L.A. Care Connect Quick Reference Guide

L.A. Care
HEALTH PLAN®

For All of L.A.

L.A. Care Connect
Quick Reference Guide

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.

Table of Contents

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.
- **3** The **Welcome Banner** displays your member information.
- **4** 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.
- **8** 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.
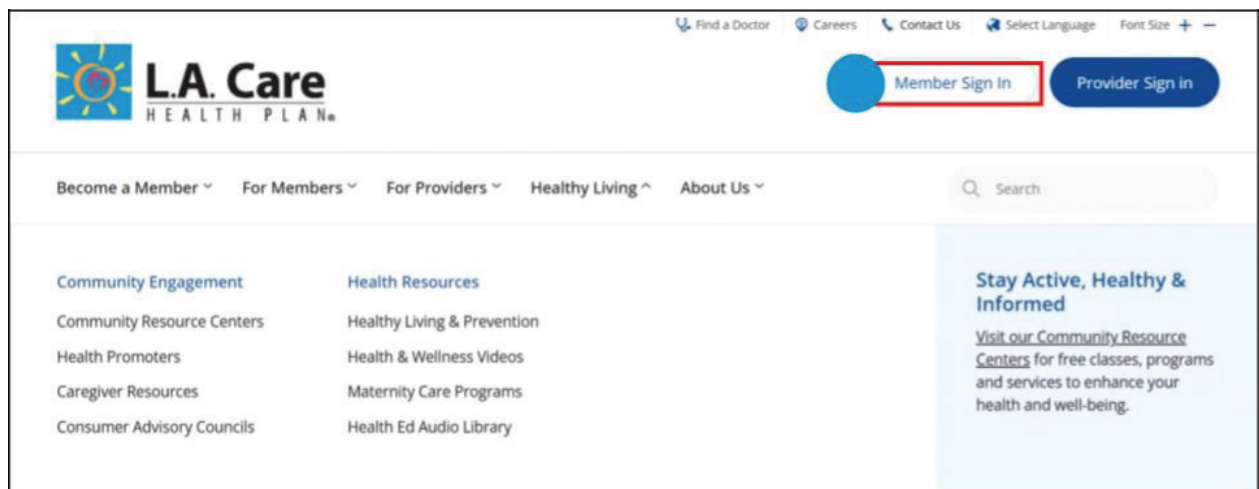
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L.A. Care Connect Overview

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.

STEP 1 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.

OPTION 1 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.
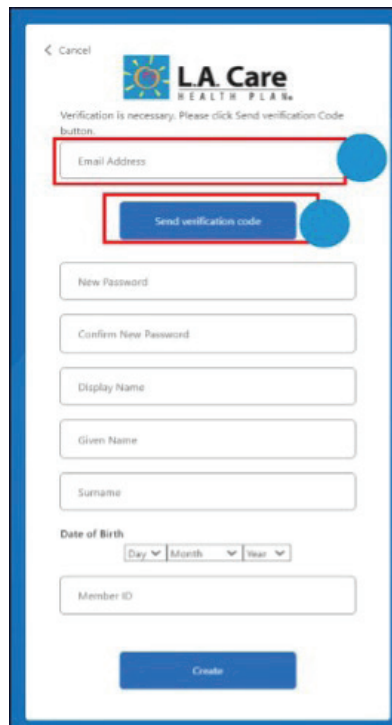
OPTION 2 Speak to an L.A. Care agent. You will need to provide them with a valid email address and request a registration email be sent to you. You will receive an email in your inbox, where you will be asked to click on the Register button to sign up.

