

Chat Message Property	Time	Send User	Target User	Content	Answer	Designee(s):
private	2024-08-27 13:13:33	Diana B.	All Panelists	Can you please clarify if this is applicable for all LA Care Referrals or only LA Care Direct?	The no auth required process is applicable whenever L.A. Care is responsible to provide the authorization. It does not apply when the PPG/ delegates are providing authorization	Ingrid Castelo Kelly Frost Tara Nelson
private	2024-08-27 13:15:02	Lena Haroutunian	All Panelists	Good afternoon. Please confirm if ECM still requires an auth. I am getting mixed responses from LA Care. The portal indicates NO prior auth is needed for ECM	Yes, ECM requires an authorization. We are working to quickly update our Online Lookup Tool	Ingrid Castelo Kelly Frost Tara Nelson
private	2024-08-27 13:15:25	Diana B.	All Panelists	A few of our team members have called and we have received some conflicting information, so would like to confirm	Unsure of the ask	Ingrid Castelo Kelly Frost Tara Nelson
private	2024-08-27 13:23:47	Julie Minck	All Panelists	Thank you for confirming Auths are required for requests that exceed billing limits. We have submitted many auth requests for items that exceed the billing allowable and get the response that an auth is not required. Our LAC rep has instructed us to dispense the over the limit quantity without an auth as it is not required. When will this be corrected.	Correct, authorizations are required when billing limits are exceeded. We have educated our intake team	Ingrid Castelo Kelly Frost Tara Nelson
public	2024-08-27 14:13:48	Samantha Turner	All Participants	Please enter your questions here in the chat and select "All Panelists"	N/A	N/A
private	2024-08-27 14:14:20	Pia	All Panelists	Is there a recording of this meeting available for us to review?	Yes attached is the recording of the bimonthly webinar	Tara Nelson
private	2024-08-27 14:14:24	Christine Malikian	All Panelists	Our clinic is a specialty clinic, our CPT codes no longer require a prior authorization, but will we now need to ensure we have a referral to see patients? How will our clinic know that the PCP submitted the referral to LA Care for the patient to be seen at our specialty clinic? Will we receive a fax or some kind of acknowledgement from LA Care that they received the referral?	L.A. Care (LAC) is responsible to track referrals, however, you do not need to ensure this is done to see the member. Please do not delay seeing a member to ensure the referral was placed. When a referral is submitted to LAC, a notification will be sent to the requesting and rendering provider via fax	Ingrid Castelo Kelly Frost Tara Nelson

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private	2024-08-27 14:14:31	Soledad	All Panelists	To clarify, the no prior authorization request only applies to requests when LA Care is responsible for approving auth request correct? As an example, Prior authorization will still be required for La Care with PPG Global Care IPA--- Prior authorization will not be required for La Care with DHS	The no auth required process is applicable whenever L.A. Care is responsible to provide the authorization. It does not apply when the PPG/ delegates are providing authorization	Ingrid Castelo Kelly Frost Tara Nelson
private	2024-08-27 14:14:48	Amber N.	All Panelists	Hello, For prior authorization can we utilize the prior authorization tool or is it still required for Assigned DHS patients	The tool can be used for all authorizations that LAC is responsible for, including DHS	Ingrid Castelo Kelly Frost Tara Nelson
private	2024-08-27 14:15:06	Lesley D Neira	All Panelists	Are Administrative Days available while waiting for Recuperative placement is pending?	No, administrative days if for pending SNF stay	Kelly Frost Tara Nelson
private	2024-08-27 14:16:14	JVina	All Panelists	Are there methadone clinics associated with the short-term post-hospitalization for patients with substance abuse disorder?	No, STPH will support members with transportation to clinics.	Tiffany Hayes
private	2024-08-27 14:16:14	Jennifer J Santos	All Panelists	How fast will the STPH housing be available to the member after referral is made?	Placement to a STPH provider will occur within 72 hours.	Tiffany Hayes
private	2024-08-27 14:17:13	Leah S.	All Panelists	Hi can you please clarify if new patients need authorizations for specialists (for their first visit)?	No, authorizations are not required for office visits with contracted providers. A referral should be submitted	"Ingrid Castelo Kelly Frost Tara Nelson"
private	2024-08-27 14:17:22	Diana B.	All Panelists	Thank you! Is this the most updated document as to what LA Care approves: https://www.lacare.org/sites/default/files/la3391_prior_auth_and_billing_reference_guide_202104.pdf	No	Tara Nelson
private	2024-08-27 14:17:41	Jodi Delgado	All Panelists	We're able to checked eligibility on the L.A. Care provider portal. Will authorization status ever be available on the portal as well? Thank you	Yes, the new portal will provide the status of the authorizations along with letters	Andrea Flores

