



For All of L.A.



The L.A. Care Connect Quick Reference Guide is a tool created to assist members through the step-by-step process to sign up and access portal features. Please note an L.A. Care Connect account must be created with a valid email address.

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\*Plans cannot be changed for members with D-SNP, LACC, LACD and PASC. Please refer to the back of your member identification card and call L.A. Care Member Services for further assistance on Plan Changes.

### L.A. Care Connect Overview

L.A. Care Connect provides you with a secure and easy to use platform to view and manage your health information. Upon logging into L.A. Care Connect, you will have access to a variety of resources tailored to your needs. Please note, the features and information available to you may vary depending on your health plan.

- The **Navigation Menu** provides quick access to key features such as My Profile, Claims, Benefits, Authorizations, Cases, Messages, and Quick Actions.
- 2 The top right corner features the User Profile Link, Notifications Alert, and Language Set-up Icon.
- **IDENTIFY and SET UP:** The **Welcome Banner** displays your member information.
- The Announcements section displays updates from L.A. Care.
- 5 The Quick Actions section links to frequently used member features.
- **6** The **Phone Directory** provides contact information for assistance.
- 7 Your member ID Card Information is displayed on the homepage.
- B The homepage provides a link to **Request a New ID Card** at the bottom.
- 9 The Footer Links provide access to important documentation, including the Privacy Policy, Terms and Conditions, Appeals and Grievances, and Contact Us.

### L.A. Care Connect Overview

Welcome,		LA Care	Announcements Subject Se
Member # Date of I	arth	covereu ver.	Description
			Member Purtal Announcement for All Members arress all LOBS
Quick Actions			07/28 - Creating this Announcement recard to verify the app
Charge My Doctor	Find a Practitioner	Make A Payment	Ven II America
Or Clinic	or Provider End a doctor or facility	How to pay your bill	
provider	near you		Phone Directory
Pharmacy Center	A Chat with a Nurse	S My Health in Motion	Contact us 24 hours, 7 days a week.
Access your pharmacy	Gethelp 24/7	Reach your health goals	Member Services 1-855-270-2327 (TTI//TDD 711)
berefts			Mamacy Lass 102,102
5 continues			LA, Care behavioral Health Hotine
Explanation of Benefits	Get a quote for medical	Go to resources	1477-344-2858
and Threshold Certificate	02125		L.A. Care Compilance Helpline 1:000-400-4059
			LA, Gre Nurse Advice Line
and the formation			L.A. Care Nurse Advice Line 1:400-249-3619 (TEV/TDD 711) Tolehauth
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V ID Card Information  L.A. Care Covered.  Effective Date: P Name: PCP/Clinic: PCP/Clinic: PCP Pinone: Medical Group: Medical	COVERED CALEGORIA Ian Level: Ballik: B	He: Jam, 50	L.A. Care Nurse Advice Line 1.400-249.3619 (TTV/TDD 311) Talehautin 1.455-279-2327
V ID Card Information  L.A. Care Covered.  Effective Date: P Name: Member ID: PCP None: Medical Group: Medical Group Phone: Medical Group Phone:	lan Level: Baffor Baffo	Ne: Farn, 50	L.A. Care Nurse Advice Line 1.400-249-3619 ((Thr/TDD-211)) Talahaath 1.455-279-2322
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### L.A. Care Connect Registration

The L.A. Care Connect Registration Reference Guide is a tool created to assist you through the step-by-step process to sign up and access portal features. Please note an L.A. Care Connect account must be created with a valid email address.



You may begin the registration process in **one of two ways**. Both options will lead you to the login screen, where you can easily create an account.

Sign up now on the L.A. Care website at **www.lacare.org** or **medicare.lacare.org**. Go to the upper right corner and select the Member Sign In button.



The button will take you to the L.A. Care Connect page, which has information about security and portal features. Please select the "**Sign in** or **Create Account"** button.

Speak to an L.A. Care agent. You will need to provide them with a valid email address and request a registration email be sent to you. You will receive an email in your inbox, where you will be asked to click on the Register button to sign up.



By completing **EITHER option 1** or **option 2**, you should find yourself on the login screen for

L.A. Care Connect. Select the "Sign up now" link.

	<u>کې</u> ل	A.C	are	
Sign iı	n with your e	mail add	dress	
Email	Address			
Passw	ord			
Forgot y	ur password?			
	Sign in			
Don't ha	e an account?	ign up now		

**STEP 2** Enter the email you would like to be used with your account. Please note, to increase user security, **only one unique email address** can be used to register one individual account.



Click Send a verification code button.

Email Address		- (
	Send verification code	T
New Password		
Confirm New Pa	ssword	
Display Name		
Given Name		
Sumame		
Date of Birth	✓ Month ✓ Visar ✓	~
Member ID		



EXT] lacareb2cnonp	rod account email verification code	
Microsoft on beh To O User, Test	alf of lacareb2cnonprod <msonlineservice< td=""><td>(☺ ↔ ↔) (♥) [•</td></msonlineservice<>	(☺ ↔ ↔) (♥) [•
Click here to download pictures.	To help protect your privacy, Outlook prevented automatic dow	vnload of some pictures in this message.
Verify your	email address	
Thanks for verifying yo	ur testuser@gmail.com account!	
Your code is: 104801	1	
Sincorohy		
SIDCEREIV		
donotreply@lacare.org		
donotreply@lacare.org		

Go to the L.A. Care Health Plan verification box and enter your six-digit verification code in the **Verification code** field.

Cancel	
Verification code has been sent to your inbox. Please copy it to the input box below.	
Verification code Verify code Send new code	

STEP 6 Once your email has been verified the **Email Address** field will be populated with your email on the registration page.



Fill out the text boxes such as **New Password, Confirm New Password, Display Name, Giv**en Name, Surname, Date of Birth, and Member ID.

STEP 8

Click the **Create button** to create your account. You will then be connected to your L.A. Care Connect account.

Please note, if you want to change your email used on L.A. Care Connect, just click **Change e-mai**l and follow the prompts

<u>-</u>	mail address verified. You can now continue.
_	testmplacd+a10a@gmail.com
	Change e-mail
	New Password
	Confirm New Password
	Display Name
	Given Name
	Surname
2	ate of Birth Day 🗸 Month 🗸 Year 🗸
	Member ID



### L.A. Care Connect Registration

The View/Update Member Demographics Change Reference Guide is a tool to assist members through the step-by-step process of viewing and updating their demographic information in L.A. Care Connect.

#### What are demographics?

Demographics includes information about you, such as your contact information, race and ethnicity, sexual orientation, and languages you speak. It also includes your communication preferences.



### **Registration Page**

List of member demographic details that can be updated:

- Phone number
- Email
- **#** Addresses: Residential and Mailing
- Alias/Nicknames
- Sexual orientation
- Gender identity
- Sex assigned at birth
- Pronouns
- Tribal code
- Race

- :: Ethnicity
- Language preferences written and spoken ::
- **::** Communication preferences
- Alternative format preferences ::
- Opt Out of Robo Calls
- **\***State Regulatory Information
- \*\*Disability Status
- :: \*\*Education Level
- \*\*Homelessness ::

:: \*\*\*Mailing – Out of Area (OOA)

\*Following demographic apply to MCLA plan members only. \*\*Following demographics apply to LACC and LACCD plan members only. \*\*\*Following demographic apply to D-SNP plan members only.

