

# Provider Portal Member Service Authorization Request (SAR) Training Course



**L.A. Care**  
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*For All of L.A.*

**April 2025**

# Course Overview

Welcome to the **Provider Portal** course.

This course will introduce you to L.A. Care's Provider Portal platform and provide a step-by-step guide for the **Provider Portal Admin User Role** function.

## Audience



- **Authorized Representatives**  
(Provider Portal Admin User)

## Prerequisites



- N/A

## Course Duration



- 2 hours

# Course Agenda

Let's look at the course agenda.

Module Name	Duration
Introduction	5 minutes
Module 1: Introduction to Provider Portal	10 minutes
Module 2: Account Activation & Registration Process	20 minutes
Module 3: Service Authorization Request (SAR) Process	30 minutes
LIVE DEMO	20 minutes
Course Summary/Questions	10 minutes

# Course Objectives

After completing this course, you will be able to:

- Access Provider Portal (login, logout, access homepage)
- Perform general SAR user activities (Complete/Respond to SAR Requests);
- Perform General Provider Portal functions.



# Key Terms

Below are some of the key terms to keep in mind:

Term	Description
<b>Key Entity Contact</b>	The <b>primary individual</b> responsible for managing and overseeing interactions and communications between the Provider/Provider Group and L.A. Care. Key Entity Contact ensures the organization's compliance with portal use protocols and acts as a liaison to streamline operations and resolve issues effectively.
<b>User</b>	An <b>individual who has been granted access</b> to the portal to perform specific tasks or functions based on their role within a provider entity or organization. Users can include healthcare providers, administrative staff, or other personnel involved in managing services and communication with L.A. Care.
<b>Contact</b>	An <b>individual designated by a provider entity or organization</b> who is responsible for specific roles or communications within the portal. Contacts are typically associated with tasks, such as managing service authorizations, submitting documentation, or responding to inquiries. Once a User has been added, they become a Contact.
<b>Account</b>	An "Account" represents a Provider Profile on the Provider Portal. Users can have access to multiple provider accounts based on their contract relationship/affiliation with L.A. Care
<b>“PPA”</b>	Provider Portal Admin

# User Access Roles

## Provider Portal Roles – EXTERNAL- Updated March 2025

	PROVIDER PORTAL ADMIN USER	ENTITY KEY CONTACT & ATTESTATION USER	BILLING / MSO / CLAIM USER	GENERAL / AUTHORIZED USER
ROLE	Administers portal access and settings.	Administers portal access and compliance attestations.	Manages billing, MSO tasks, and claims.	Accesses the portal for authorized activities.
CAN VIEW	<p>Can view/access general eligibility for assigned and unassigned members.</p> <p>Can view assigned members: claims RA level, auth, plan, coverage and benefits details.</p> <p>Can view extensive detailed provider/practitioner/facility level information</p>	<p>Can view/access general eligibility for assigned and unassigned members.</p> <p>Can view assigned members: claims RA level, auth, plan, coverage and benefits details.</p> <p>Can view extensive detailed provider/practitioner/facility level information.</p>	<p>Can view/access general eligibility for assigned and unassigned members.</p> <p>Can view assigned members: claims RA level, auth, plan, coverage and benefits details.</p> <p>Can view extensive detailed provider/practitioner/facility level information.</p>	<p>Can view general eligibility for assigned and unassigned members.</p> <p>Can view members: plan, coverage and benefits details. <b>*Can only view claim header detail.</b></p> <p>Can view extensive detailed provider/practitioner/facility level information.</p>
ADD'L FUNCTIONS	<ul style="list-style-type: none"> <li>• User Management</li> <li>• User Registration</li> </ul>	<ul style="list-style-type: none"> <li>• Attestations and Remediations</li> <li>• User Management</li> <li>• User Registration</li> </ul>		



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# Module 1: Introduction to Provider Portal

# Module Objectives

After completing this module, you will be able to:

- Login to and Logout from Provider Portal.
- Access the Provider Portal Homepage.



# Provider Portal – Overview

The Provider Portal is a comprehensive online platform designed to facilitate seamless interaction between healthcare providers and the L.A. Care administrative system.

It offers a range of features and tools to enhance operational efficiency, improve communication, and support data-driven decision-making.

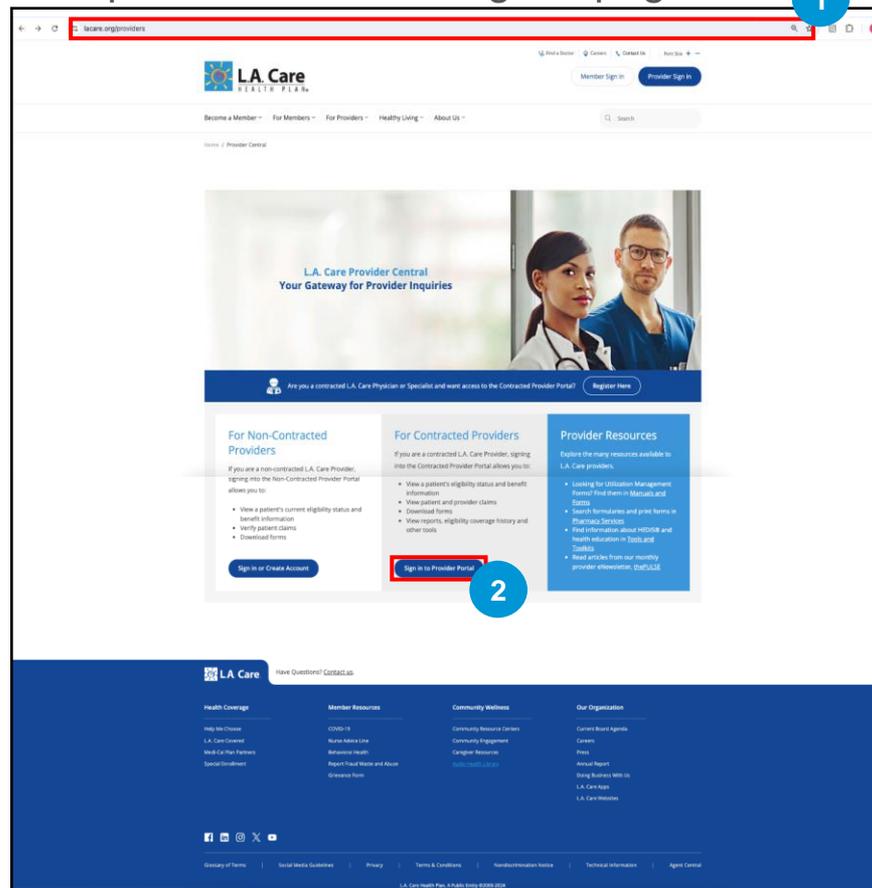
By understanding the different user roles and access levels, providers can effectively utilize the portal to meet their specific needs.

Let's get started with the Provider Portal login.

