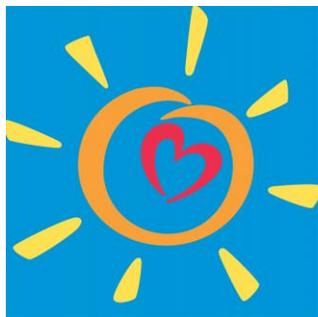


L.A. Care Provider Portal

Member 360 Reference Guide



L.A. Care
HEALTH PLAN®

For All of L.A.

Member 360 Quick Reference Guide

The *Provider Portal Member 360 Reference Guide* is a tool to assist in the daily navigation of the frequently performed tasks on the Member 360 page (also known as the Member Profile) of the Provider Portal, including coverage, benefits, authorizations, and other valuable information.

Table of Contents

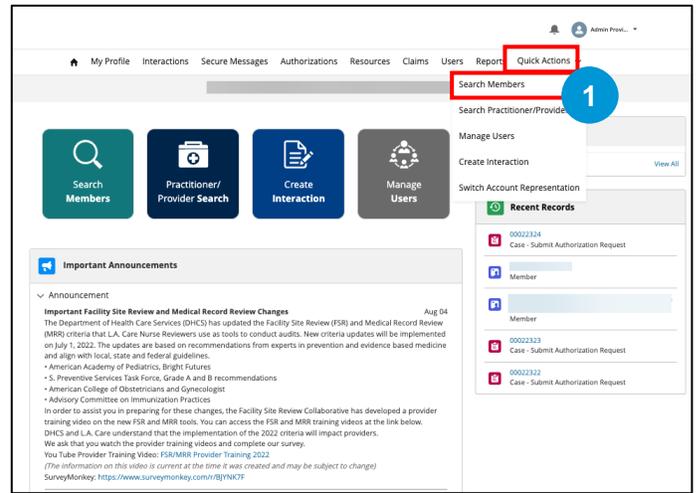
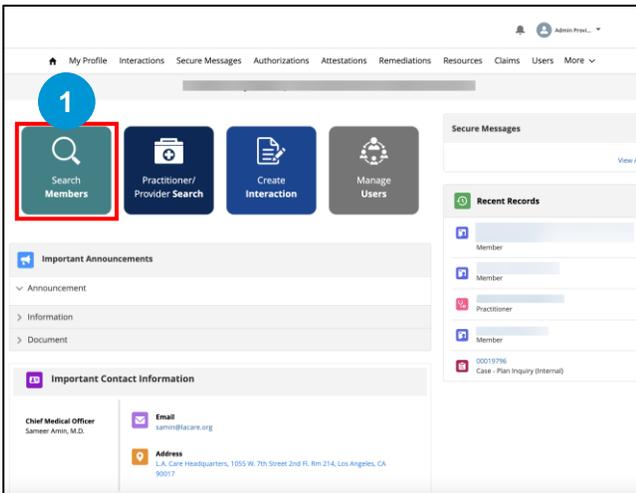
Navigating to the Member 360 (Member Profile) Page	3
Member 360: Member Not Assigned View (All Users)	5
Member 360: Member Assigned View (All Users)	6
Search Coverage and Benefits for Assigned and Unassigned Members	7
Search Authorizations	10

Navigating to the Member 360 (Member Profile) Page

Follow the below steps to navigate to the Member 360 (Member Profile) page. Note that user views will vary based on each user's access.

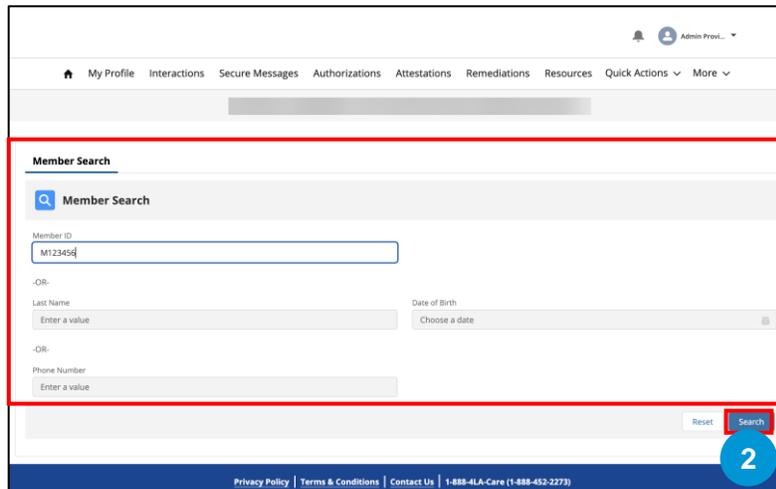
Step 1: From your home page, you can conduct a Member Search either by navigating to the **Search Members Tile** or by selecting **Search Members** from the **Quick Actions** menu.