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.
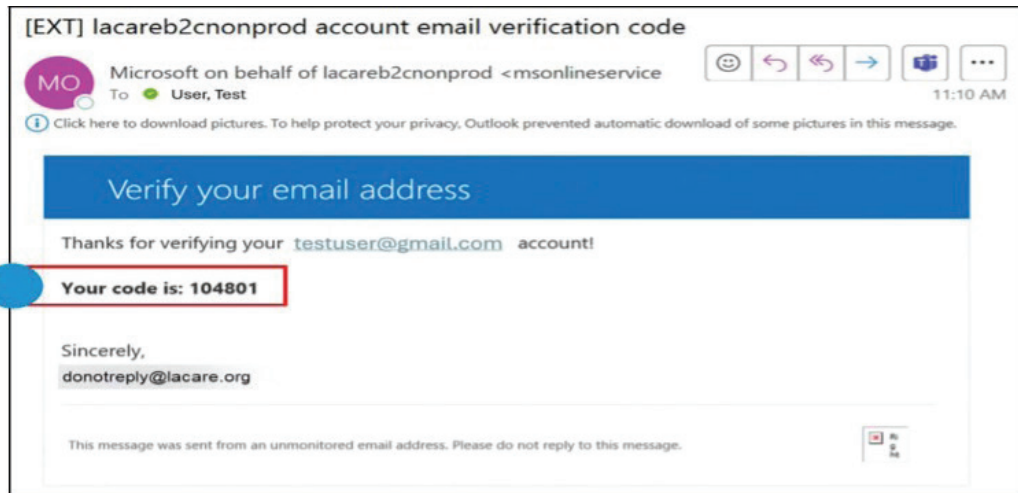

STEP 2 Enter the email you would like to be used with your account. Please note, to increase user security, **only one unique email address** can be used to register one individual account.

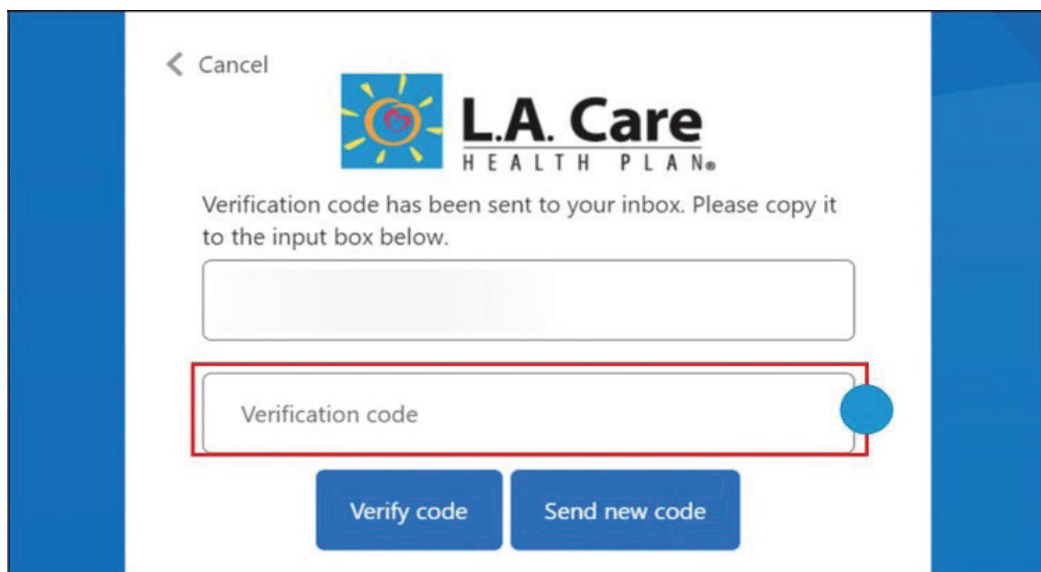**STEP 3** Click **Send a verification code button**.

STEP 4 Go to your email inbox and get the **six-digit verification code**.

STEP 5 Go to the L.A. Care Health Plan verification box and enter your six-digit verification code in the **Verification code** field.

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

STEP 7   Fill out the text boxes such as **New Password, Confirm New Password, Display Name, Given 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-mail** and follow the prompts*

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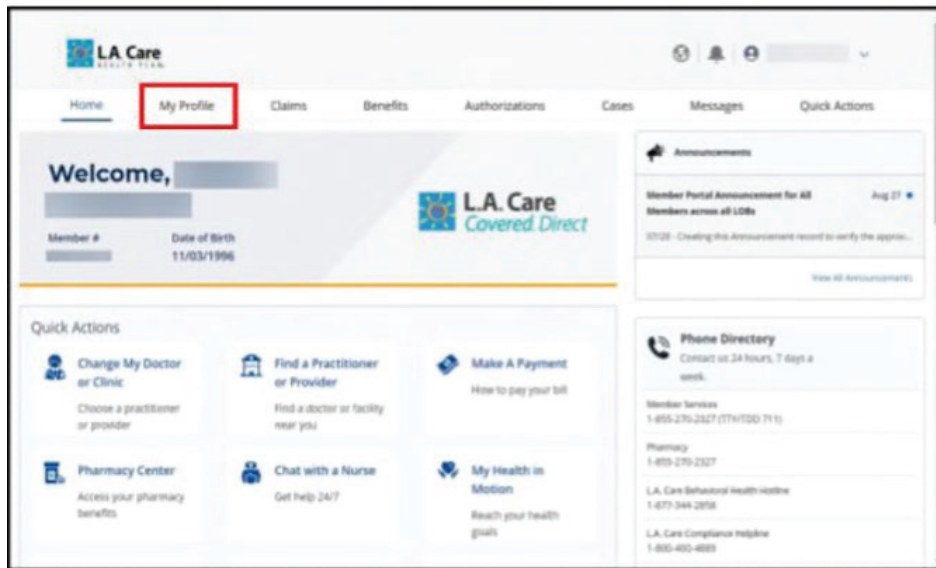
L.A. Care Connect
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The **My Profile** tab will allow you to view your demographic details such as name, age, gender, occupation, contact information, geographical location, and preferences.