# Login and Security

The steps to login to the Provider Portal are outlined below:

1. Use [lacare.org/providers](https://lacare.org/providers) URL to navigate to the Provider Portal.
2. Under the **For Contracted Providers** section, click the **Sign-in to Provider Portal** button to open the Microsoft Sign-in page.



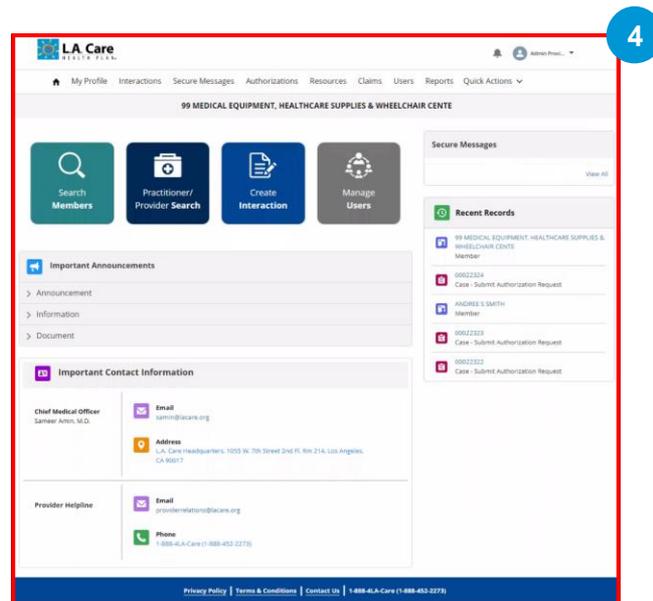
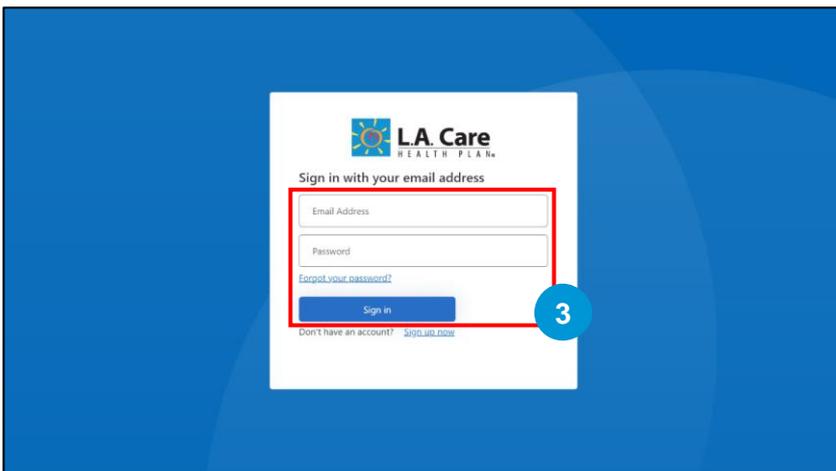
The screenshot shows the L.A. Care Provider Central website. The URL in the browser is [lacare.org/providers](https://lacare.org/providers). The page features a navigation bar with "Member Sign In" and "Provider Sign In" buttons. Below the navigation, there is a search bar and a main heading "L.A. Care Provider Central Your Gateway for Provider Inquiries". A prominent blue banner asks, "Are you a contracted L.A. Care Physician or Specialist and want access to the Contracted Provider Portal?" with a "Register Here" button. Below this, there are three columns of content: "For Non-Contracted Providers", "For Contracted Providers", and "Provider Resources". The "For Contracted Providers" section is highlighted with a red box and a blue circle containing the number "2", indicating the step to click the "Sign in to Provider Portal" button. A blue circle containing the number "1" is positioned above the browser's address bar, indicating the step to use the URL.



# Login and Security (Cont'd)

The steps to login to the Provider Portal are outlined below:

3. On the Microsoft Sign in page, enter your login credentials (**Username** and **Password**) and click **Sign in** to log into your account.
4. Upon successful login, you will land on the Provider Portal Homepage.

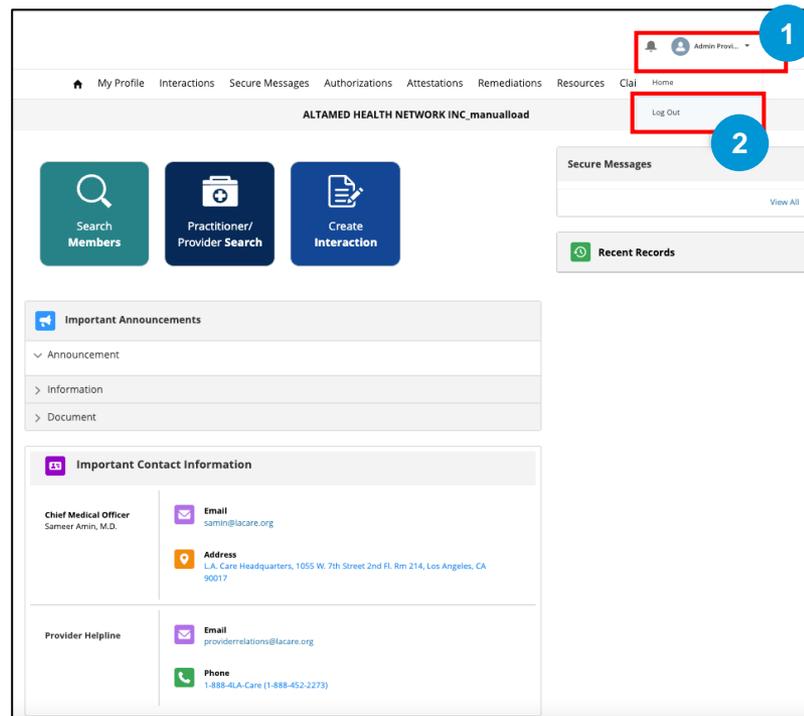


Next, let's see how you can log out of Provider Portal.

# Logout

The steps to logout of Provider Portal are outlined below:

1. Click the User's name on the top right.
2. Select the **Log Out** option from the dropdown. You will be redirected to the LA Care website.



Next, let's explore the Provider Portal Homepage.

# Homepage – Overview

The Homepage of the Provider Portal is the main or introductory page of the Provider Portal. It serves as the starting point for navigation and provides an overview of what the Provider Portal offers.

