



Direct Network
A Direct Partnership for all of L.A.

Frequently Asked Questions (FAQs)

For any additional questions, please get in touch with your Direct Network Account Manager. If you do not know who your account manager is, please send an email with your tax I.D. to DNprovider@LACare.org

Who do I contact to obtain general information about providers?

- ❖ **Provider:** (844) 361-7272

How do I report provider data discrepancies or updates to demographic information

- ❖ Please contact your D.N. account manager and report the changes. If you need to know who your account manager is, please email DNprovider@LACare.org with your tax I.D.

Who do I call for help with Member Services?

- ❖ **Member Services Line :** (888) 839-9909

Where do I get answers regarding prior Authorization policies, and how do I get information regarding utilization management?

- ❖ Please note that **NO PRIOR AUTH IS REQUIRED** to refer a D.N. member to an L.A. Care Direct network specialist.
- ❖ You can also use this online look-up tool to check if a code requires Authorization or referral when L.A. Care Health Plan is responsible for the Authorization.
- ❖ **Provider Prior Authorization Tool** | L.A. Care Health Plan [LINK HERE](#)
- ❖ Please see the following link to the Prior Authorization/Referral forms. **Utilization Management Forms:** [LINK HERE](#)
- ❖ If a specialist within the D.N. Network requests Authorization to see a D.N. member, please get in touch with your Account Manager.
- ❖ A physician-level peer-to-peer discussion is available if the provider is concerned about a disposition. Please call the number listed on the notice of action.
- ❖ For all other inquiries, please get in touch with **U.M. Direct Network:** (844)361-7272

What specialty services are available to my patients?

- ❖ **Behavioral Health**
Carelon: (866)477-8208
- ❖ **Call The Car**
English: (888)839-9909
- ❖ **Vision Service Plan (VSP)**
Phone: (800)877-7195
TTY/TDD: (800)428-4833
- ❖ **Managed Long Term Services & Supports**
E-mail: MLTSS@lacare.org
Phone: 1(855)427-1223 Fax: (213)438-4877
- ❖ **Nurse Advice Line (24/7)**
Phone: 1(800)249-3619 TTY: 711
- ❖ **Medi-Cal Dental Services**
Phone: 1(800)322-6384
TTY: 1(800)35-2922



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Who do I contact if I have questions about Behavioral Health or getting Behavioral Health Services for my patient?

- ❖ **Behavioral Health**

English: (877)344-2858

Spanish: (877)44-2858 (follow the prompt)

Who do I contact if I have questions about L.A. Care claims and submitted claims?

- ❖ **Provider Service Unit**

- (844)361-7272

- File an appeal on a claim using the Provider Resolution & Dispute Form: in the Provider Portal (lacare.org)

- [LINK HERE](#)

Who can I contact regarding my Provider Incentives, Provider Incentive programs, and Pay 4 Performance (P4P) program?

- ❖ **Physician & Direct Network Pay- for-Performance Programs information**
[LINK HERE](#)

- ❖ **Providers use the team email:** incentive_ops@lacare.org

Where do I find information about Safety Net support, such as the Provider Recruitment Program, Provider Loan Repayment Program, Medical School Scholarship Program, Residency Support Program, and IHSS + Home Care Training Program?

- ❖ **Elevating the Safety Net information**
[LINK HERE](#)

Who can I contact for provider recruitment resources and support for my practice in recruiting a new provider?

- ❖ **Provider Recruitment Information**
[LINK HERE](#)

- ❖ **Provider Loan Repayment Information**
[LINK HERE](#)



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Does L.A. Care offer Cozeva? Who can I contact to sign up for L.A. Care's version of Cozeva?

- Yes, L.A. Care offers Cozeva.
- Cozeva's contact information is Cozeva Operations at cozeva@lacare.org.

Does L.A. Care have Quality Improvement Trainings available for my practice?

- **QI Webinar Training Series contacts and information**
 - [LINK HERE](#)
 - Practice Transformation Programs at Practice_Transformation@lacare.org

Does L.A. Care offer Continuing Education for providers?

