



August 15, 2019

L.A. Care Health Plan and The Los Angeles County Department of Health Services - Claims Transition

Claims Administration Transition

Effective October 1, 2019, L.A. Care Health Plan (L.A. Care) and the Los Angeles County Department of Health Services (DHS) will transition the administration of claims processing from DHS to L.A. Care.

The transition affects all DHS PASC (Homecare Workers Health Care Plan) and DHS Medi-Cal Managed Care claims for date of service effective 10/01/2019; please submit these claims directly to L.A. Care. If you are already sending claims directly to L.A. Care for DHS PASC and DHS Medi-Cal Managed Care members, please continue to do so.

Provider Dispute Resolution

All provider disputes for dates of service on or after 10/1/2019 should be submitted to L.A. Care using the Provider Dispute Resolution form found at the following link:
http://www.lacare.org/sites/default/files/universal/provider_dispute_form.pdf

Electronic Claims Submission and Payment

For your convenience, L.A. Care has two (2) clearinghouses that are available for electronic claims submission which can expedite your reimbursement (subject to the claims review process).

The two (2) clearinghouses available to you are Office Ally and Change Healthcare and instructions are below on how to enroll. If you are already registered with either of these clearinghouses, simply add L.A. Care as a payer.

Office Ally:

You can register with Office Ally directly at www.officeally.com or by calling 1 (360) 975-7000, Option #3. Please register using the L.A. Care Health Plan payer code LACAR.

Change Healthcare:

You may contact Change Healthcare Customer Support at 877-363-3666 or visit their website at www.changehealthcare.com for more information about their services. Please register using the L.A. Care Health Plan payer code LACAR.

L.A. Care Health Plan offers electronic reimbursement through PaySpan® Health. Please see below on how to register with PaySpan so you can receive your payment from L.A. Care electronically.

How to Register with PaySpan® Health:

First-Time Registration: You can begin the quick and easy process online at <https://www.payspanhealth.com/ProviderPortal/Registration>. You will be provided a registration code upon enrollment.

Health Services/Utilization Management (UM)

For all inpatient and outpatient authorization requests for PASC and Medi-cal members for services effective 10/01/2019, please call L.A. Care's Health Services Department at 1-877-431-2273. This also includes authorization requests for Lower Level of Care – home health, durable medical equipment, skilled nursing facility, dialysis and hospice.

PASC patient admissions occurring prior to October 1, 2019 will continue to be managed by DHS Utilization Management through discharge.

Questions?

For any questions regarding claims effective date of service 10/01/2019, you may contact L.A. Care's Provider Solution Center at 1-866-522-2736. For claims prior to date of service 10/01/2019, please contact DHS at 1-800-832-6334, Option 2. For any other questions, please contact L.A. Care via email at ProviderRelations@lacare.org.

Thank You,

L.A. Care Provider Relations