Note: If the **Quick Actions** tab is not present, then the **Search Members** option will be available under the **More** tab.



Step 2: On the **Member Search** page, enter either **Member ID**; **Last Name AND Date Of Birth**; or **Phone Number**. Click **Search**.

Note: The use of **Phone Number** as a search criteria is only recommended in instances where **Member ID** or **Date of Birth** are unknown. Also, if any one set of fields is entered, the remaining fields will become non-editable.



L.A. Care Provider Portal

Member 360 Reference Guide

Step 3: Upon clicking Search, the **Search Results** will be displayed. Please note the search result is sorted based on Status (active/inactive member) by default.

Select the member from the list and click on **Open** to open the Member 360 (Member Profile) page.

Member Search

Member ID
[Input field]

-OR-

Last Name [Input field] Date of Birth [Date picker]
Enter a value Choose a date

-OR-

Phone Number
[Input field]
Enter a value

[Reset] [Search]

Results

Full Name	Date of Birth	Phone Number	Member ID	Resident Address	Zip	LOB	PPG Sub Network	PCP	Primary Plan Product	Plan Effective Date (Primary)	Status
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	91307...	MCLA	HEALTH CARE L...	Admin Provide...	LA Care Medica...	Aug 01, 2024	Active
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	91307...	MCLA	HEALTH CARE L...		LA Care Medica...	Jul 01, 2016	Active
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	91307...	MCLA	HEALTH CARE L...		LA Care Medica...	Jul 01, 2016	Active
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	91307	MCLA	HEALTH CARE L...			Jul 01, 2016	Active
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	91307	MCLA	HEALTH CARE L...			Jul 01, 2016	Active

[Open]

L.A. Care Provider Portal

Member 360 Reference Guide

Member 360: Member Not Assigned View (All Users)

Within the Provider Portal, members may be assigned to a provider or an entity. If a member is assigned to the user, they will be able to view additional details. However, even if a member is not assigned, providers will be able to look up the member and view general information on that member and the member's plan and coverage.

Below is an example of the general view that all users will be able to see for all members.

1. Member Highlights Panel
2. Member Info Card
3. Member Plan Card
4. Member 360 Tabs
 - Detail Tab
 - Coverage Tab
 - Coverage / Benefits Information

Member 360: Member Assigned View (All Users)

Within the Provider Portal, members may be assigned to a provider or an entity. If a member is assigned to the user, they will be able to view additional details.

Below is an example of the assigned view that users will be able to see for members assigned to them.

The screenshot displays the L.A. Care Member 360 interface. At the top, the L.A. Care logo and navigation menu are visible. The main content area is divided into several sections:

- Member Information (2):** A card containing fields for Birth Date and Gender.
- Person Account (1):** A card containing fields for Primary Phone (555) 555-5555 and Resident Address.
- Plan Card (3):** A card containing fields for Plan Name (LA Care Medicare PLUS), Relationship to Subscriber, Member ID, PCP/Clinic Name, CAP Hospital Name, MSO Name, Auth Fax, Claims Address, Rx BIN, Rx PCN, Rx Group, NVTD, LDSNP, Medi-Cal Eligibility Type, and Dual Eligibility.
- Member 360 Tabs (4):** A set of tabs including Detail, Member Plan, Coverage, Claims, Authorizations, and Documents. The Detail tab is selected, showing sub-sections for Alerts and Triggers, Member Header Details, and Profile.
- Other Coverage & Insurance (COB / MSP) (4):** A table with columns for External Coverage Name, Effective Date, Termination Date, and Policy Number. The table currently displays "NO RECORDS TO DISPLAY".

At the bottom of the interface, there is a footer with links for Privacy Policy, Terms & Conditions, Contact Us, and a phone number: 1-888-4LA-Care (1-888-452-2273).

1. Member Highlights Panel
2. Member Info Card
3. Member Plan Card
4. Member 360 Tabs
 - Detail Tab
 - Member Plan Tab
 - Coverage Tab
 - Coverage / Benefits Information
 - Claims Tab
 - Authorizations Tab
 - Documents Tab

Search Coverage & Benefits for Assigned and Unassigned Members

Coverage information includes all the plan details such as **name of plan, amount deductible, out of pocket and benefit information, effective dates**, and the **distribution of benefit coverage between family and individual**.

Step 1: To view coverage information, navigate to the **Coverage Tab** on the Member 360 page (Member Profile). There you will find the coverage benefits applicable to the member based on the selected date of service. Both Internal & External plan details are shown.

Step 2: Select the **Select Plan** checkbox for the required plan.

Note: If the Plan Source is external (where the responsible party is not L.A. Care), when you select that plan, the **External Plan Details** page will be displayed, where you will find all the details of the chosen plan. Once you click finish, a case will be created.