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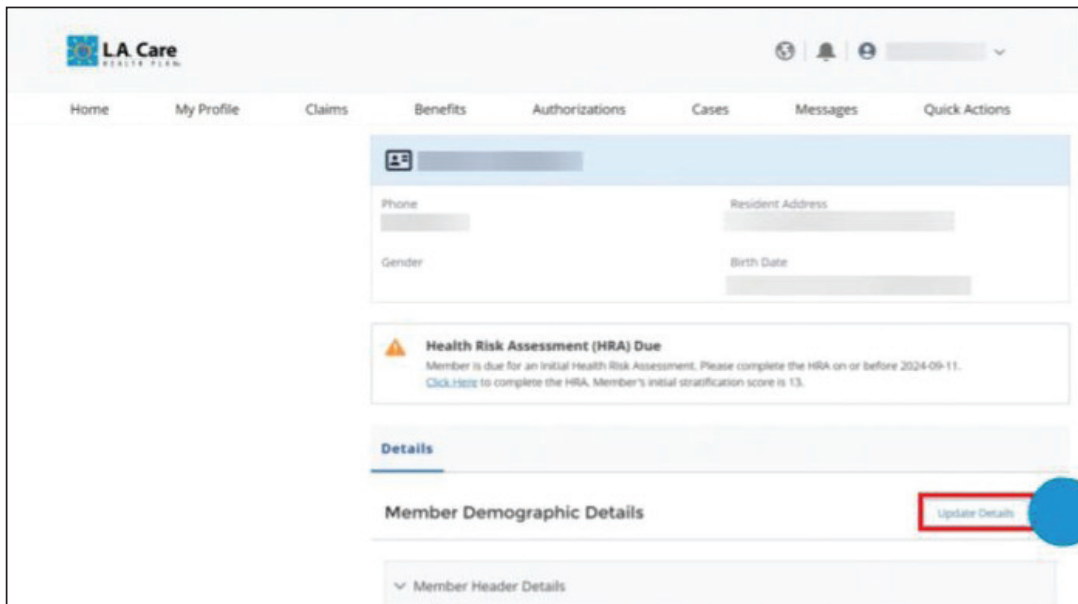
Under the **Update Demographic Information page,** you will be able to update your demographics to ensure your information is current. First and last names cannot be edited, but you can update your alias/nickname. Please note, to update other member demographic information not listed, please contact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

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.

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**.

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

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**.

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

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

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.

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)

A residential Address is the location where you currently live. If you will be temporarily living at a different address, please do not update your residential address.

Residential Address

Resident Address

Apt, Suite Number (Optional)

City

TORRANCE

State

CA

Zip

90501

Mailing Address is non-editable for:

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

A Mailing Address is the location where you receive your mail.

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)

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**.

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.**

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

## Cases Tab

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**.