#### **View/Update Member Demographics**

Login to L.A. Care Connect using your email and password, click the My Profile tab. Please note that the logo of your particular health plan will be displayed.

1	LA Care	74					0 4 0		-
-	Kome My Profile	-	Claims Benefi	its	Authorizations	Cases	Messages	Quick Action	15
-	alcome					•	*		
	erconne,			100	L.A. Care	:	Hender Portal Announceme Nembers across all LOBs	et for All	Aug 27 •
Merri	ber# Date of	Birth		274	Covered Direct		D'2E Challeg this Amounts	route record to set by t	te approx.
	11/03/1	1994							
_	11/03/1	1996				_		Yes All Ave.	or services
uick /	Actions	1996					Phone Directory	Wess HE Aven	unumere.
uick /	Actions Change My Doctor or Clinic	1996	Find a Practitioner or Provider	0	Make A Payment		Contact ut 24 fears, unril	Wess All Aven	hand market
juick /	Actions Change My Doctor er Clinic Discose a practilismer or provider	1996	Find a Practitioner or Provider Find a doctor or facility near you	•	Make A Payment Haw to pay your bill		Phone Directory Contact on 24 hours, orest. Mention Terrison 455-275-2127 (ThirtDD 74	Ven Al Aven 7 days a 15	Numerican and
	Actions Change My Doctor or Clinic Oroore a practitence or produce Pharmacy Center	1996 A	Find a Practitioner or Provider India adoctor or facility near you Chat with a Nurse	*	Make A Payment Hearto pay your bill My Health in		Phone Directory Contact us 24 hours, usel. Bindian Janvian eds.270-2217 (TM/TDD 74 Netway eds.270-2327	Water All Aven	An amart
juick /	Actions Change My Doctor or Clinic Doctor a practitener or prostder Pharmacy Center Access your pharmacy benefits	1994 E	Find a Practitioner or Provider Find a decitor or facility mar you Chat with a Nurse Get help 24/7	•	Make A Payment Here to pay your bill My Health in Motion		Phone Directory Contact st 34 Nours, week. 465-276-2127 (Thirt20 74 Netway 465-275-2127 465-475-2327 4 Con Structury Health Hat 407-734-2255	Waxe of Aven	

The **My Profile** tab will allow you to view your demographic details such as name, age, gender, occupation, contact information, geographical location, and preferences.

Details		
Member Demographic Details		Update Details
✓ Member Header Details		
Account Name	42*	
Birhden 98-78/	Resident addyse LOS ANGELES (A 00811 United Science	
Mailing Address Los Angeles ligginging, CA 00611 Under Europe	Delmany Phone 1962)	
Koterralert	Nork Rune dath	
Coli Prove 12875		
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Profumed / Netername Beldzing	Sovien Lansuide AfrikaanstinglisticTrinese Singlified	
fonal Inst/mplactems/sfgmail.com	Wetten Larguage English	
Reported Language English	Rave (Statix)	
Rd windry (State)	Tribe Gode Cahuilla	
Provide They/Them	Gancler Mently Female	
Sexual Orientation Lesbran or Gay	Seas ar Brith Maile	
Communication Preferences Phone – Live Agent	Alternaty Farmat Preferences gradie	
Vies Vies	Language county Druglish	
American Indian or Alaska Native;Himong Disaentry Status	Mesicar(Gauternalan)Latin American	
Education Level	Effective Date	
Indraelesomeso	Effective Date	



### **View/Update Member Demographics**

All healthcare plans follow a similar member demographic update process, but there may be minor differences depending on your specific plan.

Click **Update Details** next to the **Member Demographic Details** header, and it will direct you to the **Update Demographic Information Page**.

	Care					0 <b>A</b> 0	-
Home	My Profile	Claims	Benefits	Authorizations	Cases	Messages	Quick Actions
			1				
			Phone		Resid	ent Address	
			Gender		Birth	Date	
			Health Risk Member is due Click Here to o	k Assessment (HRA) Due e for an initial Health Risk Asse omplete the HRA. Member's in	siment. Please comp tial stratification sco	lete the HRA on or befor re is 13.	e 2024-09-11.
			Details				
			Member Dem	nographic Details			Updater Details
			✓ Member Head	der Details			



Under the **Update Demographic Information page,** you will be able to update your demographics to ensure your information is current. First and last names cannot be edited, but you can update your alias/nickname. Please note, to update other member demographic information not listed, please contact L.A. Care Health Plan at 1.888.839.9909 (TTY) 24 hours a day, 7 days a week to further assist you.

Name		opuate venographic mornacion
v Hame		Summary of Changes
First Name	Last Name	
Alias/Nickname		
<ul> <li>State Regulatory Information</li> </ul>		
Effective Date		
09-25-2024	=	
Phone And Email		
Home Phone	Work Phone	
Cell Phone	fmail	
Consent To Text	Consent To Email	
Particular Contractor		
residential Address is the location where you curn	International states of the second states of t	update your
A residential Address is the location where you curn esidential address.	ently live, If you will be temporarily living at a different address, please do not     Apr. Suite Number (Optional)	update your
A residential Address is the location where you curre esidential address. <b>C Residential Address</b> Resident Address	ently live, If you will be temporarily living at a different address, please do not     Apr. Suite Number (Optional)	update your
A residential Address is the location where you curn esidential address. <b>City</b>	ently live, if you will be temporarily living at a different address, please do not     Apt. Suite Number (Optional)     State	update your
A residential Address is the location where you curn esidential address. <b>Residential Address</b> Resident Address City	ently live, if you will be temporarily living at a different address, please do not     Apt. Suite Number (Optional)     State	update your
vesidential Address is the location where you curn esidential address  Residential Address  Resident Address  City  Zip  Zip	entity live, if you will be temporarily living at a different address, please do not      Apr. Suite Number (Optional)      State	update your
Aresidential Address is the location where you curre esidential address.	ently live, if you will be temporarily living at a different address, please do not     Apr. Suite Number (Optional)     State	update your
A residential Address is the location where you curn esidential address Residential Address Resident Address City City Zip A Mailing Address is the location where you receive	entity live, if you will be temporarily living at a different address, please do not	update your
A residential Address is the location where you curre esidential address.		update your
A residential Address is the location where you curn esidential address.		update your
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A residential Address is the location where you curre esidential address.		update your
A residential Address is the location where you curn esidential address.		update your



Under the **Sexual Orientation, Gender Identity (SOGI)**, you will be able to update your sex assigned at birth, pronouns, and tribal code by using the drop-down arrow of each field box.

To select your **Race and Ethnicity**, click the right arrow button to move your choices into the Selected box.

