

New Payment Guidelines



Effective November 15, 2018, L.A. Care will implement a new Payment Floor for clean claim(s) reimbursement that aligns with the regulatory reimbursement guidelines.

The following schedule outlines the number of days you should expect to wait before you receive payment for your claim(s). The turn-around time is measured from the date we receive your clean claim. Remember, the new reimbursement schedule will vary upon line of business and whether you submit your claims on paper or electronically:

Line of Business	Submission Type	Reimbursement Turn-Around Time
Medi-Cal	Paper	42 Days
Medi-Cal	EDI	26 Days
PASC	Paper	42 Days
PASC	EDI	26 Days
LACCD	Paper	42 Days
LACCD	EDI	26 Days
CMC Medicare	Paper	10 Days
CMC Medicare	EDI	7 Days
CMC Medi-Cal	Paper	22 Days
CMC Medi-Cal	EDI	14 Days

If your practice continues to bill paper claims and you want to take advantage of the faster payment turnaround that is allowed for claims submitted electronically, you will need to register for EDI with one of the following clearinghouses:

- Office Ally at <https://cms.officeally.com>; L.A. Care's Payer Identification is "LACAR". Providers may also reach Office Ally customer support at (866) 575-4120 or
- Change Healthcare at www.changehealthcare.com. L.A. Care's Payer Identification is "LACAR". You may contact Change Healthcare Customer Support at (877) 363-3666.

You may also request a callback from an L.A. Care EDI representative by e-mailing us at Edi_Shared_Services@lacare.org. Our team will be able to answer your EDI related questions and provide you with all the information you need to get started billing your claims via EDI.