- *Provider Continuing Education Program information and contact* : [LINK HERE](#)

Where do I find information about Cultural Linguistic Services and Resources?

- *Cultural Linguistics Trainings and Resources* : [LINK HERE](#)
and refer to the Language Assistance Quick reference guide (attached)

Does L.A. Care have educational materials I can provide my patients to address their chronic conditions? (i.e., Hypertension, Diabetes, etc.)

- *Health Education Services and Resources contacts/ information* : [LINK HERE](#)

Health Education Services & Resources

- **Website:** The best place for providers to access information about Health Education Services and Resources is our website on L.A. Care.org
[LINK HERE](#)
- **Health Education Referral Forms:** Referral forms for general health education services, Medical Nutrition Therapy (MNT), Meals as Medicine, and Doula Services can be found at
[LINK HERE](#)
- **Materials:** L.A. Care Health Education maintains a materials portal through which providers can order printed educational material in various health topics and languages. Providers will need to create an account and access the portal at
[LINK HERE](#)



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Where can I find information about HEDIS Measures and Clinical Quality Guidelines?

- ❖ *HEDIS Resources information and contacts. Please refer to Resources for Quality Care (attached)*
- ❖ *Clinical Quality Guidelines and Preventative Health Guidelines information: [LINK HERE](#)*
- ❖ *The HEDIS Resources are on the LAC website: [LINK HERE](#)*

Does L.A. Care offer technical assistance to improve my HEDIS performance and clinical operations?

- ❖ [LINK HERE](#)
- ❖ *Please refer to Resources for Quality Care (Attached)*
(DN Resources for Quality Flyer)
- ❖ *Transform L.A.* – The Direct Network’s technical assistance program that provides customized on-site and virtual coaching focused on EHR optimization, workflow efficiencies, population health management, and quality improvement within primary care practices.
For program inquiries and enrollment, please get in touch with the Transform L.A. team at: transformla@lacare.org

What is Community Link, and how can I sign up to access community resources for my patients?

- ❖ **L.A. Care Community Link:** L.A. Care’s tool for addressing the Social Determinants of Health. It is a site where you can search for help with free or low-cost food, bills, job training, legal aid, and more.
To access Community Link : [LINK HERE](#)
- ❖ To sign your practice up for [Community Link](#)

Does L.A. Care have any tool kits for providers? If so, where do I find that toolkit? (DN Resources for Quality Flyer)

- ❖ **Preventive Health Guideline Brochures:** These are free for providers and their offices.
[LINK HERE](#)



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- ❖ **Provider Toolkits:** Over a dozen free toolkits for providers cover topics ranging from medical and behavioral health to serving diverse populations. [LINK HERE](#)

Who do I contact for assistance with my Provider Portal?

- ❖ *For additional assistance with your provider portal, please email Provider Relations at DNProviders@lacare.org*

What are the Access to Care standards?

- ❖ *Please refer to the Access to Care Quick Tips (attached)*

Language Assistance Requirements

Following state and federal regulations, no-cost language assistance services must be provided by qualified interpreters in a timely manner to ensure accuracy and confidentiality of the communications. Providers are required to:

- ⚙️ Post translated language assistance signage at all key points of contact such as reception area and exam rooms.
- ⚙️ Offer free language assistance services and auxiliary services to patients.
- ⚙️ Never imply, request, or require patients to provide their own interpreters.
- ⚙️ Discourage the use of family members, friends, and particularly minor children as interpreters, except in an emergency.
- ⚙️ Document patient's preferred spoken and written languages and request or refusal of interpreting services in the medical record.
- ⚙️ Maintain documentation of qualified bilingual practitioners and office staff who communicate with limited English proficient patients in a language other than English.
- ⚙️ Set the answering machine to inform patients on how to access interpreting services after-hours.