The screenshot displays the 'Coverage' tab in the Member 360 interface. At the top, a navigation bar includes 'Detail', 'Member Plan', 'Coverage' (highlighted with a red box and a blue circle with the number '1'), 'Claims', 'Authorizations', and 'Documents'. Below the navigation bar, a message reads 'Please select a date of service and plan'. A warning banner states 'Member has more than one active plan potentially in error'. The 'Date of Service' is set to '10/22/2024'. On the right, a 'Steps' sidebar shows 'Plan Selection' as the active step. Two plan cards are shown side-by-side. The left card is for 'LA Care Medicare PLUS' and has its 'Select Plan' checkbox checked (highlighted with a red box and a blue circle with the number '2'). The right card is for 'L.A. CARE MEDICARE PLUS' and has its 'Select Plan' checkbox unchecked. Both cards display various details such as Member ID, Effective From date, Plan Type / LOB, Termination Date, PCP / Clinic Name, Network, CAP Hospital, and Provider ID (Site ID).

L.A. Care Provider Portal

Member 360 Reference Guide

Step 3: When you check Select Plan, you will be taken to the **Plan Level Details** page. Click **Next** to proceed and **Previous** button to navigate back.

Plan Card

Plan Name: LA Care Medicare PLUS
Relationship to Subscriber: Member ID
PCP/Clinic Name: CAP Hospital Name
MGO Name: Auth Fax
Claims Address: Rx BIN
Rx PCN: Rx Group
NPTD: LOHP
Medi-Cal Eligibility Type: Dual Eligibility

Detail Member Plan **Coverage** Claims Authorizations Documents

Plan Level Details

Deductible

INDIVIDUAL
In-Network Deductible
\$2,000 of \$6,000 applied
\$4,000 remaining

FAMILY
In-Network Deductible
\$3,000 of \$8,000 applied
\$5,000 remaining

Out-Of-Pocket

INDIVIDUAL
In-Network Out-Of-Pocket
\$7,000 of \$10,000 applied
\$3,000 remaining

FAMILY
In-Network Out-Of-Pocket
\$1,800 of \$3,000 applied
\$1,200 remaining

Additional Benefit Details
Disclaimer:

Cancel Previous **Next** 3

Other Coverage & Insurance (COB / MSP)

External Coverage Name	Effective Date	Termination Date	Policy Number
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Step 4: Select the relevant **Benefit Category** and **Benefit Details** from the drop-down items. Click **Select** to view details in Benefits Details section.

Step 5: Click **Finish** to create a case. The case will consist of a **timestamped benefit quote**. You will be directed next to the **Case Detail** page. Use the **Previous** button to navigate back as needed.

Benefit Selection

Information for Providers:
To ensure payment, Providers are required to confirm member eligibility prior to providing services as payment is made *only* if the member is eligible at the time of service.
Please note that authorization for services is not a guarantee of payment. All claims submitted for services are subject to claims payment and Payment Integrity policies. Please contact the L.A. Care Provider Call Center at **1-877-431-2273** if you have any questions.

Steps

- Plan Selection
- View Plan Details
- View Benefits And Access Rules**

*Benefit Category
Inpatient Benefits & Services

*Benefit Detail
Inpatient Hospital Stays (Elective Admission)

4 Select

Benefit Details

Description
Elective Admission - Inpatient hospital services L.A. Care covers medically necessary inpatient hospital care when you are admitted to the hospital.

Allowed Limit	Benefit Year	Requires Prior Authorization	Member ID
	2024	Y	\$0

Cancel Previous **Finish** 5

L.A. Care Provider Portal

Member 360 Reference Guide

The **Case Details** page displays the Case Number, Member ID, Plan Name, Last Name, Line of Business, Case Record Type, Status, Plan Selected, Details, and more.

Your benefit quote will be visible in the **Related Benefit Quotes** section where you will find the Case Number, Status, Date Opened, Benefit Category, and Benefit Details.

Step 6: Click the **Case Number** to view the Benefit Quoting Details page.

Case
00035027

Type: Plan Inquiry (Internal) Status: Completed Sub Status:

Detail

Case Overview

Case Number	00035027	Member ID	
First Name		Last Name	
Line of Business	MCLA	Type	Plan Inquiry (Internal)
Status	Completed	Date/Time Opened	9/23/2024, 12:49 AM
Plan Selected	MCLA Medi-Cal Benefit Plan	Subject	Plan Inquiry (Internal)

Details
called on 9/23/24 for MCLA Medi-Cal Benefit Plan, and was informed of the following :
Disclaimer :
Description

Internal Use Only

Contact Name	Admin ACR Provider Portal	Case Origin	Provider Portal
Priority	Medium		

6

Related Benefit Quotes

Case Number	Status	Date Opened	Benefit Category
00035028	Completed	9/23/2024, 7:09 AM	Inpatient Benefits & Services