Update your **Written Communication Language Preference** from the dropdown menu. For **Spoken Communication**, use the right arrow button to select your preferred language. Finally, update your **Communication Preferences**, Alternative Format Preferences, and Robo Call preferences using the respective dropdown menus.

Sexual Orientation		Gender Identity	
	-	Choose not to disclose	*
Sex Assigned at Birth		Pronouns	
Choose not to disclose	*		*
Tribe Code			
	*		
tace			
Jptions	(+)	Selected	
American Indian or Alaska Native			
Asian-Other			<u>^</u>
Asian Indian			*
Combodias			
Larrendears			
Chinese			
Filipino			
Sthelichy			
aphons		Selected	
Hispanic or Latino			
Maylong			~
(month)			
Guatemalan			
Salvadoran			
Latin American			
Puerto Rican			
Poeno man	-		
<ul> <li>Language &amp; Communication Prefere</li> </ul>	nces		
Language Preferences - Written			
English	*		
Language Preferences - Spoken			
Options		Selected	
Abkhaz		English	
Adyghe			^
Afrikaans			*
Akan			
Albanian			
American Sign Language			
	*	L	
Communication Preferences		Alternate Format Preferences	
Opt Out of Robo Calls			

LACC and LACCD health plan members can scroll down to update their **Disability Status, Education Level and Homelessness** by clicking the right arrow button to move your choices into the Selected box.

At the bottom of **Update Demographic Information Page,** click **Next** to continue to the **Summary of Changes Page**.

#### **Summary of Changes**

From the **Summary of Changes Page**, you can view the updates under **Old Value** (previous information) and **New Value** (updated information). Carefully review the changes and click **Submit** to **Save** the changes. Please note, the previous button can be clicked on to make updates from the **Update Demographic Information Page**.

				cases	wessages	QUICK ACTIONS
ummary of Chang	ges				Steps	
					O Update	Demographic Information
Jpdate	Old Value		New Value			
Gender Identity	Choose not to	disclose	Male		O Summ	ary of Changes
Sexual Orientation	,		Straight or Heterosexual		-	
ex Assigned At Birth	Choose not to	disclose	Yes			
ffective Date	×		2024-09-25			
Vork Phone						
Consent To Email	-		Yes			
				-		

Upon clicking **Submit**, the **Request Complete Page** will display a confirmation message: *"Update Request Successfully Sent"* 

The states	F [ A %						
Home	My Profile	Claims	Benefits	Authorizations	Cases	Messages	Quick Actions
equest Comp	olete	Update Req	uest Successfully Sent			Steps Update Summ Reque	e Demographic Information ary of Changes est Complete

Proceed with clicking **Close**. A **Case** intake will be created and filed in your **My Profile Tab**. Members will have access to view the **Cases** from their **My Profile Tab**.

## L.A. Care Connect Quick Reference Guide

#### Additional View/Update Member Demographics by Health Plan

L.A. Care Medi-Cal (MCLA) Members Only can also update the following sections.

**State Regulatory Information,** use the dropdown menu and select the response.0

providing your consent, you give L.A. Care your permission to upd	late your information with the Department of Public Social Services (D
State Regulatory Information	
Lagran to charo with Department of Public Social Services (DRSS)	Effective Date
ragree to share with Department of Public Social Services (DPSS).	Enective Date

Mailing Address section if applicable click on the Temporary Address Change and/or Return By date.

Mailing Address	
Mailing Address Update Reason	Temporary Address Change
Mailing Address	Apt, Suite Number (Optional)
Mailing City	Mailing State
Mailing Zin	Return By



### Medicare Plus/Dual Special Needs Program (D-SNP)

**Members Only** can also update the following sections.

Mailing Address section if applicable, under Mailing Address Rationale use the dropdown menu and select the response and fill in Mailing/OOA (out of area) Address 1 and/or Mailing/OOA (out of area) Address 2 then select a date under Return By. Use this section if you want your mail sent to an address other than your residence.

Mailing Address Rationale	Mailing/OOA Address 1
Mailing/OOA Address 2	Mailing State
Mailing City	Mailing Zip
Return By	



**Non-Editable Sections by Health Plan.** Please contact L.A. Care Health Plan at 1.888.839.9909 (TTY 711) 24 hours a day, 7 days a week for assistance with making changes on the sections listed below.

#### **Residential Address is non-editable for:**

- Medicare Plus/Dual Special Needs Program (D-SNP)
- L.A. Care Covered (LACC)
  - L.A. Care Covered (LACC)

Residential Address		
Resident Address	Apt, Suite Number (Optional)	
City	State	
TORRANCE	CA	
Zip		
90501		

#### Mailing Address is non-editable for:

- **L.A.** Care Covered Direct (LACD)
- **PASC SIEU Plan (PASC)**

Mailing Address		
Mailing Address Update Reason	Mailing Address	
	•	
Apt, Suite Number (Optional)	Mailing State	
Mailing City	Mailing Zip	

#### Phone and Email is non-editable for

- **L.A.** Care Covered (LACC)
- **PASC SIEU Plan (PASC)**

Home Phone	Work Phone
(673)	(673)
Cell Phone	Email
(673)	xiao.wu@test.com
Consent To Text	Consent To Email

#### **Member Demographic Cases**

**Member Demographic Cases** will be created to update information in our systems. You can view your **Cases** on the **Cases List Page**, and check case details by clicking on the **Case Number**.

From the homepage, click on the tab **Cases**.

LA Care					⊗ <b>≜ ⊖</b> ~
Home My Pr	ofile Cl	aims Benefit	ts	Authorization	ases Messages Quick Actions
Welcome.	-				Announcements
Member # Dat	e of Birth 03/1996			L.A. Care Covered Direct	Member Pertal Announcement for AB Aug 27  Members acress all LOBs 07/28 - Creating this Announcement recard to verify the approx. View AD Announcements
Quick Actions Change My Doctor or Clinic	Ê :	ind a Practitioner r Provider		Make A Payment	Contact us 24 hours, 7 days a week.
Choose a practitioner or provider	Fi D	nd a doctor or facility ear you		control to buy your out	Member Services 1-855-270-2327 (TTV/TDD 711)
Pharmacy Center Access your pharmacy benefits	<b>a</b> c	hat with a Nurse et help 24/7	,8,	My Health in Motion Reach your health	Pharmacy 1-855-270-2327 L.A. Care Behavioral Health Hotine 1-877-346-2858
				goals	L.A. Care Compliance Helpline 1-800-400-4889

### **Cases List**

The Cases List Page will display and allow you to view the list of Cases and Case Number. Clicking on the Case Number will show case details such as Case Number, Type and Status.