How to Work Effectively with Interpreters

- ⚙️ Allow ample time for a medical appointment or a call that will require an interpreter.
- ⚙️ Pause after a short sentence for the interpreter to interpret.
- ⚙️ Brief the interpreter on the purpose of the appointment or call.
- ⚙️ Give information in small chunks and verify comprehension before moving on.
- ⚙️ Talk directly to the patient. Speak in the first person.
- ⚙️ Use plain language. Avoid acronyms, medical jargon, and technical terms.
- ⚙️ Speak in a normal voice, not too fast or too loud.
- ⚙️ Do not say anything you don't want the patient to hear. It is the interpreter's job to interpret everything.

Resources	Description	How to Access
Telephonic Interpreting Services	Available 24/7 in over 200 languages.	Practitioner: 1.855.322.4034 IPA: 1.855.322.4022
Face-to-Face Interpreting Services	Available for medical appointments, including American Sign Language.	Medi-Cal: 1.888.839.9909 D-SNP: 1.833.522.3767 L.A. Care Covered: 1.855.270.2327 PASC-SEIU: 1.844.854.7272
TTY	California Relay Services	711
C&L Toolkit	Comprehensive guide to serving diverse populations.	https://healtheducation.icolorprinting.ds.pressero.com/
Interpreting Services Poster	Language assistance signage in 18 languages.	
Language Assistance Brochure	Tri-fold language assistance brochure in 11 languages.	
Telephonic Interpreting Card	Wallet-size plastic badge for staff to keep on hand.	
Cultural Competency Training	Online training modules and educational resources.	https://www.lacare.org/providers/provider-central/provider-programsclasses-seminars



For more information or questions regarding the cultural and linguistic services, please email CulturalandLinguisticServices_Mailbox@lacare.org



Access to Care Quick Tips



Standard¹

Medi-Cal

Primary Care Provider (PCP) Accessibility Standards	
Routine Primary Care Appointment (Non-Urgent) Services for a patient who is symptomatic but does not require immediate diagnosis and/or treatment.	< 10 business days of request
Urgent Care Appointment - Services for a non-life threatening condition that could lead to a potentially harmful outcome if not treated in a timely manner.	< 48 hours of request
Preventive Health Examination (Routine)	< 10 business days of request (Pediatrics) < 30 calendar days of request (Adults)
First Prenatal Visit - A periodic health evaluation for a member with no acute medical problem.	< 10 business days of request
Specialty Care Provider (SCP) Accessibility Standards:	
Routine Specialty Care Appointment (Non-Urgent) (including Behavioral Health Physician)	< 15 business days of request
Urgent Care Appointment - Services for a non-life threatening condition that could lead to a potentially harmful outcome if not treated in a timely manner.	< 96 hours, if prior authorization is required
After-Hours Care Standards:	
After Hours Care - Physicians (PCPs or covering physicians) are required by contract to provide 24 hours a day, 7 days per week coverage to members. *Clinical advice can only be provided by appropriately qualified staff, e.g., physician, physician assistant, nurse practitioner or RN.	<ul style="list-style-type: none"> Automated systems must provide emergency 911 instructions. Automated system or live party (office or professional exchange service) answering the phone must offer a reasonable process to connect the caller to the PCP or covering practitioner. Offer a call-back from the PCP covering practitioner or triage/screening clinician within 30 minutes. <p>If process does not enable the caller to contact the PCP or covering practitioner directly, the "live" party must have access to a practitioner or triage/screening clinician for both urgent and non-urgent calls.</p>
Practitioner Telephone Responsiveness:	
In-Office Waiting Room Time - The time after a scheduled medical appointment a patient is waiting to be taken to an exam room to be seen by the practitioner.	< 30 minutes
Missed Appointments - The time after a missed appointment that a patient is contacted to reschedule their appointment.	< 48 hours

¹ Unless otherwise stated, the requirement is 100% compliance.