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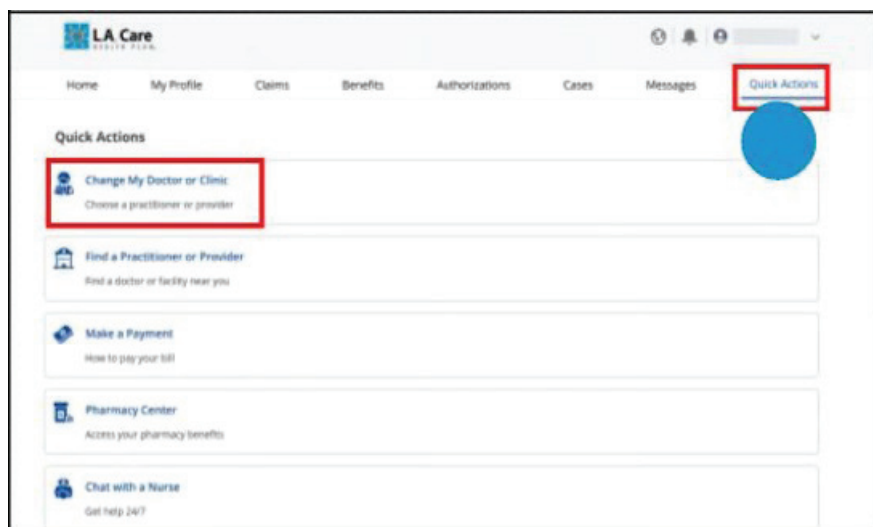
Please note, you can only change your primary doctor, clinic, or plan on your primary health plan account

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."
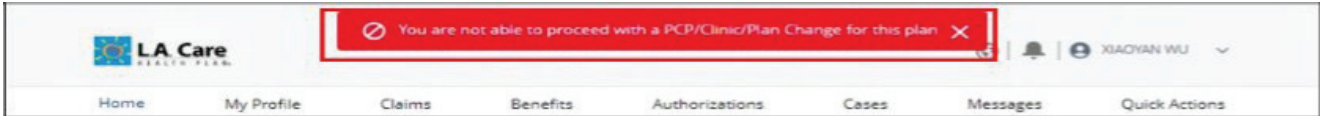

## Change Selection page (Applies to PCP, Clinic and Plan)

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
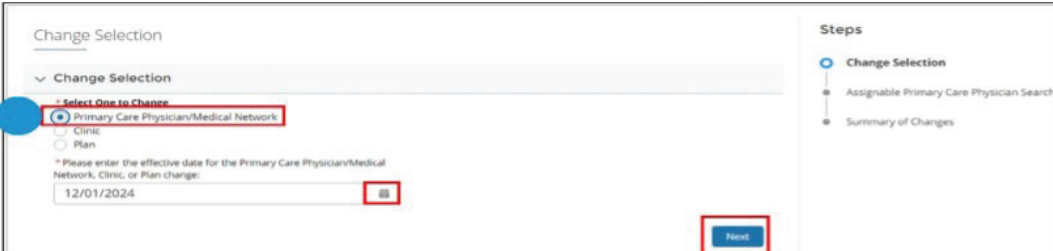
Clinic
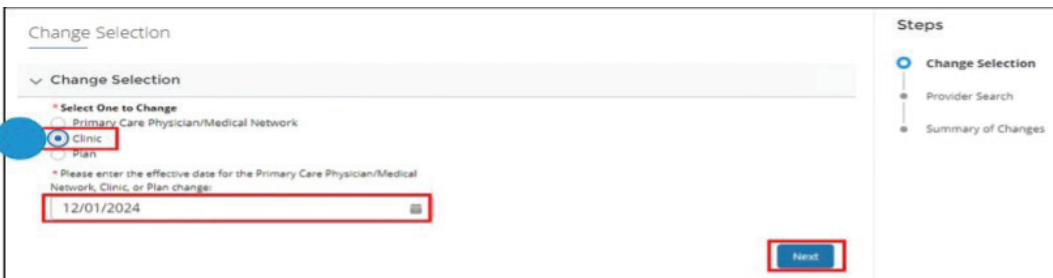
Plan

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

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**.

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.

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**.

