

# New Payment Guidelines



Effective June 1, 2023, L.A. Care will implement a new Payment Floor impacting adjudication timelines for claim denials and clean claim reimbursement. The following schedule outlines the number of calendar days you should expect to wait before you receive a denial notification or payment for your claim. The turnaround time clock begins with the receipt date of a clean claim or the date the claim is received at the Clearinghouse. Previously, turnaround times were based on the Line of Business and the claim submission type (paper vs. electronic data interchange- EDI); however, the new turnaround times are now based on Line of Business only.

Line of Business	Submission Type	Reimbursement Turn-Around Time (Original)	Reimbursement Turn-Around Time (NEW)
Medi-Cal	Paper	25 Days	15 Calendar Days
	EDI	20 Days	
PASC-SEIU	Paper	25 Days	
	EDI	20 Days	
LACC/LACCD	Paper	25 Days	
	EDI	20 Days	
CMC- Medicare	Paper	7 Days	7 Calendar Days
	EDI		
CMC- Medi-Cal	Paper	10 Days	10 Calendar Days
	EDI		
DSNP	Paper	7 Days	7 Calendar Days
	EDI		

If you would like to check the status of a claim, please log into the L.A. Care Provider Portal. Additionally, Providers may utilize the claim status lookup via the 276/277 transaction with Change Healthcare. You may contact Change Healthcare at 800-527-8133 for more information.