The Homepage module will familiarize you with the navigational elements and standard features available on the Provider Portal Homepage. Access levels on the Provider Portal vary based on user type. In this module, we will explore:

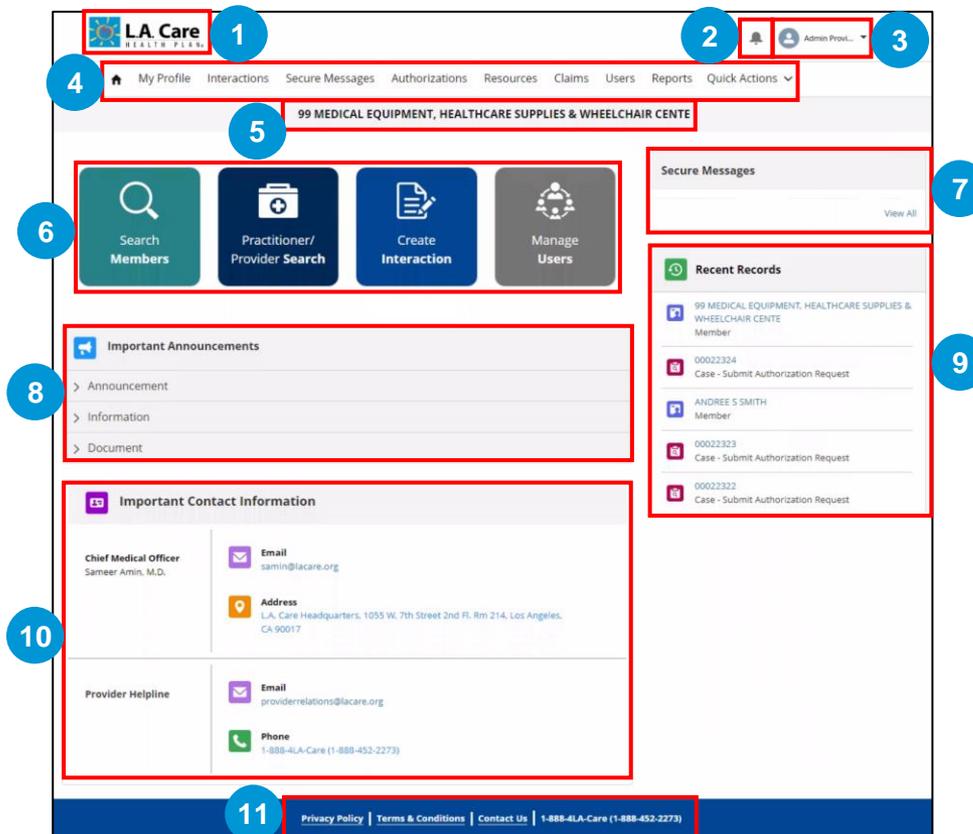
- Provider Portal Admin Homepage View
- General User Homepage View

Next, let's review the components of the Provider Portal Admin Homepage.

# Homepage – Provider Portal

As a Provider Portal User, you can view the following key components on the Provider Portal Homepage:

1. L.A. Care Logo
2. Notifications Icon
3. User Icon
4. Menu Items
5. Account Details
6. Quick Action Tiles
7. Secure Messages Section
8. Important Announcements Section
9. Recent Records Section
10. Important Contact Information Section
11. Footer Section



Next, let's discuss each of these components in detail to ensure you can effectively utilize all the features available on the Provider Portal Homepage.

# Module Summary

Now that you have completed this module, here is the summary of what you have learnt, how to:

- Login to the Provider Portal using your login credentials.
- Logout from Provider Portal, navigate to the User Profile and click Logout.
- Access the Provider Portal Homepage.





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# Module 2: Account Activation & Registration Process

# Account Activation Emails

Once the user has been added to the account, they will automatically receive an account activation email at their registered email address.

For existing contacts (users), the email confirms that they have been added to the account. For new contacts, the email includes a link to follow the Microsoft Registration process and access the Provider Portal Homepage.

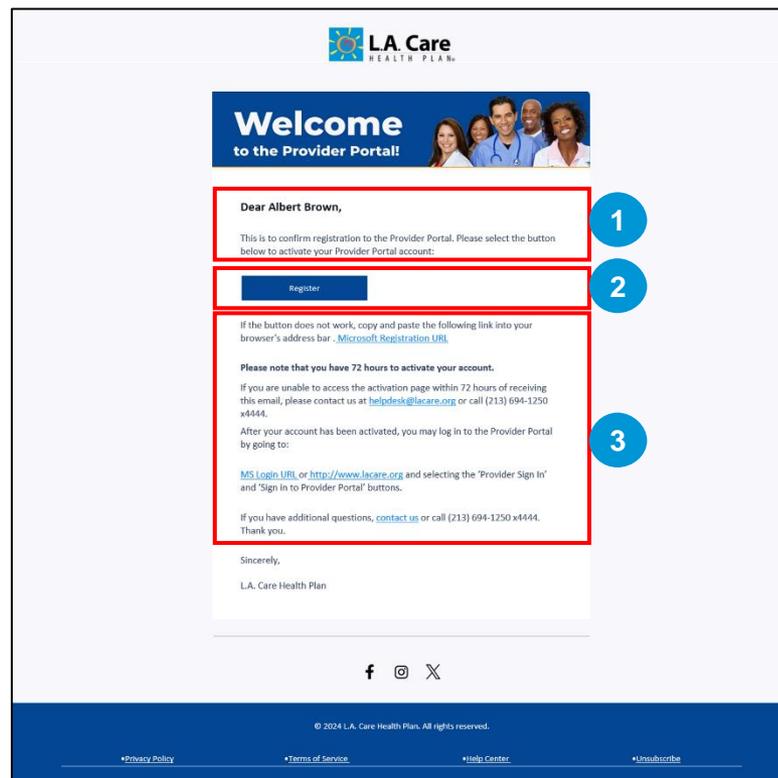
Next, let's review a sample email for both existing and new contacts.

# Account Activation Emails – New User

The subject line for the new user account activation email will be as follows:  
“Welcome to the L.A. Care Provider Portal: Verify your account”

The key information available in the account activation email for a new user will be:

- 1. Confirmation Section:** In this section, you will get a confirmation that you have been registered to the Provider Portal.
- 2. Call to Action Section:** In this section, you will find the **Register** button to activate your Provider Portal account.
- 3. Contact and Additional Details Section:** In this section, you will find important instructions and the L.A. Care helpdesk contact information.



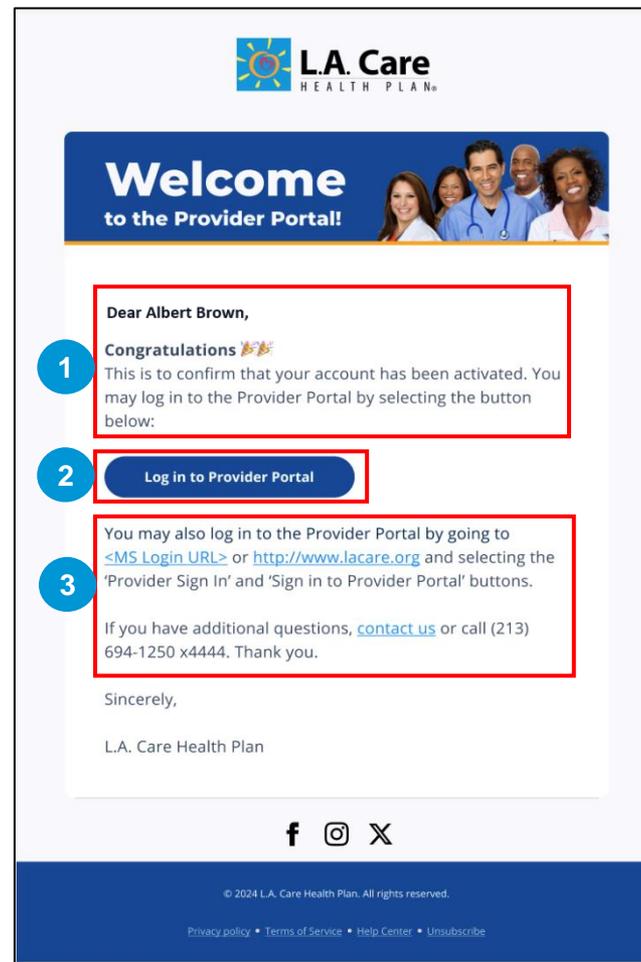
Next, let's see how the Provider Registration process is performed.