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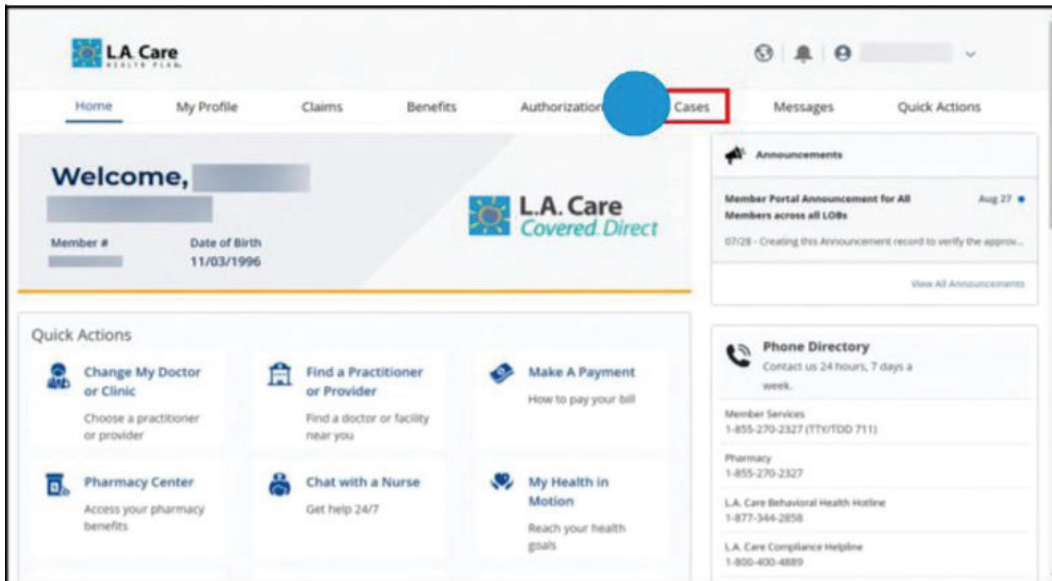

Proceed with clicking **Close**. A **Case** intake will be created and filed in your **My Profile Tab**. You will have access to view the **Cases** from their **My Profile Tab**.

PCP 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

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**

Cases Tab

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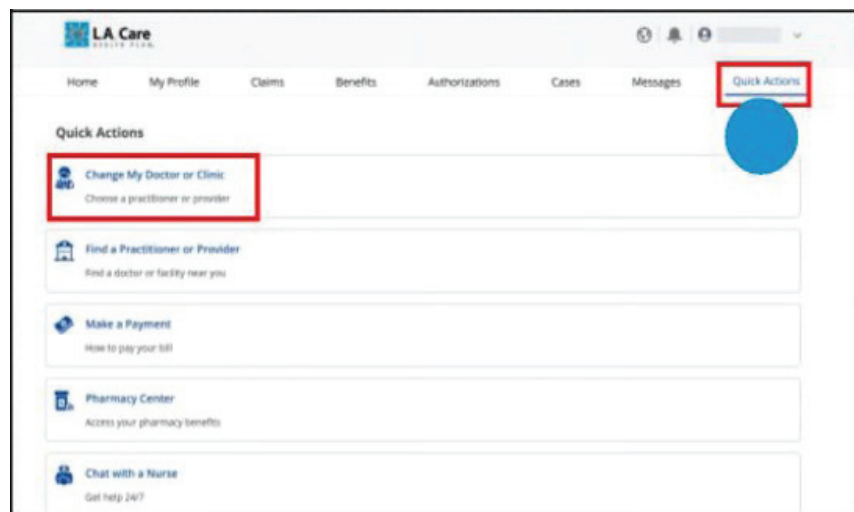
Please note, you can only change your primary doctor, clinic, or plan on your primary health plan account.
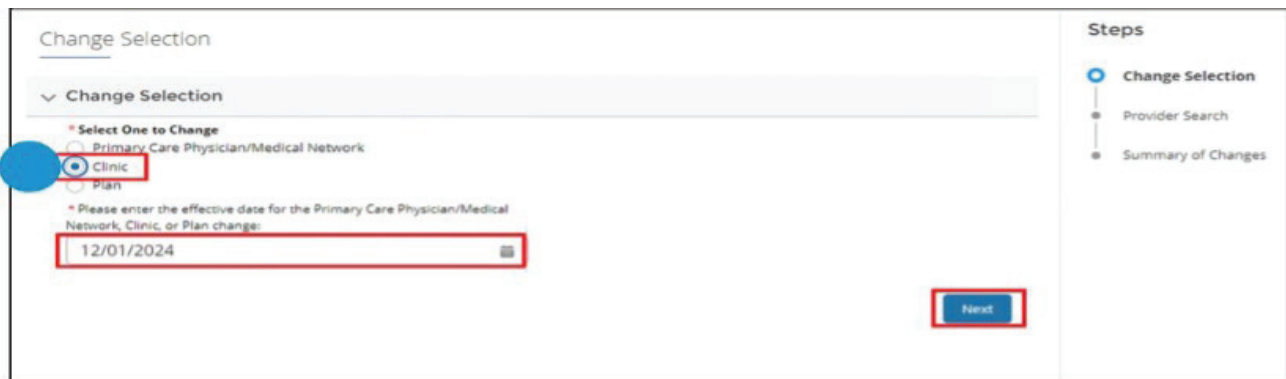
Members attempting to make changes on any other health plan such as an active secondary or tertiary plan will receive an **error message**, "You cannot change your doctor, clinic, or health plan for this plan."

