care—the nation's largest publicly-operated health plan—has been helping the people of Los Angeles get the health care and support they need to help them stay well, active and living on their own with appropriate support when needed. L.A. Care was formed specifically to serve the people of Los Angeles County.

Experienced and Dedicated to the Underserved

For 17 years L.A. Care has operated as the local initiative health plan for Medi-Cal in Los Angeles County. Now serving 1.6 million members, L.A. Care has a proven track record and experience with the County's traditionally underserved Medicare and Medi-Cal population and is successfully building on these extensive community and provider networks to coordinate and streamline a full range of care.

Physician Partner

L.A. Care is a key resource for physicians, helping them navigate a complex health care delivery system. We partner with providers to ensure the best outcomes for their patients. L.A. Care continually implements systems improvements and invested significantly in health information technology for the more than 10,000 doctors and health care professionals who serve our members.

Patient-Centered

Improving patient health is at the center of every decision we make. We regularly solicit feedback through consumer advisory groups and use that feedback to continually improve the patient experience. Our community-based Family Resource Centers, which offer free health education and exercise classes to local residents, reflect our commitment to improving the quality of life for all.

Community-Accountable

L.A. Care Health Plan is governed by a 13-member board representing stakeholder groups including consumer members, community clinics, physicians, federally qualified health centers, children's health care providers, Los Angeles County Department of Health Services and local hospitals.

"As a recipient of both Medi-Cal and Medicare, I have very specific health needs that can be complicated. When I became a member of L.A. Care, I was able to keep my doctor, my medications were streamlined and I am feeling better than I have in years."

—Valeria Green, Medi-Cal member

We Walk the Talk!

- As a not-for-profit plan, we spend 95% of our revenue on patient care. The for-profit plans only spend 80%-85% percent on patient care.
- L.A. Care invested \$1.5 million to expand a pilot program to develop eConsult, a web-based physician-to-specialist consultation system that enables doctors to securely share health information, discuss patient care and make referrals.
- Our total community investments place L.A. Care in the top one percent (1%) of funders to the health safety net in Los Angeles County.