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private	2024-08-27 14:18:10	Jennifer J Santos	All Panelists	For recuperative care setting: most members feedback is they don't wanna go back d/t the housing set-up. They said they are swamped in rooms.	Recommendation to discuss with member's the other alternatives and the benefits of Recuperative Care. Recup sites do not have private rooms. Referrers can ask the Recup providers to speak with members prior to making a referral.	Tiffany Hayes
private	2024-08-27 14:18:37	Diana B.	All Panelists	Also, is there a way to have all of the codes on a file (excel or published on the website?) that do not require prior auth in addition to the prior auth tool?	Yes, this project is currently in process. We hope to have on the website in October, 2024	Tara Nelson
private	2024-08-27 14:19:20	Christina Santos	All Panelists	For new Direct patients, we were advised that Consults do not require any prior authorizations but succeeding visits and other services weill. Is this still accurate?	No, any office visit with a contracted provider, where L.A. Care is responsible, does not require authorization	Ingrid Castelo Kelly Frost Tara Nelson
private	2024-08-27 14:19:31	Diana B.	All Panelists	This will help with reviewing everything on 1 page vs having to enter each code separately		Tara Nelson
private	2024-08-27 14:19:38	Lesley D Neira	All Panelists	That is what I figured. Thank you		N/A
private	2024-08-27 14:20:14	Soledad	All Panelists	Is there an updated Prior Auth and Billing Reference guide other than the 2021 edition? https://www.lacare.org/sites/default/files/la3391_prior_auth_and_billing_reference_guide_202104.pdf	Yes, the most updated file will always be available here: https://www.lacare.org/providers/forms-manuals under the Utilization Management Forms section	Tara Nelson
private	2024-08-27 14:20:34	Shara Oghamian	All Panelists	Question for Tara Nelson: If our patient needs more supplies surpassing the monthly Medi-Cal allowable, can we submit an authorization for quantity increase?	Yes	Tara Nelson
private	2024-08-27 14:20:46	Jennifer J Santos	All Panelists	They have negative feedback pertaining to quality of care and environment		N/A

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private	2024-08-27 14:22:07	Christina Santos	All Panelists	We are a UCLA affiliate. So for new Direct patients, UCLA's role is mainly to refer the patient to us but all authorizations are still obtained through LA Care?	If a direct network assigned member, all authorization requests will come through L.A. Care	All Panelists
private	2024-08-27 14:23:24	Diana B.	All Panelists	For example, does DHS-Harbor/UCLA Medical Center (hospital-based clinic) require prior auth if the prior auth tool says no auth? Is this a PPG that LA Care reviews? In the following file, looks like LA Care review this and this is not reviewed by a PPG: https://www.lacare.org/sites/default/files/la3391_prior_auth_and_billing_reference_guide_202104.pdf	For DHS members, and the care is being authorized by L.A. Care (outside of DHS facilities) and the provider is contracted with our direct network, auth is not required	Tara Nelson
private	2024-08-27 14:23:56	Mariana Chan	All Panelists	This is Mariana from California Medical pharmacy. We bill DME and medical supplies. Does the no auth required codes from La Care apply to Medicare patients? Secondary auths ARE required when Medicare will not be covering the code. How is this handled?	Correct, this will also apply to members where LAC is secondary after Medicare	Ingrid Castelo Kelly Frost Tara Nelson
private	2024-08-27 14:24:16	Soledad	All Panelists	To clarify, the no prior authorization request only applies to requests when LA Care is responsible for approving auth request correct?	Correct	Ingrid Castelo Kelly Frost Tara Nelson
private	2024-08-27 14:23:56	Mariana Chan	All Panelists	This is Mariana from California Medical pharmacy. We bill DME and medical supplies. Does the no auth required codes from La Care apply to Medicare patients? Secondary auths ARE required when Medicare will not be covering the code. How is this handled?	Correct, this will also apply to members where LAC is secondary after Medicare	Ingrid Castelo Kelly Frost Tara Nelson
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private	2024-08-27 14:26:46	Jennifer J Santos	All Panelists	I guess the recupe setting was not really explained to members	Recup is a program in which member's need to opt into. Referrals shouldn't be sent to Recup facilities or LACARE if member has not opt'd into placement and a conversation has not occurred with member.	Tiffany Hayes
private	2024-08-27 14:27:16	Jennifer J Santos	All Panelists	Maybe recupe admin can come reach out to SNF and referring facilities?	Recup providers are available to discuss their program in all settings that have LACARE members	Tiffany Hayes
private	2024-08-27 14:28:10	Jennifer J Santos	All Panelists	For educational purposes to the members		
private	2024-08-27 14:30:35	Diana B.	All Panelists	Who could we reach out to for additional questions regarding the prior authorizations - our team (CHLA) has additional questions	Please reach out to your provider representative, and if the questions are not addressed, please reach out to Tara Nelson at tnelson@lacare.org	Ingrid Castelo Kelly Frost Tara Nelson
private	2024-08-27 14:31:01	Shara Oghamian	All Panelists	Thank you		N/A
private	2024-08-27 14:31:01	Sharon	All Panelists	Thank you.		N/A