Clinic Changes

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

Clinic

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.

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 _unable_ to update their doctor and they will receive an error message.

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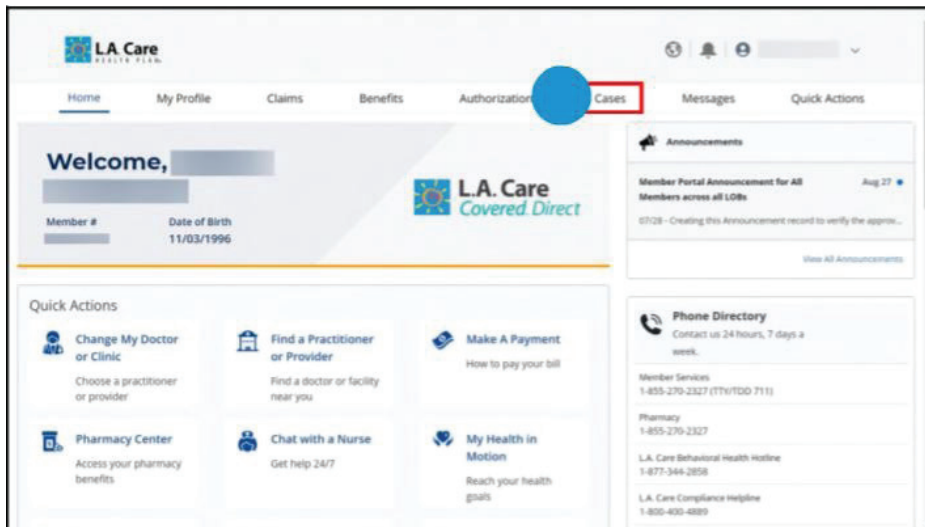
A confirmation message will pop-up for PCP or PCP Clinic or Plan Change. To navigate back to the Homepage, click **Close**.

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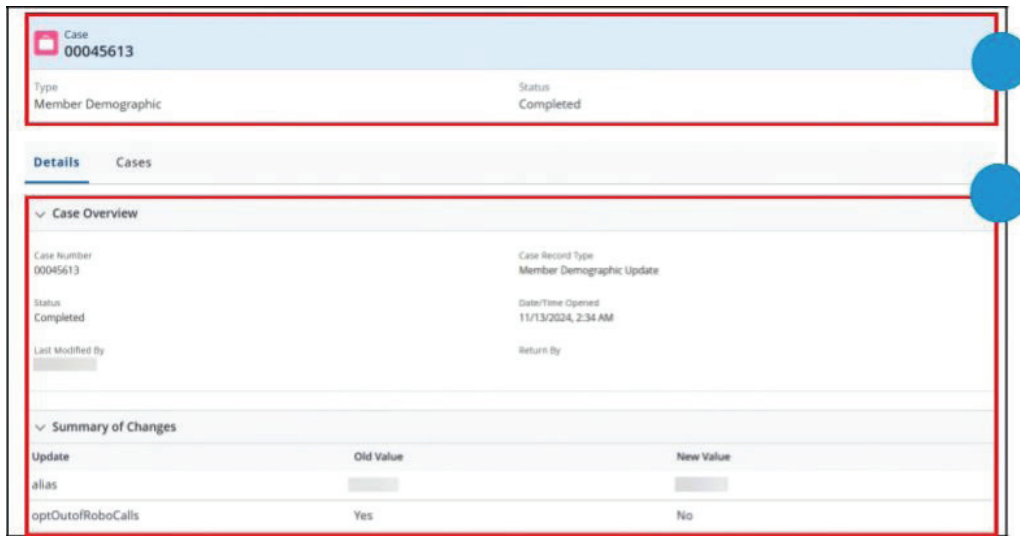
Clicking on the **Case Number** will display a **Details tab** and **Cases tab.**