RESOURCE NAME	DESCRIPTION	LINK
Provider Financial Opportunities & Support	Direct Network Pay-for-Performance Program - Offers performance-based incentives to qualified physicians and Community Clinics that provide high-quality preventive and chronic care to L.A. Care members.	www.lacare.org/providers/provider-central/provider-programs/quality-care-initiatives/p4p-program
	Prop 56 Funds - Tax revenue allocated to 6 health programs.	www.lacare.org/providers/provider-central/provider-programs/quality-care-initiatives/prop-56-programs
	Elevating the Safety Net - Initiative to address the physician shortage in Los Angeles County that includes:	www.lacare.org/providers/provider-central/elevating-safety-net
	•• Provider Recruitment Program (up to \$125,000 per provider)	
	•• Provider Loan Repayment Program (up to \$5,000 per month for 36 months)	
•• Medical School Scholarship Program		
	•• Residency Support Program	
	•• IHSS + Home Care Training Program	
Online Provider Portal	Create an account on the L.A. Care Online Provider Portal and look up eligibility and claim status, download reports and find important forms.	www.lacare.org/providers/provider-central/la-care-provider-central
Patient Education	Health Education Materials - Order free health education resources and refer patients to free Health Education services via the online referral form.	www.lacare.org/providers/provider-resources/tools-tool-kits/health-education-tools
Performance Resources	HEDIS Resources - Learn more about providing the best quality care and how to properly submit data with these FREE HEDIS reference guides.	www.lacare.org/providers/provider-resources/tools-tool-kits/hedis-resources
	Cozeva - Better monitor and take action on performance gaps with this free reporting and analytics platform. Provider Opportunity Reports - These reports contain year-to-date compliance rates for HEDIS and member gaps in care. Download them and other reports from the provider portal.	Providers can sign up for free. Email lacare@cozeva.com for more information. www.lacare.org/providers/provider-central/la-care-provider-central
Community Resources	L.A. Care Community Link - A tool for addressing the Social Determinants of Health. It is a site where you can search for help with free or low-cost food, bills, job training, legal aid, and more.	https://communitylink.lacare.org/
Provider and Staff Training and Education	Quality Improvement Webinar Training Series - Ongoing series of webinars which cover a wide range of quality improvement topics.	www.lacare.org/qi-webinars
	Provider Continuing Education Program - Accredited educational program consisting of Continuing Medical Education activities.	www.lacare.org/providers/provider-central/provider-programs/classes-seminars/provider-continuing-education-program
	Cultural and Linguistic Training - Workshops available online for network providers.	www.lacare.org/providers/provider-central/provider-programs/classes-seminars/cultural-and-linguistic-training



RESOURCE NAME	RESOURCE DESCRIPTIONS	LINK
Guidelines, Toolkits, Forms and Tips	Preventive Health Guideline Brochures - Available for free for providers and their offices.	www.lacare.org/providers/provider-resources/tools-toolkits/clinical-practice-guidelines
	Clinical Practice Guidelines - Evidence based guidelines available to providers for use on various medical and behavioral conditions.	www.lacare.org/providers/provider-resources/tools-toolkits/toolkits
	Provider Toolkits - Over a dozen free toolkits for providers on topics ranging from medical and behavioral health to serving diverse populations.	www.lacare.org/providers/provider-resources/tools-toolkits/quality-improvement-program/tips
	Patient Satisfaction Tips - Tips to help you increase patient satisfaction and maximize financial payout.	www.lacare.org/providers/provider-resources/forms-manuals
	Forms and Manuals - One-stop shop for L.A. Care provider manuals and commonly used forms.	healtheducation.chi.v6.pressero.com/login
Cultural and Linguistic Resources - C&L toolkit, language poster (16 languages), member language brochure, telephonic interpreting card.		
Transform L.A. Program	Practice Coaching - A practice coach partners with your practice to provide customized on-site and virtual technical assistance focused on EHR optimization, workflow efficiencies, population health management, and quality improvement.	Please reach out to our Coach Team, transformLA@lacare.org for more information.
Pharmacy Services	L.A. Care's Pharmacy Services offers several resources and guidelines to assist you with prescribing medications to our members. There is a list of covered drugs, outlined steps to improve medication adherence and prescription drug prior authorizations.	www.lacare.org/providers/provider-resources/pharmacy-services
Provider News and Advisories	Stay up-to-date with the latest information about policy and regulatory changes, education and training opportunities, as well as updates on clinical best practices in a bi-monthly email newsletter and quarterly print newsletter.	www.lacare.org/providers/provider-central/news