# Account Activation Emails – Existing User

The subject line for the existing user account activation email will be as follows:  
“Welcome to the L.A. Care Provider Portal: You have been added to an account”

The key information available in the account activation email for an existing user will be:

- 1. Confirmation Section:** In this section, you will get a confirmation that your account has been activated.
- 2. Call to Action Section:** In this section, you will find the **Log in to Provider Portal** button and the MS Login links, which will direct you to the Provider Portal login page. Using your login credentials, you can access the Provider Portal and the account to which you have been added.
- 3. Contact details:** In this section, you will find the contact information in case you have any questions.





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# Provider Registration

# Provider Registration - Overview

To streamline the process for providers to register and manage their services on the Provider Portal, they must complete the Microsoft Registration process. This ensures a secure and efficient onboarding experience.

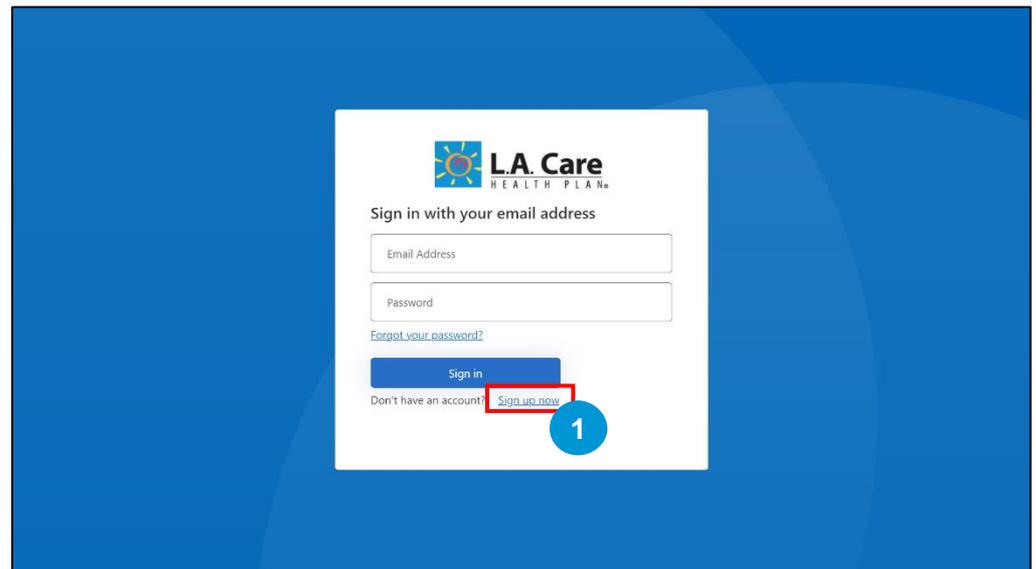
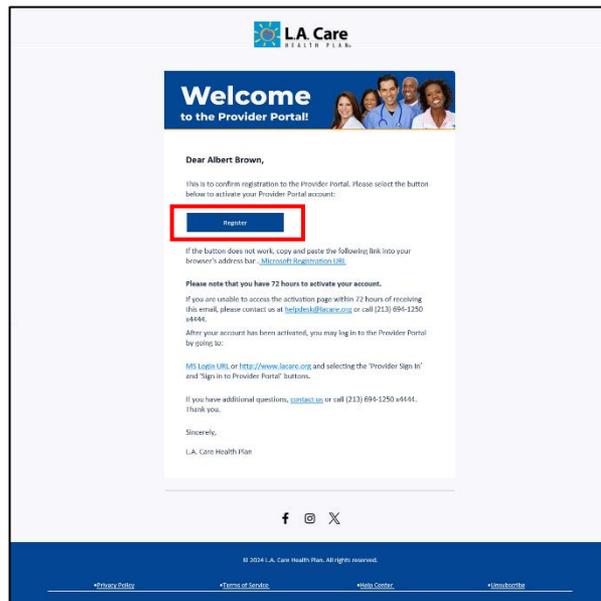
Upon receiving the account activation email, new users need to click the **Register** button or the **Microsoft Registration URL** link to access the L.A. Care login page and complete the Microsoft Registration process. Existing users can directly log in to the Provider Portal using their login credentials.

Next, let's see how a new user can perform Microsoft Registration and access Provider Portal.

# Provider Registration

New users will need to perform the following steps to activate their Provider Portal account:

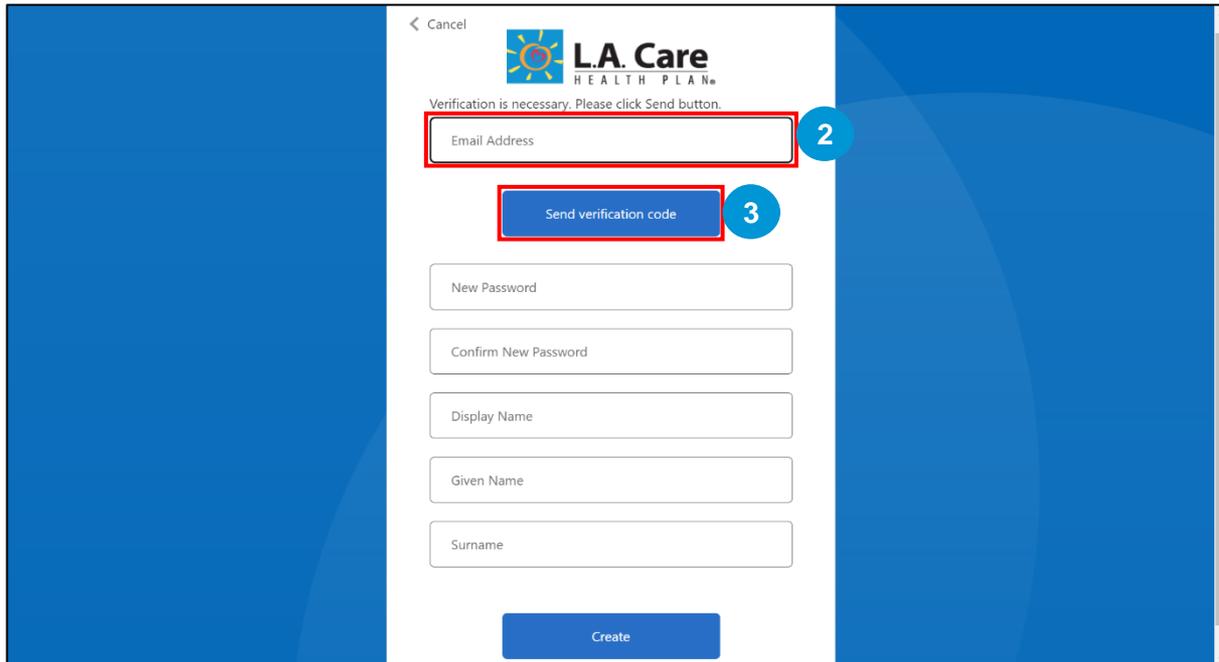
1. After clicking the **Register** button or the **Microsoft Registration URL** link, you will be directed to the **L.A. Care Login Page**. Click **Sign up now**.