LA	Care					0	0 ·
Hame	My Profile	Claims	Denefits	Authorizations	Cases	Messages	Quick Actions
ases List							
ase Number	Туре			Date Opened		Status	Owner Name
2345613	Member Demograph	hic		11/13/2024, 2:34 AM		Completed	
0015598	Alternate Format Sel	lected		11/13/2024, 2:12 AM		New	LA. Care
0045597	Member Demograph	hic		11/13/2024, 2:12 AM		Completed	
0045594	Member Demograph	Nic		11/13/2024, 2:08 AM		Completed	
0045591	Member Demograph	νic		11/13/2024, 2:03 AM		New	
0045589	Member Demograph	nic		11/13/2024, 1:45 AM		New	
0045588	Member Demograph	nic		11/13/2024, 1:37 AM		New	
0015587	Member Demograph	nic		11/13/2024, 1:29 AM		New	
0045583	Member Demograph	nic		11/13/2024, 12:32 AM		New	
0045582	Member Demograph	hic		11/13/2024, 12:30 AM		New	
0045580	Member Demograph	vic.		11/13/2024, 12:25 AM		New	

### **Cases Number**

Clicking on the **Case Number** will display a **Details tab** and **Cases tab**.

By clicking on the **Details tab**, you can view the **Case Overview Section**, which shows information such as, Case Number, Case Record Type, Status, Date/Time Opened, Last Modified By, and Return By.

In addition, you can view **Summary of Changes** showing the summary of all the changes requested for Member Demographics.

### **Details Tab**

Case 00045613				(
<sup>Type</sup> Member Demographic		Status Completed		
Details Cases				
<ul> <li>Case Overview</li> </ul>				
ase Number 0045613		Case Record Type Member Demographic Updat		
atus ompleted		Date/Time Opened 11/13/2024, 2:34 AM		
ast Modified By		Return By		
<ul> <li>Summary of Changes</li> </ul>				
pdate	Old Value		New Value	
ias				
ptOutofRoboCalls	Yes		No	

### **Cases Tab**

ype		Status		
Aember Demographic		Completed		
rtails Cases				
Belated Cares (2)				
Related Cases (3)				
Related Cases (3)	Status	Date/Time Opened	Case Owner	
Related Cases (3)	<b>Status</b> Pending	Date/Time Opened 11/13/2024, 2:38 AM	Case Owner	
Related Cases (3) ase 0045618 0045617	Status Pending Completed	Date/Time Opened 11/13/2024, 2:38 AM 11/13/2024, 2:38 AM	Case Owner	•
Related Cases (3) ase	Status Pending Completed Closed	Date/Time Opened 11/13/2024, 2:38 AM 11/13/2024, 2:38 AM 11/13/2024, 2:38 AM	Case Owner CSC Member Relations	



### **Primary Care Provider (PCP) - PCP and Clinic Changes**

Login to L.A. Care Connect using your email and password. From your Homepage there are two options to making changes to your PCP or clinic. Please note that if you are currently admitted to a hospital, you will be *unable* to update your doctor and will receive an **error message**.

#### Click on **Change My Doctor or Clinic.**



Go to the upper right corner and click on **Quick Actions**. Select **Change My Doctor or Clinic.** 

1	LAC	are					0 4 6	· ·
Ho	me	My Profile	Claims	Benefits	Authorizations	Cases	Messages	Quick Actions
Quic	Change I	My Doctor or Clinic practitioner or provider	1					
Â	Find a Pr	nectitioner or Previder tor or facility maryou						
0	Make a P	Payment Il your tall						
0.	Pharman Access you	cy Center ur pharmacy temefits						
ê	Chat with	h a Nurse						

Please note, you can only change your primary doctor, clinic, or plan on your primary health plan account



Members attempting to make changes on any other health plan such as an active secondary or tertiary plan will receive an error message, "You cannot change your doctor, clinic, or health plan for this plan."

	Care	You are not able to proceed with a PCP/Clinic/Plan Change for this plan X					🕽 XIAOYAN WU 🗸
Home	My Profile	Claims	Benefits	Authorizations	Cases	Messages	Quick Actions

#### Change Selection page (Applies to PCP, Clinic and Plan)

On the Change Selection Page, go to Select One to Change and click in the circle for the item you want to change. Click Next to proceed.

Please note, the effective date field, will automatically default to the first day of the next month. You can change this to the following month but cannot select a future effective date that is over two months from the current date. Use the calendar icon to select the date.

#### Primary Care Physician/Medical Network

Change Selection	Steps
	Change Selection
* Select One to Change	<ul> <li>Assignable Primary Care Physician Set</li> </ul>
Primary Care Physician/Medical Network	Summary of Changes
Clinic	a service yet changes
) Plan	
* Please enter the effective date for the Primary Care Physician/Medical	
12/01/2024	
12/01/2024	
	Next
ic	
Change Selection	Steps
	O Change Selection
	<ul> <li>Provider Search</li> </ul>
*Select One to Change	
Cheira Care Physician/Medical Network	<ul> <li>Summary of Chang</li> </ul>
Ocimic	
Plan	
- Plan	
Plan     Please enter the effective date for the Primary Care Physician/Medical Network: Clinic, or Plan change:	
Plan     Plan     Plan     Plane     Plan	
Plan     Plan     Plan     Plassie enter the effective date for the Primary Care Physician/Medical Network, Clinic, or Plan change:     12/01/2024	
Plan Plan Plase enter the effective date for the Primary Care Physician/Medical Network, Clinic, or Plan change: 12/01/2024	
Plan     Plan     Planets the effective date for the Primary Care Physician/Medical Network, Clinic, or Plan change:     12/01/2024	
Plan Plan Plasse enter the effective date for the Primary Care Physician/Medical Network, Diric, or Plan change: 12/01/2024	Next
Plan Plan Plasse enclose the effective date for the Primary Care Physician/Medical Network.clin.c or Plan change: 12/01/2024	Next
Plan     Plan     Plant effective date for the Primary Care Physician/Medical Network, Clinic, or Plan change:     12/01/2024	Next
Plan Plass enter the effective date for the Primary Care Physician/Medical Network, Clinic of Plan change: 12/01/2024	Next
Plan     Plan     Plan     Plan     Plan Change:     12/01/2024	Next
Plan Plasse enter the effective date for the Primary Care Physician/Medical Network, Clinic of Plan change: 12/01/2024	Next
Plan     Plan     Planets eners the effective date for the Primary Care Physician/Medical     Network, Clinic, or Planethange:     12/01/2024	Next
Plan Plasse enter the effective date for the Primary Care Physician/Medical Network, Clinic, or Plan change:  12/01/2024	Next
Plan     Plan     Planet area the effective data for the Primary Care Physician/Medical     Network, Clinic, or Planethange:     12/01/2024	Next Steps Change Selection
Plan     Plan     Plance enter the effective date for the Primary Care Physician/Medical     Network, Clinic, or Planchange:     12/01/2024     Change Selection     Change Selection	Steps Change Selection
Plan     Plan     Plasse enser the effective date for the Primary Care Physician/Medical     Network, Clinic of Plan change     12/01/2024     Change Selection     * Change Selection     * Select One to Change	Next Steps Charge Selection Plan and Primary Care Physician Sea
Plan     Plan     Planet enter the effective date for the Primary Care Physician/Medical     Network, Clinic, or Planethange     12/01/2024     Change Selection     Change Selection     * Select One to Change     Primary Care Physician/Medical Network	Steps Change Selection Plan and Primary Care Physician Sea Utability Assessment
Plan     Plan     Plase enter the effective date for the Primary Care Physician/Medical     Network, Clinic, or Plan change:     12/01/2024     Change Selection     Change Selection     * Selection     * Selection     * Selection     * Selection	Next Steps Change Selection Plan and Primary Care Physician Sea Utigbility Assessment
	Next           Steps           O         Change Selection           Plan and Primary Care Physician Sea           Eligibility Assessment.           Summary of Changes
	Vent           Steps           O           Change Selection           Bigbility Assessment           Summary of Changes
	Next           Steps           • Change Selection           • Plan and Primary Care Physician Sea           • Eligibility Assessment           • Summary of Changes
	Next           Steps           • Flan and Primary Care Physician Sea           • Eligibility Assessment           • Summary of Changes
Plan Plasse enter the effective date for the Primary Care Physician/Medical Network, Clinic, or Plan change:  12/01/2024  Change Selection  Change Selection  Change Selection  Change Selection  Plan  Change Selection  Plan  Pla	Next           Steps           • Change Selection           • Eligibility Assessment           • Summary of Changes
Plan	Steps           • Change Selection           • Eligibility Assessment           • Summary of Changes
Plan     Plan     Plasse enter the effective date for the Primary Care Physician/Medical     Network, Clinic, or Plan change:     12/01/2024     Change Selection     Selection     Selection     Primary Care Physician/Medical     Network Clinic, or Plan change     Primary Care Physician/Medical     Network, Clinic, or Plan change     12/01/2024	Steps  Change Selection  Flan and Primary Care Physician Sea  Eligibility Assessment.  Summary of Changes
Plan Plan Plan Plan Plan Plan Plan Plan	Next           Steps           • Charge Selection           • Eligibility Assessment           • Summary of Charges



