



October 10, 2024

RE: How to Access the L.A. Care Health Plan (L.A. Care) New Provider Portal

Dear Contracted Provider,

L.A. Care's **new Provider Portal** will be launching in the near future! This portal offers our providers several enhanced and brand-new features designed to provide you even more online resources at your fingertips!

Below is a pre-recorded webinar link from an informational webinar that provides an overview of the new and enhanced features and includes details about the launch and training resources available.

To watch the recorded provider webinar, click the link below:

[Provider Portal Webinar Recording](#)

(password: LACare090624)

To access the material presented at the webinar, click the link below:

[Provider Webinar Presentation](#)

How Will I Access the Portal?

Providers will be able to request access through their Provider Portal Administrator or Provider Network Account Manager. Provider Portal Administrators are external users (non-L.A. Care) who can create, manage, and delete user accounts.

- Provider Portal Admins will automatically get a registration link from Salesforce upon launch of the new Provider Portal to set up their accounts and register users.
- Providers contracted through a Participating Physician Group (PPG) will have to register through their PPG Provider Portal Admin.
- If you do not receive a link and would like to register, please contact your Provider Portal Administrator or Provider Network Account Manager.

How Will I Access Training?

Pre-recorded trainings will be available on the L.A. Care Provider Portal Hub webpage, which can be found by clicking here: [L.A. Care Provider Portal Hub webpage](#).

- The L.A. Care Provider Training Team will be creating pre-recorded training videos for providers and staff.

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- The trainings will be clearly indexed and ready when the new provider portal goes live.

Want to learn more about what these changes will mean for you? **Read on!**

What's New?

The new Provider Portal provides an **intuitive, user-friendly** interface that supports easy adoption of this exciting new technology; **enhanced capabilities** that allows you to do more online and **streamlined** process flows that enable you to interact more efficiently with us through the portal.

- **Real-Time Access:** Submit and view the real-time status of Service Authorization Requests (SAR) and view the real-time status of claims in the new portal.
- **Guided Registration:** Directly contracted providers will have the ability to create and manage accounts.
- **And MORE!**

Enhanced Features

- **User Friendly:** An updated, user-friendly interface.
- **Comprehensive Patient Information:** Access detailed patient information, including plan coverage, claims, and authorizations, all in one place.
- **Expanded Provider Details:** More robust information available when searching a provider such as practitioner details, associated offices, credentials, as well as provider facilities, network, specialties, and services.

Next Steps

Visit the [FAQ on the L.A Care Provider Portal Hub webpage](#) for answers to commonly asked questions and more detailed information on the new Provider Portal.

To ensure a smooth transition, pre-recorded provider training, and other resources will be available online on the [L.A. Care Provider Portal Hub webpage](#). Stay tuned for more updates in the coming weeks!

Questions?

If you have general questions about the Provider Portal, please reach out to your Provider Network Account Manager.

Thank you for being part of these exciting changes coming to L.A. Care!

Sincerely,

L.A. Care Health Plan