# Provider Registration (Cont'd)

New users will need to perform the following steps to activate their Provider Portal account:

2. After clicking **Sign up now**, you will be directed to the **Sign-up** page. In the **Email Address** field, enter the email address where you received the account activation email.
3. Next, click **Send verification code**.



< Cancel

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Verification is necessary. Please click Send button.

Email Address **2**

Send verification code **3**

New Password

Confirm New Password

Display Name

Given Name

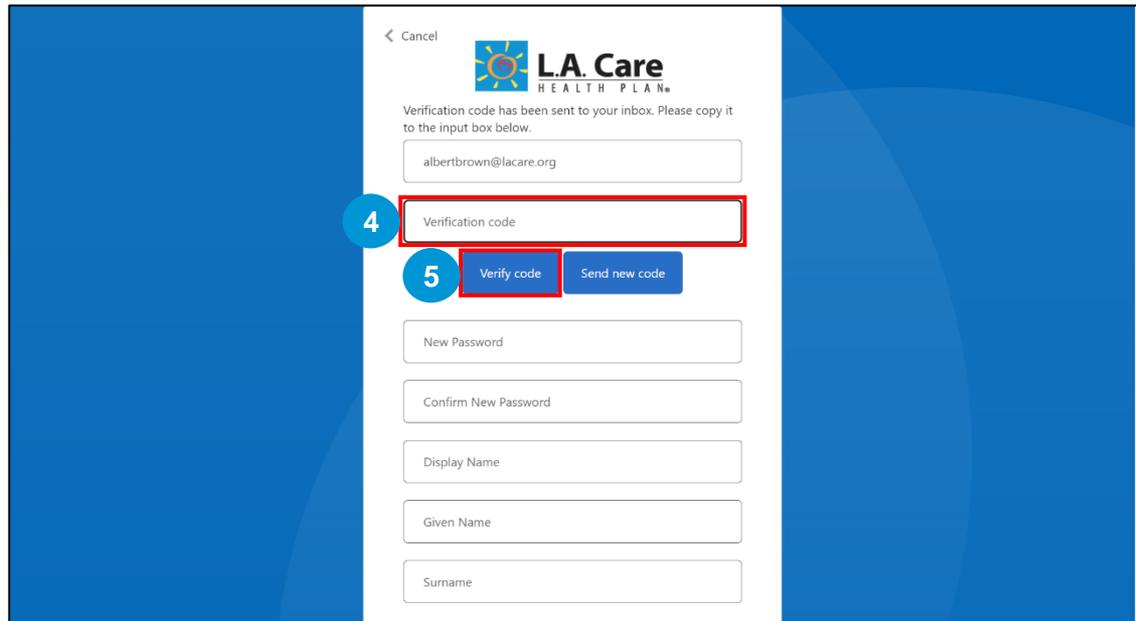
Surname

Create

# Provider Registration (Cont'd)

New users will need to perform the following steps to activate their Provider Portal account:

4. In the **Verification code** field, enter the 6-digit numeric verification code that was sent to the email address you entered in the **Email address** field.
5. Click **Verify code**.



< Cancel

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

albertbrown@lacare.org

4 Verification code

5 Verify code Send new code

New Password

Confirm New Password

Display Name

Given Name

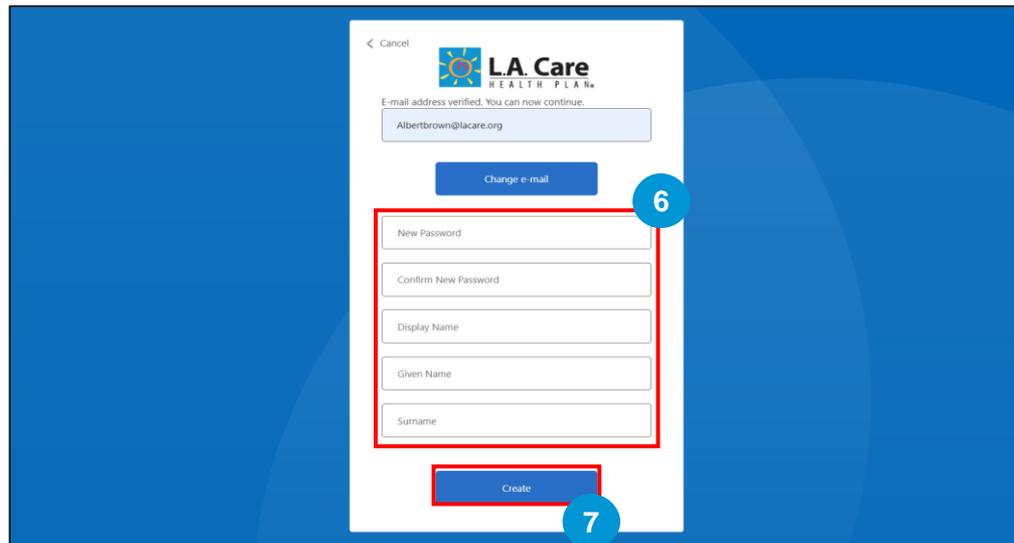
Surname

**Note:** If you don't receive the code, you can click **Send new code** to request for a new code.

# Provider Registration (Cont'd)

New users will need to perform the following steps to activate their Provider Portal account:

6. Next, enter the appropriate data in the **New Password**, **Confirm New Password**, **Display Name**, **Given Name**, and **Surname** fields. The **New Password** and **Confirm New Password** fields are mandatory to proceed further, and the password entered in these two fields should match.