#### PCP Change: Assignable Physician Care Provider Search, Eligibility Assessment, Summary of Changes and Cases (Applies to each line of business)

You can search for the PCP you want to be assigned. After selecting the Primary Care **Physician/Medical Network**, click **Next.** 

#### Primary Care Physician/Medical Network

Change Selection	Steps
✓ Change Selection	O Change Selection
Select One to Chance     Primary Care Physician/Medical Network     Clinic     Plan	Assignable miniary Care mysician search     Summary of Changes
* Please enter the effective date for the Primary Care Physician/Medical Network, Clinic, or Plan change:	
12/01/2024	
Reat	

#### PCP Change: Assignable Primary Care Physician Search page

You will be directed to the **Assignable Primary Care Physician Search** page; the Line of Business section will display your current L.A. Care plan; this field will not be editable. The Network fields will be pre-populated with default information, but this field is editable. Previous and Reset buttons can be used to navigate back.

To edit information in the **Network field**, **click on the search icon**.

<ul> <li>Public or prostinent</li> </ul>					Change Selection
Line of Business					Assignable Primary Care Physician Search
MCLA	-				Eligibility Assessment
Coverage and Co	ire Requirement	ts			<ul> <li>Summary of Changes</li> </ul>
Network					
Any Network	a				
<ul> <li>Practitioner Det</li> </ul>	ails				
Practitioner First N	lame Practi	tioner Last Name	Provider ID (Site ID)	State License Number	
Enter a Value	Ente	er a Value	Enter a Value	Enter a Value	
NPI	Pract	tioner Type	Speciality	Accepting New Patients Requirements	
Enter a Value	PRI	MARY CARE P	Any Speciality	Q. Accepting new pa •	
Languages Spoker	i Gend	lan-	Zip Code	Distance from Zip Code	
No Preference	Q, No	Preference -	Enter a Value	Choose a Value 👻	
earch Results - Sort	ed by Name				
-	Line of Business	Northeast Ch.	Report Frank	Common States	
1.00	Blue Shield Promise.		MID-LEVEL:PRIMARY CARE PHYSICIAN	aleccand.	
NP	formerly Care1st				
NIN Provider Address	formerly Care1st Phone	Provider IC Cite ICs	Accepting New Patients Requirements Accepting new patients	Languages Spoken Armenian_Engl ish	



#### PCP Change: Eligibility Assessment page (Applies to each line of business)

Members will view the **Eligibility Assessment Page** and the **Primary Care Physician Change Timeline** field will be pre-populated and will be non-editable as Future Transfer.

Under the **Current Care** Section, members will use the dropdowns to either select **Yes** or **No** in each field. Once completed, click **Next** to proceed.

Please note that members currently admitted to a hospital will be unable to update their doctor and they will receive an error message.

Eligibility Assessment			S	Steps
Member is newly assigned or established				Change Selection
✓ Primary Care Physician Chang	e Timeline			Assignable Primary Care Physician Search
When is the Primary Care Physician chang	occurring?			Eligibility Assessment
Future Transfer	•			Summary of Changes
✓ Current Care				
Are you currently admitted in a hospital or	any type of facility?			
No	-			
Are you currently under the care of any tre chemotherapy, prenatal care, dialysis, etc?	atment with a specialist of facility, such as			
No	v			
Do you have any chronic conditions (such	is cancer, dialysis)			
No	-			
			_	
		Previous	Next	
A				



#### PCP Change: Summary of Changes page (Applies to each line of business)

You will do a final review of the changes and effective dates in the **Summary of Changes** section. The **Category Selection** section will have auto-populated information and is read only. In the Reason section, please select from each dropdown field. Under **Change Details** you can view the updates under **Old Value** (previous information) and **New Value** (updated information).

In the **Change Details** section, proceed with the final review and once completed, click **Finish**.

<ul> <li>Category Selection</li> </ul>					T
Category					Provider Search
Primary Care Physician Change					<ul> <li>Eligibility Assessment</li> </ul>
√ Reason					Summary of Changes
* Reason 1		* Reason 2			
Quality of Service	*	Unable to Reach Me	mber Services		
* Reason 3		* Reason 4			
N/A	*	N/A		*	
Update C	Id Value Nev	v Value			
Line of Business					
Plan					
PCP/Clinic Name					
Provider ID (Site ID)					
Network					
Effective Date					
Endrate hate					

A confirmation message will pop-up for PCP or PCP Clinic or Plan Change. To navigate back to the Home-page, click **Close**.

Category Selection	n			
Category				Provider Search
Primary Care Physician	Change	]		<ul> <li>Eligibility Assessment</li> </ul>
Reason				Summary of Changes
* Reason 1		* Reason 2		
Quality of Service	*	Unable to Reach Member Services		
* Reason 3		* Reason 4		
N/A	v	N/A	•	
Change Details				

Proceed with clicking **Close**. A **Case** intake will be created and filed in your **My Profile Tab**. You will have access to view the **Cases** from their **My Profile Tab**.