L.A. Care Provider Portal

Member 360 Reference Guide

On the **Benefit Quotes Case Details** page, you will find the details such as:

- Case Number
- Member ID
- Line of Business
- Case Record Type,
- Status
- Details
- Benefit Attribute Details
- Access Rules Details

Case 00035028

Type: Benefit Quoting | Status: Completed | Sub-Status: Completed

Detail

Case Overview

Case Number: 00035028 | Member ID: [Redacted]

First Name: [Redacted] | Last Name: [Redacted]

Line of Business: MCLA | Type: Benefit Quoting

Status: Completed | Date/Time Opened: 9/23/2024, 12:35 AM

Plan Selected: MCLA Medi-Cal Benefit Plan | Parent Case: 00035027

Subject: Benefit Quoting

Details

[Redacted] called on 9/23/24 for MCLA Medi-Cal Benefit Plan, and was informed of the following:

- Benefit Description: Elective Admission - Inpatient hospital services L.A. Care covers medically necessary inpatient hospital care when you are admitted to the hospital.

Benefit Attribute Details

- Description/Value: Elective Admission - inpatient hospital services L.A. Care covers medically necessary inpatient hospital care when you are admitted to the hospital.
- Benefit Name(s): [Redacted]
- Allowed Limit: [Redacted]
- Benefit Year: 2024
- Member Responsibility: \$0
- Requires Prior Authorization: Y

Access Rule Details

Access Rule Details

- Authorization Information:
 - Responsible Party: No Matching data
 - Plan Authorization: No Matching data
 - Online Option: No Matching data
- Claim Information:
 - Responsible Party: No Matching data
 - Claim Address: No Matching data
 - Electronic Paper ID: No Matching data
 - Claim Status Phone Number: No Matching data

Description

Internal Use Only

Contact Name: Admin - L.A. Care Provider Portal | Case Origin: Provider Portal

Priority: Medium

Note: Providers can **revisit benefit quotes** they created through Benefit Selection while selecting coverage details. To revisit the benefit quotes case page, navigate to the **Interactions** tab on the homepage, click the drop-down under **Cases** and select **Recently Viewed Cases**.

My Profile | **Interactions** | Secure Messages | Authorizations | Resources | Claims | Users | Reports | Quick Actions

Cases

Recently Viewed

100+ Items

RECENT LIST VIEWS

	St.	Date/Time Opened	Case Owner
1	Com...	10/2/2024, 11:36 PM	aprov
2	Com...	10/2/2024, 11:28 PM	aprov
3	Com...	10/2/2024, 11:35 PM	aprov
4	Com...	10/2/2024, 11:35 PM	aprov
5	Com...	10/2/2024, 11:28 PM	aprov
6	Pend...	10/1/2024, 6:19 AM	aprov
7	Pend...	10/1/2024, 4:01 AM	aprov
8	Pend...	10/1/2024, 1:46 AM	aprov
9	Open	7/15/2024, 11:16 PM	POU Queue

Cases Recently Viewed

Case Num.	Subject	St.	Date/Time Opened	Case Owner
1	Inpatient Hospitals - (Elective Admission) - Authorization Request	Com...	9/30/2024, 6:57 AM	aprov
2	Benefit Quoting	Com...	10/2/2024, 11:36 PM	aprov
3	Plan Inquiry (Internal)	Com...	10/2/2024, 11:38 PM	aprov
4	Benefit Quoting	Com...	10/2/2024, 11:38 PM	aprov
5	Benefit Quoting	Com...	10/2/2024, 11:38 PM	aprov

Search Authorizations

When a member is assigned to a provider or entity, **all** Provider Portal Users (regardless of role) may view the status of current and past Service Authorization Requests (SARs) on the Member 360 page (member profile).

Note: This feature is **only available if the member is assigned to the user's logged in Account.**

Step 1: To view existing SARs, navigate to the **Authorizations** tab in the Member 360 page.

Step 2: Enter the desired date range to search authorization results. For specific results, you may choose to select a **Type** from drop down or enter an **Authorization Number**. Click **Search** to view search results. Use **Reset** button to reset the search criteria.

Note: The maximum date range duration possible for the search is a one-year period; any duration over one year will result in an error.

Detail Member Plan Coverage Claims **Authorizations** Documents

Authorization Search

Authorization Filter Request New Authorization

Authorization Search Criteria

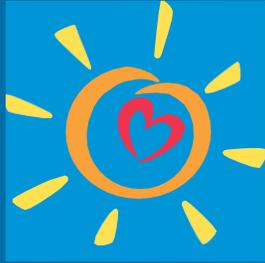
Received From Date: 09/04/2023 Received To Date: 09/04/2024 Type: ▼

Authorization Number: Enter a Value

Reset Search

Type	Category	Authorization Number	Requested By	Ref
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Previous 1 Next



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