7. Click **Create**.

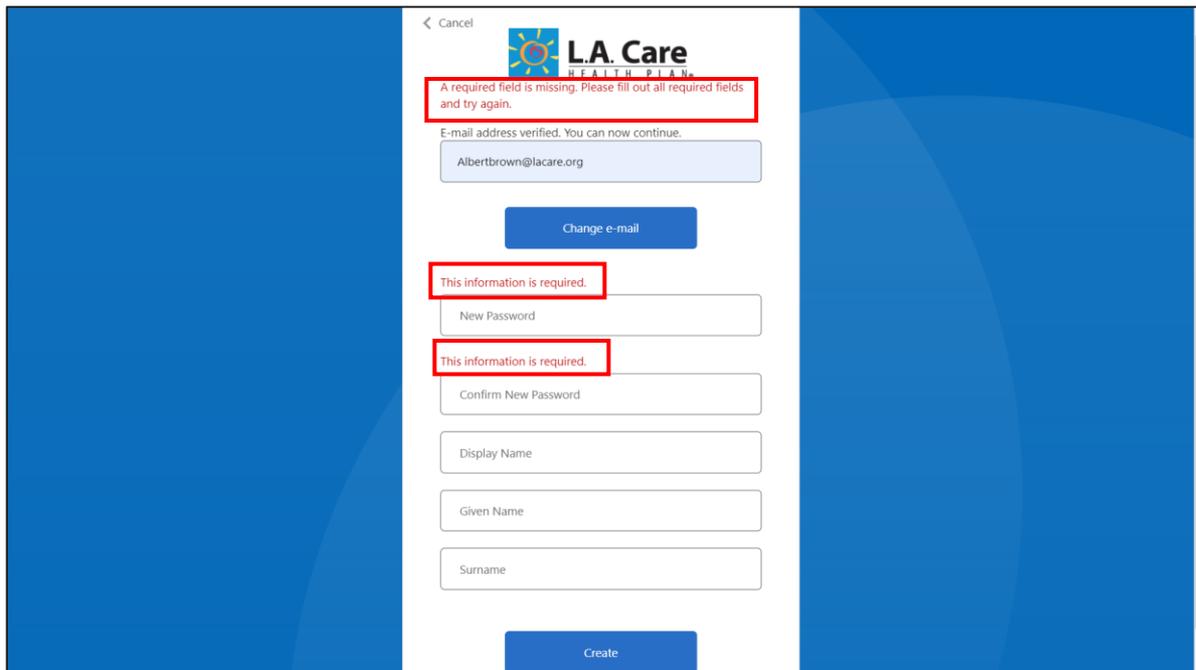
**Note:** The information provided during Microsoft registration will update the existing user and contact details in the system, except for the email address. If you will try to input a different email address, the registration will be rejected.

Next, let's review the possible errors you might encounter on this screen.

# Provider Registration – Errors

The following errors might occur while performing the Microsoft Registration:

1. If you click **Create** without entering a password in the **New Password** and **Confirm Password** fields, you will receive the error message: **"A required field is missing. Please fill out all required fields and try again."** Additionally, other error message(s): **"The information is required."** indicating the specific fields that are required will be displayed as highlighted below.



The screenshot displays the L.A. Care Health Plan registration interface. At the top, there is a navigation bar with a back arrow and the text "Cancel". Below this is the L.A. Care Health Plan logo. A red-bordered box highlights the error message: "A required field is missing. Please fill out all required fields and try again." Below the error message, it states "E-mail address verified. You can now continue." and shows the email address "Albertbrown@lacare.org" in a text box. A blue button labeled "Change e-mail" is positioned below the email address. Below this, another red-bordered box highlights the error message "This information is required." above the "New Password" text box. A second red-bordered box highlights the error message "This information is required." above the "Confirm New Password" text box. Other text boxes include "Display Name", "Given Name", and "Surname". At the bottom of the form is a blue button labeled "Create".

# Provider Registration – Errors (Cont'd)



The following errors might occur while performing the Microsoft Registration:

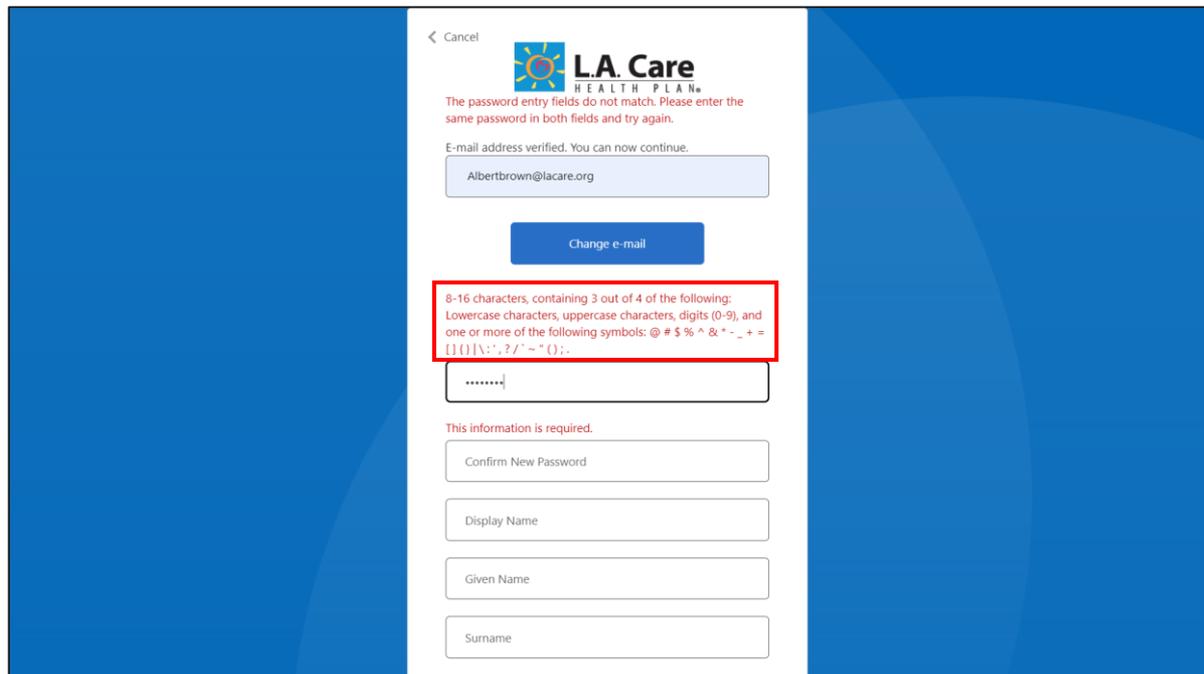
2. If the passwords in the **New Password** and **Confirm Password** fields do not match, you will receive the error message: **"The password entry fields do not match. Please enter the same password in both fields and try again."**

A screenshot of the L.A. Care Health Plan registration form. The form is displayed in a browser window with a blue background. At the top left, there is a back arrow and the text "Cancel". The L.A. Care logo is centered at the top. Below the logo, a red-bordered box contains the error message: "The password entry fields do not match. Please enter the same password in both fields and try again." Below this message, it says "E-mail address verified. You can now continue." followed by a text input field containing "Albertbrown@lacare.org" and a blue "Change e-mail" button. There are two password input fields, both containing "\*\*\*\*\*". Below these are input fields for "Display Name", "Given Name", and "Surname". At the bottom, there is a blue "Create" button.

# Provider Registration – Errors (Cont'd)

The following errors might occur while performing the Microsoft Registration:

3. If the passwords in the **New Password** and **Confirm Password** field do not meet the required criteria, you will get the below highlighted error message.