### **PCP Change: Cases**

Doctor changes will create a **Case**. These cases can be accessed and viewed under the **Cases** tab on your Homepage. Clicking on **Cases** will direct you to the Cases List page, where you will be able to select a **Case Number** from the list and open the **Case Details**. On the **Case Details** page, you will be able to view items such as **Type**, **Status**, **Case Overview**, **Category Selection**, **Change Reason**, **Change Details**, **and Eligibility Assessment**.



#### Cases List

	Care					0   <b>‡</b>	9 DIRK SCOVELL V
Home	My Profile	Claims	Benefits	Authorizations	Cases	Messages	Quick Actions
Cases List							
Case Number	Туре		Date Opened		Status	0	wner Name
00045953	Plan Change		11/14/2024, 5:44 AN	1	Pending	L	A. Care
00045654	PCP Change		11/13/2024, 3:31 AN	1	Closed	D	IRK SCOVELL

Clicking on the Case Number will display a Details tab and Cases tab.

By clicking on the **Details tab**, you can view the **Case Overview Section**, which shows information such as, **Case Number, Case Record Type, Status, Date/Time Opened, Last Modified By, and Return By**.

#### **Details Tab**

00045613				(
Type Member Demographic		Status Completed		
Details Cases				
Case Overview				
Case Number 00045613		Case Record Type Member Demographic Updat	æ.	
Status Completed		Date/Time Opened 11/13/2024, 2:34 AM		
Last Modified By		Return By		
✓ Summary of Changes				
Update	Old Value		New Value	
alias				
optOutofRoboCalls	Yes		No	

#### **Cases Tab**

<sup>lype</sup> Member Demographic		Status Completed		
				15
Related Cases (3)				
Related Cases (3)	Status	Date/Time Opened	Case Owner	
Related Cases (3) Case 00045618	<b>Status</b> Pending	Date/Time Opened 11/13/2024, 2:38 AM	Case Owner	
Related Cases (3)     Case     Cose     Cos	Status Pending Completed	Date/Time Opened 11/13/2024, 2:38 AM 11/13/2024, 2:38 AM	Case Owner	•



#### **Clinic Change: Provider Search, Eligibility Assessment, Summary** of Changes and Cases (Applies to each line of business)

Login to L.A. Care Connect using your email and password. From your Homepage there are two options to **change your clinic.** Please note that if you are currently <u>admitted</u> to a hospital, you will be *unable* to update your doctor and will receive an error message.



OPTION 1 Click on **Change My Doctor or Clinic** 



OPTION 2 Go to the upper right corner and click on **Quick Actions**. Select **Change My Doctor or Clinic.** 

M LA	Care					0 # 0	· ·
Home	My Profile	Claims	Benefits	Authorizations	Cases	Messages	Quick Actions
Chang	e My Doctor or Clinic a practitioner or provide						
Find a	Practitioner or Previd lotter er fielity mar yns	ler					
Make How to	a Payment payyour tall						
Access	sacy Center your pharmacy tenefits						
Chat w	with a Nurse						

Please note, you can only change your primary doctor, clinic, or plan on your primary health plan account.

Members attempting to make changes on any other health plan such as an active secondary or tertiary plan will receive an **error message**, "You cannot change your doctor, clinic, or health plan for this plan."



### **Clinic Changes**

You can search for the Clinic you want to be assigned. After selecting the **Clinic**, click **Next**.

### Clinic

Change Selection	Steps	
Change Selection     Select One to Change	Change Sele     Provider Sear	ection rch
Primary Care Physician/Medical Network     Plan     Plan     Please enter the effective date for the Primary Care Physician/Medical Network, Clinic, or Plan change:	e Summary of	Changes
12/01/2024		
	Nexat	



#### Clinic Change: Provider Search page (Applies to each line of business)

You will be directed to the **Provider Search** page which will display your current L.A. Care Plan under Line of Business, which you cannot edit. The Network field will be pre-populated with default information, but this field <u>is editable</u>. To edit information in the **Network field, click on the search icon**. **Previous** and **Reset** buttons can be used to navigate back.

Steps Provider Search Change Selection - Line of Business O Provider Search Line of Business MCLA \* Coverage and Care Requirements Choose a Value Q Provider Details Provider ID (Site ID) Facility Name Facility Services State License N Enter a Value Clinic Assignment... \* Enter a Value Enter a Value ider Type Zip Cod Speciality Enter a Value Any Type Any Specialty Q Enter a Valu Distance from Zip Code Choose a Value Previous Resist Search Results - Sorted by No MCLA SHILLED LA CARE 6854 miles FACILITY

The **Provider Details** section, enter your search criteria in the fields and click **Search**.

The **Search Results** will be displayed right below the search window. Without any search criteria, an entire list of providers will be listed. Select the provider from the search result and you will be directed to the **Eligibility Assessment** page.



#### Clinic Change: Eligibility Assessment page (Applies to each line of business)

You will view the **Eligibility Assessment Page** and the **Change Timeline** field will be pre-populated and will be non-editable as **Future Transfer**.

Under the **Current Care** Section, you will use the dropdown menus to either select **Yes** or **No** in each field. Once completed, click Next to proceed.

Please note that members currently admitted to a hospital will be <u>unable</u> to update their doctor and they will receive an error message.

ember is newly assigned or established		Change Selection
Primary Care Physician Change	Timeline	<ul> <li>Provider Search</li> </ul>
When is the Primary Care Physician change o	occurring?	O Eligibility Assessment
Future Transfer	-	
		Summary of Changes
<ul> <li>Current Care</li> </ul>	8	
Are you currently admitted in a hospital or an	ny type of facility?	
No	*	
	ment with a specialist of facility, such as	
Are you currently under the care of any treat chemotherapy, prenatal care, dialysis, etc?		
Are you currently under the care of any treat chemotherapy, prenatal care, dialysis, etc?		
Are you currently under the care of any treat chemotherapy, prenatal care, dialysis, etc? No Do you have any chronic conditions (such as	cancer, dialysis)	

#### Clinic Change: Summary of Changes page (Applies to each line of business)

You will do a final review of the changes and effective dates in the **Summary of Changes** section. The **Category Selection** section will have auto-populated information and is read only. In the **Reason section**, please select from each dropdown field. Under **Change Details** you can view the updates under **Old Value** (previous information) and **New Value** (updated information).

In the **Change Details** section, proceed with the final review and once completed, click **Finish**.

ummary of Changes					Steps
Category Selection					Change Selection
Category					Provider Search
Clinic Change					<ul> <li>Eligibility Assessment</li> </ul>
Reason					O Summary of Changes
* Reason 1			* Reason 2		
Access to Care		*	Delay in Authorization	-	
* Reason 3			* Revision 4		
N/A		*	N/A	*	
Change Details	Old Value	New V	slue		
Line of Business		MCLA			
Plan					
PCP/Clinic Name					
Provider ID (Site ID)					
Provider ID (Site ID) Network		LA CAR	F		
Provider ID (Site ID) Network Effective Date		LA CAR	5		



A confirmation message will pop-up for PCP or PCP Clinic or Plan Change. To navigate back to the Homepage, click **Close**.



Proceed with clicking **Close.** A **Case** intake will be created and filed in your **My Profile Tab**. You will have access to view the **Cases** from their **My Profile Tab**.