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.
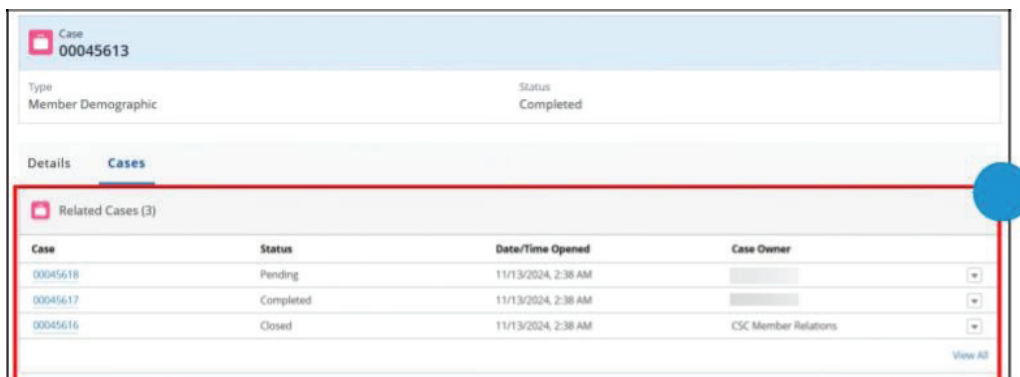
Details Tab

Cases

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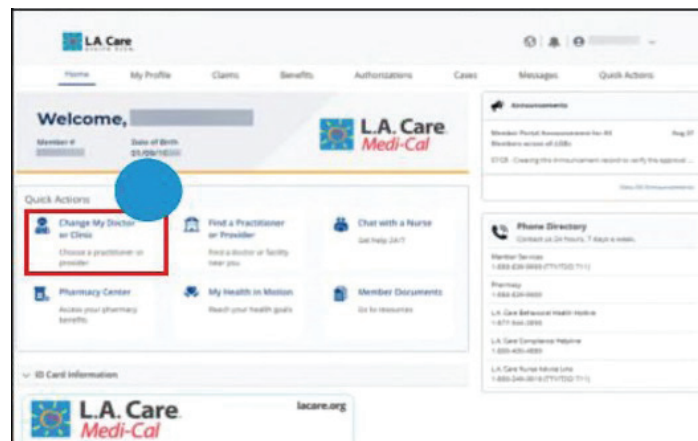
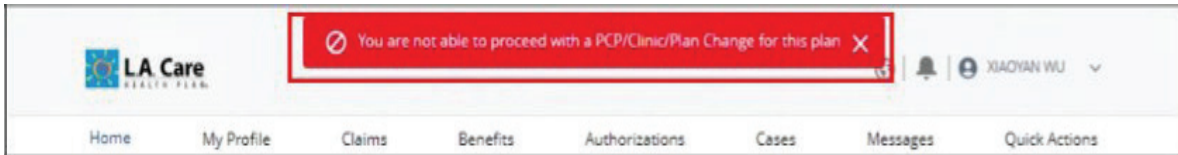**OPTION 1**   Click on **Change My Doctor or Clinic**

OPTION 2   Go to the upper right corner and click on **Quick Action**s. Select **Change My Doctor or Clinic.**
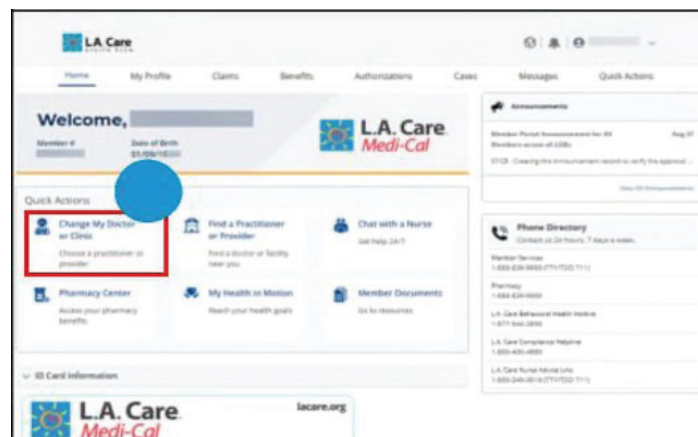
Please note, you can only change your primary doctor, clinic, or plan on your primary health plan account.

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."