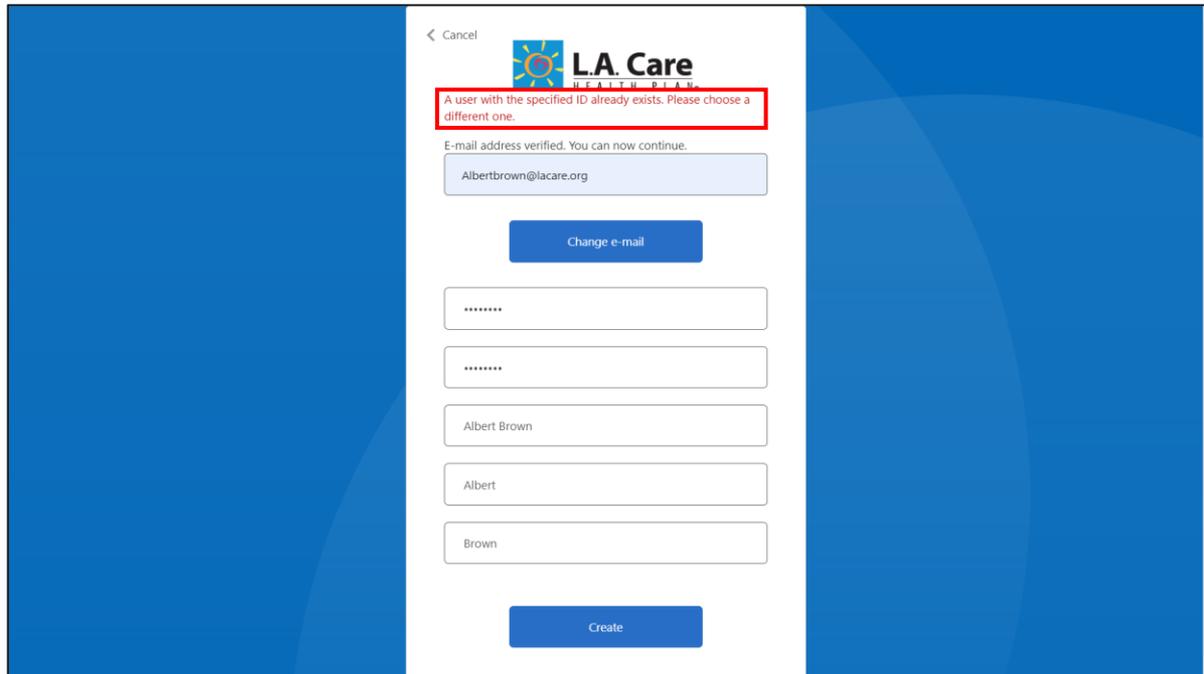


The screenshot shows a registration form for L.A. Care Health Plan. The form is titled "L.A. Care HEALTH PLAN" and includes a "Cancel" link at the top left. Below the title, there is a message: "The password entry fields do not match. Please enter the same password in both fields and try again." This message is highlighted with a red box. Below this message, it says "E-mail address verified. You can now continue." and shows the email address "Albertbrown@lacare.org" in a text field. There is a "Change e-mail" button below the email field. Below the button, there is a red box containing the password requirements: "8-16 characters, containing 3 out of 4 of the following: Lowercase characters, uppercase characters, digits (0-9), and one or more of the following symbols: @ # \$ % ^ & \* - \_ + = [ ] ( ) \ : ; ' ? / ~ \* ( ) ; , .". Below this box is a password field with a masked password "\*\*\*\*\*". Below the password field, there is a "Confirm New Password" field, followed by "Display Name", "Given Name", and "Surname" fields.

# Provider Registration – Errors (Cont'd)

The following errors might occur while performing the Microsoft Registration:

4. If you try to register an existing user, you will get the error message: **“A user with the specified ID already exists. Please choose a different one.”**



The screenshot shows a mobile registration form for L.A. Care Health Plan. At the top, there is a back arrow and the text "Cancel". Below that is the L.A. Care Health Plan logo. A red rectangular box highlights an error message: "A user with the specified ID already exists. Please choose a different one." Below the error message, it says "E-mail address verified. You can now continue." and shows the email address "Albertbrown@lacare.org" in a text field. There is a blue button labeled "Change e-mail". Below that are two password fields, each with "\*\*\*\*\*" as a placeholder. Below the password fields are three text fields containing the name "Albert Brown", "Albert", and "Brown" respectively. At the bottom, there is a blue button labeled "Create".

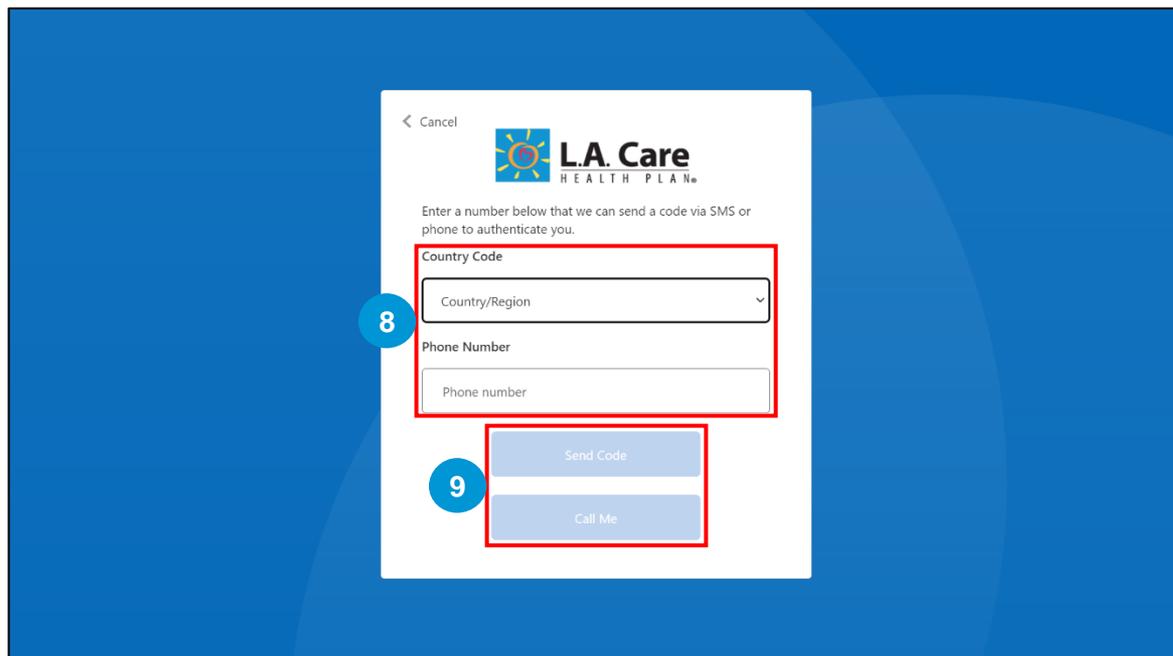
Next, let's resume the Microsoft registration process.