### **PCP Clinic Change: Cases**

Clinic changes will create a **Case**. These cases can be accessed and viewed under the **Cases** tab of your Homepage. Clicking on **Cases** will direct you to the Cases List page, where you will be able to select a **Case Number** from the list and open the **Case Details**. On the **Case Details** page, you will be able to view items such as **Type, Status, Case Overview, Category Selection, Change Reason, Change Details, and Eligibility Assessment**.

d	LA Care					0 <b>#</b> 0 ×
_	Home My Profile	•	Claims Benefits	5	Authorization	ses Messages Quick Actions
-	elcome	-				Announcements
Men	ther # Date of	Birth		ø	L.A. Care Covered Direct	Member Pertal Announcement for AB Aug 27 Members acress all LOBs 07/28 - Creating this Announcement record to verify the approx.
-	11/03/	1996				Vee XI Annuncement
uick	Actions Change My Doctor	Ê	Find a Practitioner	•	Make A Payment	Contact us 24 hours, 7 days a week.
uick	Actions Change My Doctor or Clinic Choose a practitioner or provider	Ê	Find a Practitioner or Provider Find a doctor or facility near you	•	Make A Payment How to pay your bill	Phone Directory Corract us 24 hours, 7 days a week. Member Services 1-455-270-2327 (TTV/TDD 711)
uick	Actions Change My Doctor or Clinic Choose a practitioner or provider Pharmacy Center Access your pharmacy	Ê	Find a Practitioner or Provider Find a doctor or facility near you Chat with a Nurse Get help 24/7	8	Make A Payment How to pay your bill My Health in Motion	Phone Directory Contact us 24 hours, 7 days a week. Member Services 1-855-270-2327 Flammacy 1-855-270-2327 LA Care Binhaktion Hasth Hotline 1-877-94-298

	Care					© ‡ 6	DIRK SCOVELL 🗸
Home	My Profile	Claims	Benefits	Authorizations	Cases	Messages	Quick Actions
Cases List							
Case Number	Туре		Date Opened		Status	Ow	mer Name
00045953	Plan Change		11/14/2024, 5:44 /	M.	Pending	LA	. Care
00045654	PCP Change		11/13/2024, 3:31 /	-M	Closed	DIF	RK SCOVELL
00045455	PCP Change		11/12/2024, 6:10	-M	Closed	Dis	RK SCOVELL

#### Clicking on the Case Number will display a Details tab and Cases tab.

By clicking on the Details tab, you can view the Case Overview Section, which shows information such as, Case Number, Case Record Type, Status, Date/Time Opened, Last Modified By, and Return By.

#### **Details Tab**

		10 m m		
Type Member Demographic		Completed		
Details Cases				
Case Overview				
Case Number X0045613		Case Record Type Member Demographic Upd	ate	
inter		Date/Time Opened		
ompleted		11/13/2024, 2:34 AM		
Last Modified By		Return By		
Summary of Changes				
Ipdate	Old Value		New Value	
ilias			and the second se	

#### Cases

ype		Status		
fember Demographic		Completed		
etails Cases				
Related Cases (3)				
Related Cases (3)	fature	Date/Time Desced	Case Operate	
Related Cases (3)	Status	Date/Time Opened	Case Owner	
Related Cases (3)	<b>Status</b> Pending	Date/Time Opened 11/13/2024, 2:36 AM	Case Owner	
Related Cases (3)	Status Pending Completed	Date/Time Opened 11/13/2024, 2:38 AM 11/13/2024, 2:38 AM	Case Owner	•
Related Cases (3) Case 000045618 000045617 000045616	Status Pending Completed Closed	Date/Time Opened 11/13/2024, 2:38 AM 11/13/2024, 2:38 AM 11/13/2024, 2:38 AM	Case Owner	•



### Plan Change for L.A. Care Medi-Cal Members ONLY

Members with D-SNP, LACC, LACD and PASC cannot change their plan and can call **1.888.839.9909** (TTY **711** )

24 hours a day, 7 days a week for further assistance.

As an L.A. Care Medi-Cal member you can choose to get your health care from

L.A. Care or one of the other excellent Plan Partners we work with to provide Medi-Cal coverage in Los Angeles County. These include **Anthem Blue Cross**, and **Blue Shield of California Promise Health Plan**.

#### Plan Change: Plan and Primary Care Physician Search, Eligibility Assessment, Summary of Changes and Cases

Login to L.A. Care Connect using your email and password. From your Homepage there are two options to make changes to your doctor or clinic. Please note that if you are currently admitted to a hospital, you will be

unable to update their doctor and will receive an error message.

#### OPTION 1 Click on Change My Doctor or Clinic



**ΟΡΤΙΟΝ 2** Go to the upper right corner and click on **Quick Action**s. Select **Change My Doctor or Clinic.** 

Tipota I	My Profile	Claims Br	erefes	Authoritations	Cases Messages Quick Actions
Welcome,	have of Brits	_		L.A. Care Medi-Cal	Andersteaments  Ronden Parcy Assessment Sec. 81 Aug.  Ronden want of 2005  D103. Coarryste Americanes agent to early the agent
Juick Actions					
Change My Dische er Diese Unseer is practitieren presider	-	Find a Practitioner or Provider host a locker or facility near pro-	ä	Chat with a Nurse becheig 36/7	Phane Directory Constant 2 though 7 days e week. Newton Service 1-682 Constant Charlos Thill
Pharmacy Center Actass your pharmac barretts		My livealth in Master Read-year health goal		Member Discuments Bit to measuring	Promisy - 688 (2019) L. Zan Baranar Hall Hotels II - 2019 Int. 2010 LA San Despises Reprint
ID Card Information					L.K. See Rune Hone Line 1. Alls Sec. Bare (Thirtpo Thil)

Please note, you can only change your primary doctor, clinic, or plan on your primary health plan account.

Members attempting to make changes on any other health plan such as an active secondary or tertiary plan will receive an **error message**, "You cannot change your doctor, clinic, or health plan for this plan."

LA	Care	Ø You are n	ot able to proceed	with a PCP/Clinic/Plan Cr	hange for this pla	n X	) XAADYAN WU 🗸
Home	My Profile	Claims	Benefits	Authorizations	Cases	Messages	Quick Actions

You can search for the Plan you want to be assigned. After selecting Plan, click Next.

Change Selection	Steps
Change Selection  Select One to Change Primary Care Physician/Medical Network Clinic Plan  Plan  Please enter the effective date for the Primary Care Physician/Medical Network, Clinic, or Plan change: 12/01/2024	<ul> <li>Change Selection</li> <li>Plan and Primary Care Physician Search</li> <li>Eligibility Assessment</li> <li>Summary of Changes</li> </ul>



#### Plan Changes: Plan and Primary Care Physician Search page

Under the **Plan and Primary Care Physician Search** page select your **Line of Business** from the drop-box. *Note, Line of Business will list the options of Plan Partners*. Enter criteria in the fields under **Practitioner Details**, click **Search**.

