



October 21, 2020

L.A. Care Health Plan and Los Angeles County Department of Health Services – Claims Administration Transition Effective 1/1/2021

Dear Provider,

Beginning on January 1, 2021, L.A. Care Health Plan (“L.A. Care”) will be responsible for adjudicating **all** Los Angeles County Department of Health Services (“DHS”) claims, including Provider Dispute Resolution (“PDR”) submissions, for services provided to DHS-assigned members, both under the PASC-SEIU and Medi-Cal Managed Care programs.

In a provider communication letter dated August 15, 2019, we previously advised you that claims with dates of service October 1, 2019 and later are adjudicated by L.A. Care. Starting January 1, 2021, L.A. Care will also function as the Third Party Administrator for claims with dates of service prior to October 1, 2019 (commonly referred to as “run-out claims”) and PDR submissions, which are subject to all applicable rules and regulations, including L.A. Care’s policies and procedures.

These changes are necessary due to the recent COVID pandemic and DHS’ critical role in addressing this public health emergency. L.A. Care and DHS are therefore working to align their resources and implement cost-effective measures to sustain financial operations and support DHS’ strategic goals of providing health services to the residents of Los Angeles County. For further details on submitting claims, please refer to the information below.

Electronic Claims Submission and Payment

L.A. Care encourages Electronic Data Interchange (EDI) claims submissions.

- Change Healthcare www.changehealthcare.com
 - Change Healthcare Customer Support 877-363-3666

Paper Claims Submission:

L.A. Care Health Plan
Attn: Claims Department
P.O. Box 811580
Los Angeles, CA 90081

Provider Dispute Resolution (PDR)

Provider Disputes can be submitted to L.A. Care via mail or fax.

Mail:

L.A. Care Health Plan
Attn: Provider Disputes
P.O. Box 811610
Los Angeles, CA 90081

Fax: 213-438-5057

Mailed disputes are acknowledged within 15 business days of received date while faxed disputes are acknowledged within two days of received date. Written determination stating the outcome of decision is issued within 45 calendar days after receipt of a clean dispute. At this time, PDR status is not available via a portal, but is available through our Provider Service Unit at 1-866-522-2736.

Questions?

For any claims questions, you may contact L.A. Care's Provider Service Unit at 1-866-522-2736. For any other questions, please contact L.A. Care via email at ProviderRelations@lacare.org.

Thank you,
L.A. Care Provider Relations