You can search for the **Plan** you want to be assigned. After selecting **Plan**, click **Next.**
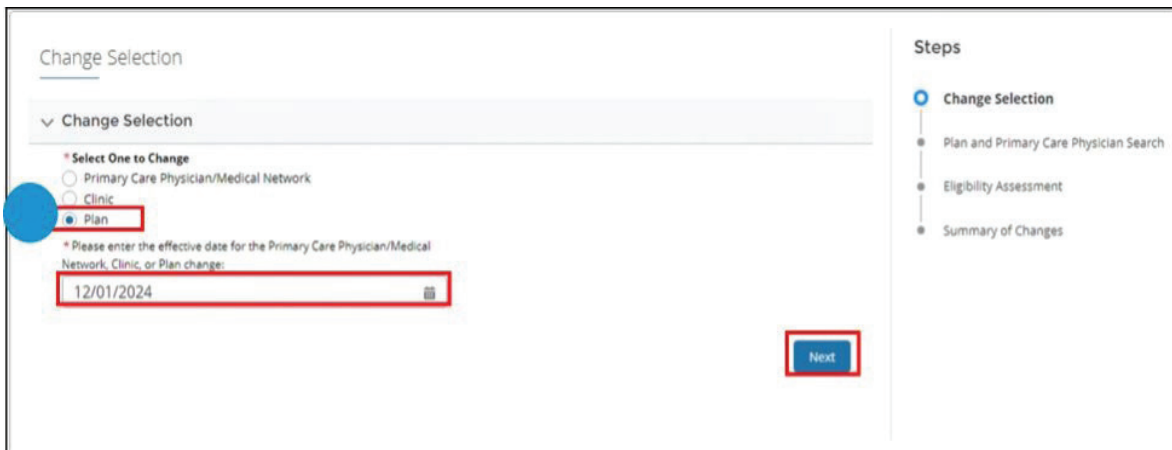
Plan Changes: Plan and Primary Care Physician Search page

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.

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.

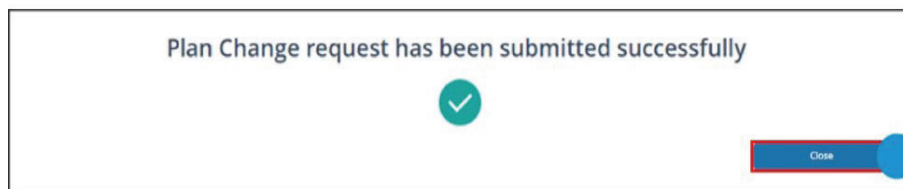## Plan Changes: Summary of Changes page (Applies to each line of business)

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.**

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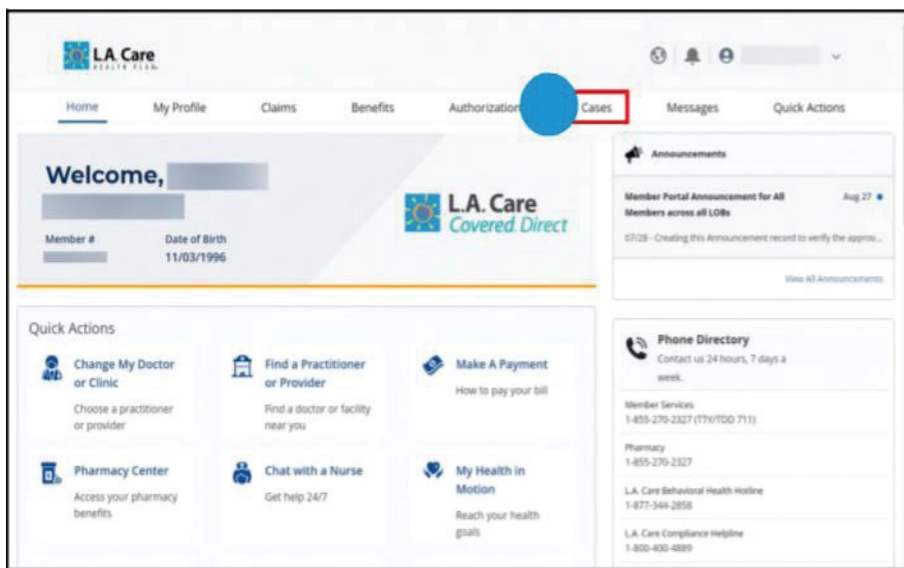

Proceed with clicking **Close**. A **Case** intake will be created and filed in your **My Profile Tab**.   You will have access to view the **Cases** from their **My Profile Tab**.

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

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.**

[L.A. Care: Caring for You, Caring for our Community]