The **Search Results** will be displayed right below the search window. Without any search criteria, an entire list of providers will be listed. Select the practitioner from the search result and you will be directed to the **Eligibility Assessment** page.

	255					Change Selection
						Plan and Primary Care Physicia
*Line of Busine	55					Search
Blue Shield Pr	omi 🔻					<ul> <li>Eligibility Assessment</li> </ul>
✓ Coverage and	Care Require	ments				<ul> <li>Summary of Changes</li> </ul>
Network						
Any Network	Q					
✓ Practitioner D	etails					
Practitioner Firs	t Name	Practitioner Last Name	Provider ID (Site I	D)	State License Number	
Enter a Value		Enter a Value	Enter a Value		Enter a Value	
NPI		Practitioner Type	Speciality		Accepting New Patients Requirements	
Enter a Value		Апу Туре	* Choose a Value	Q,	Accepting new pa *	
Languages Spol	ken	Gender	Zip Code		Distance from Zip Code	
No Preference	e Q	No Preference	Enter a Value		Choose a Value 🔹	
earch Results - Sc	orted by Name	e		Previou	s Reset Search	4
8						
NPI	Line of Business	s Network P	ractitioner Type	Speciality		
	MCLA	P	RIMARY CARE HYSICIAN			
Provider Address	Phone	Provider ID (Site A ID) R	ccepting New Patients equirements	Languages Spoken		
Provider Address	Phone	Provider ID (Site A ID) R	ccepting New Patients equirements accepting new patients	Languages Spoken English		



#### Plan Changes: Eligibility Assessment page (Applies to each line of business)

On the **Eligibility Assessment** page, you will find the **Primary Care Physician Change Timeline** field which will be pre-populated and will be *non-editable* as **Future Transfer.** 

Under the **Current Care** Section, you will use the dropdowns to either select **Yes** or **No** in each field. Once completed, click **Next** to proceed.

Please note that members currently admitted to a hospital will be unable to update their doctor and they will receive an error message.

Eligibility Assessment				Steps
Member is newly assigned or established				Change Selection
$\vee$ Primary Care Physician Change Timeline				Plan and Primary Care Physician Search
When is the Primary Care Physician change occurring?				Eligibility Assessment
Future Transfer 🛛 👻				Summary of Changes
V Current Care				
Are you currently admitted in a hospital or any type of facility?				
No	•			
Are you currently under the care of any treatment with a specialist of facility, s as chemotherapy, prenatal care, dialysis, etc?	uch			
No	•			
Do you have any chronic conditions (such as cancer, dialysis)				
No	•		1.00	
		Previous	Next	



#### Plan Changes: Summary of Changes page (Applies to each line of business)

You will do a final review of the changes and effective dates in the **Summary of Changes** section. The **Category Selection** section will have auto-populated information and is read only.

In the **Reason section**, please select from each dropdown field. Under **Change Details** you can view the updates under **Old Value** (previous information) and **New Value** (updated information).

In the Change Details section, proceed with the final review and once completed, click Finish.

ummary of Chan	ges		Steps
Category Selection	on		Change Selection
Category			Plan and Primary Care Physician Search
Plan Change			<ul> <li>Eligibility Assessment</li> </ul>
Reason			O Summary of Changes
* Reason 1		* Reason 2	-
Access to Care		▼ Delay in Authorization ▼	]
* Reason 3		* Reason 4	
ALLA		* N/A	
N/A			
Change Details			-
Change Details	Old Value	New Value	
Change Details Update Line of Business	Old Value MCLA	New Value Anthem Blue Cross of CA (BCSC)	
Change Details Update Line of Business Plan	Old Value MCLA MCLA Medi-Cal Benefit Plan	New Value Anthem Blue Cross of CA (BCSC) Anthem Blue Cross of CA (BCSC) Corresponding Plan	
Change Details Update Line of Business Plan PCP/Clinic Name	Old Value MCLA MCLA Medi-Cal Benefit Plan	New Value Anthem Blue Cross of CA (BCSC) Anthem Blue Cross of CA (BCSC) Corresponding Plan	
Change Details Update Line of Business Pian PCP/Clinic Name Provider ID (Site ID)	Old Value MCLA MCLA Medi-Cal Benefic Plan	New Value Anthem Blue Cross of CA (BCSC) Anthem Blue Cross of CA (BCSC) Corresponding Plan	
Change Details Update Line of Business Plan PCP/Clinic Name Provider ID (Site ID) Network	Old Value MCLA MCLA Medi-Cal Benefit Plan	New Value Anthem Blue Cross of CA (BCSC) Anthem Blue Cross of CA (BCSC) Corresponding Plan	
Change Details Update Line of Business Plan PCP/Clinic Name Provider ID (Site ID) Network Effective Date	Old Value MCLA MCLA Medi-Cal Benefic Plan	New Value Anthem Blue Cross of CA (BCSC) Anthem Blue Cross of CA (BCSC) Corresponding Plan	

A confirmation message will pop-up for PCP or PCP Clinic or Plan Change. To navigate back to the Homepage, click **Close**.



Proceed with clicking **Close**. A **Case** intake will be created and filed in your **My Profile Tab**. You will have access to view the **Cases** from their **My Profile Tab**.



#### **Plan Changes: Cases**

Plan changes will create a **Case**. These cases can be accessed and viewed under the **Cases** tab on your Home page. Clicking on **Cases** will direct you to the Cases List page, where you will be able to select a **Case Number** from the list and open the **Case Details**. On the **Case Details** page, you will be able to view items such as **Type**, **Status, Case Overview, Category Selection, Change Reason, Change Details, and Eligibility Assessment.** 



#### **Case List**

LA Care						③   ♣   ⊖ DIRK SCOVELL ∨	
Home	My Profile	Claims	Benefits	Authorizations	Cases	Messages	Quick Actions
Cases List							
Case Number	Туре		Date Opened		Status		ner Name
00045953	Plan Change		11/14/2024, 5:44 AM		Pending	LA	. Care
00045654	PCP Change		11/13/2024, 3:31 AM		Closed	DIF	RK SCOVELL
00045455	PCP Change		11/12/2024, 6:10	AM	Closed	DIF	RK SCOVELL

Clicking on the Case Number will display a Details tab.

By clicking on the **Details tab**, you can view **Case Overview**, **Category Selection**, **Change Reason**, and **Change Details**.

ype	Status
lan Change	Closed
betails	
<ul> <li>Case Overview</li> </ul>	
ubject Ian Change	
<ul> <li>Category Selection</li> </ul>	
ategory Ian Change	
an i ei an Be	
Change Reason	
eason 1 dministrative	Reason 2 Selection Invalid / Not Applicable
eason 3	Reason 4
Change Details	
Change Details	
tember ID	Effective Date 2024-12-01
urrent Line of Business ICLA	New Line of Business
urrent Plan	New Plan
rece-cat Duan	Mana Manazark
urrent PCP/Clinic Name	New PCP/Clinic Name
urrent Site ID	New Site ID

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