# Provider Registration (Cont'd)

New users will need to perform the following steps to activate their Provider Portal account:

8. In the **Country Code** field, enter the country/region code using the drop-down list and in the **Phone Number** field, enter your phone number.
9. After entering country code and phone number, the **Send Code** and **Call Me** buttons will be enabled. Based on your preference, click one of these buttons to proceed further:

- **Send Code:** The verification code will be sent to your phone number via text message.
- **Call Me:** You will receive a call with the verification code.



< Cancel

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Enter a number below that we can send a code via SMS or phone to authenticate you.

Country Code

Country/Region

Phone Number

Phone number

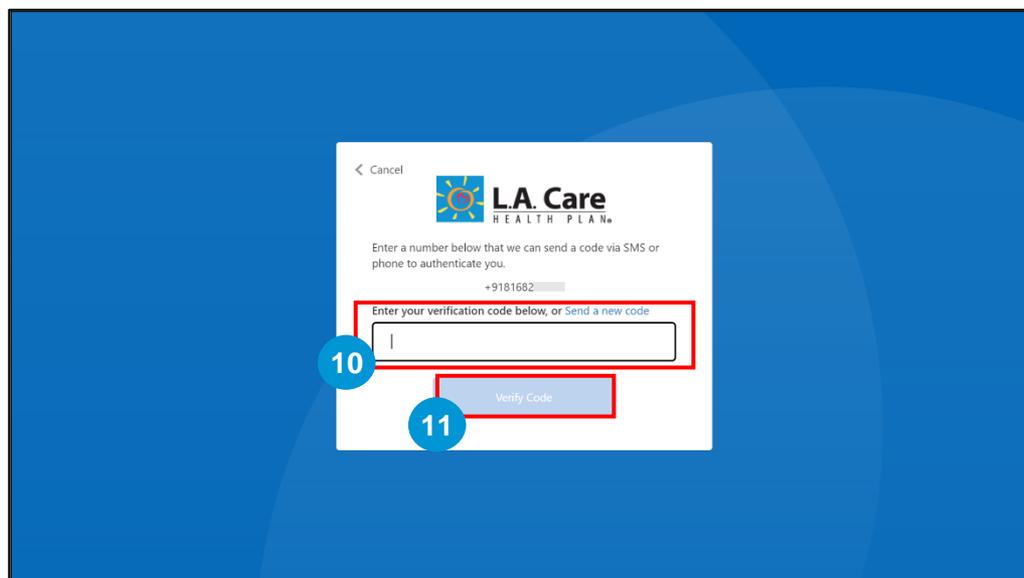
Send Code

Call Me

# Provider Registration (Cont'd)

New users will need to perform the following steps to activate their Provider Portal account:

10. In the **Verification Code** field, enter the 6-digit numeric verification code which is sent to the phone number you entered in the previous step.
11. Click **Verify code**.



The screenshot displays the L.A. Care Health Plan verification interface. At the top left is a 'Cancel' button. The L.A. Care logo is centered. Below the logo, the text reads: 'Enter a number below that we can send a code via SMS or phone to authenticate you.' A phone number field shows '+9181682' followed by a masked area. A red box highlights the text 'Enter your verification code below, or Send a new code' and the input field below it, with a blue circle '10' next to it. Below the input field is a 'Verify Code' button, also highlighted with a red box and a blue circle '11'.

**Note:** The **Verify Code** button will enable after entering the verification code.

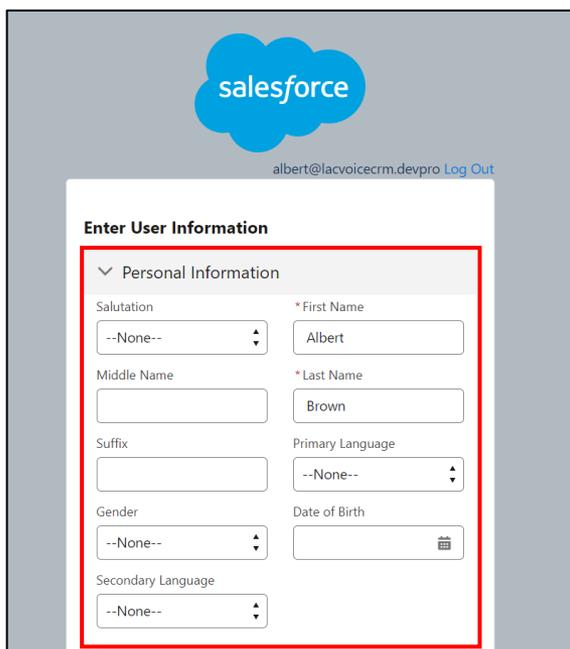
After entering the verification code, you will be directed to the Enter User Information page. Next, let's see what details are to be entered on the Enter User Information page.

# Enter User Information

After completing the Microsoft Registration process, users must fill out the **Enter User Information** form to proceed further. This is a one-time process for the new users.

The **Enter User Information** form is divided into two sections:

- Personal Information:** In this section, ensure that the personal details of the user in all the mandatory fields such as **First Name**, **Last Name**, etc. are accurately populated. The mandatory fields are marked with asterisk (\*).
- Contact Information:** In this section, enter the contact details of the user in the **Phone** field, which is a mandatory field.



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albert@lacvoicecrm.devpro [Log Out](#)

### Enter User Information

▼ Personal Information

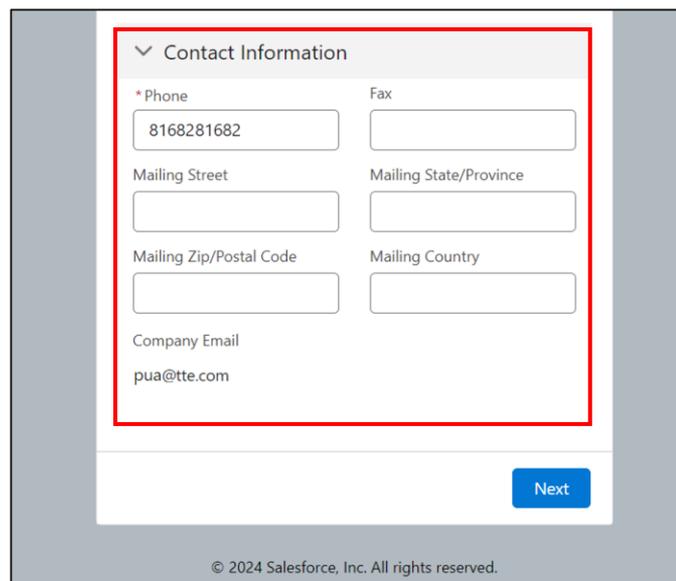
Salutation \* First Name

Middle Name \* Last Name

Suffix Primary Language

Gender Date of Birth

Secondary Language



### ▼ Contact Information

\* Phone Fax

Mailing Street Mailing State/Province

Mailing Zip/Postal Code Mailing Country

Company Email  
 pua@tte.com

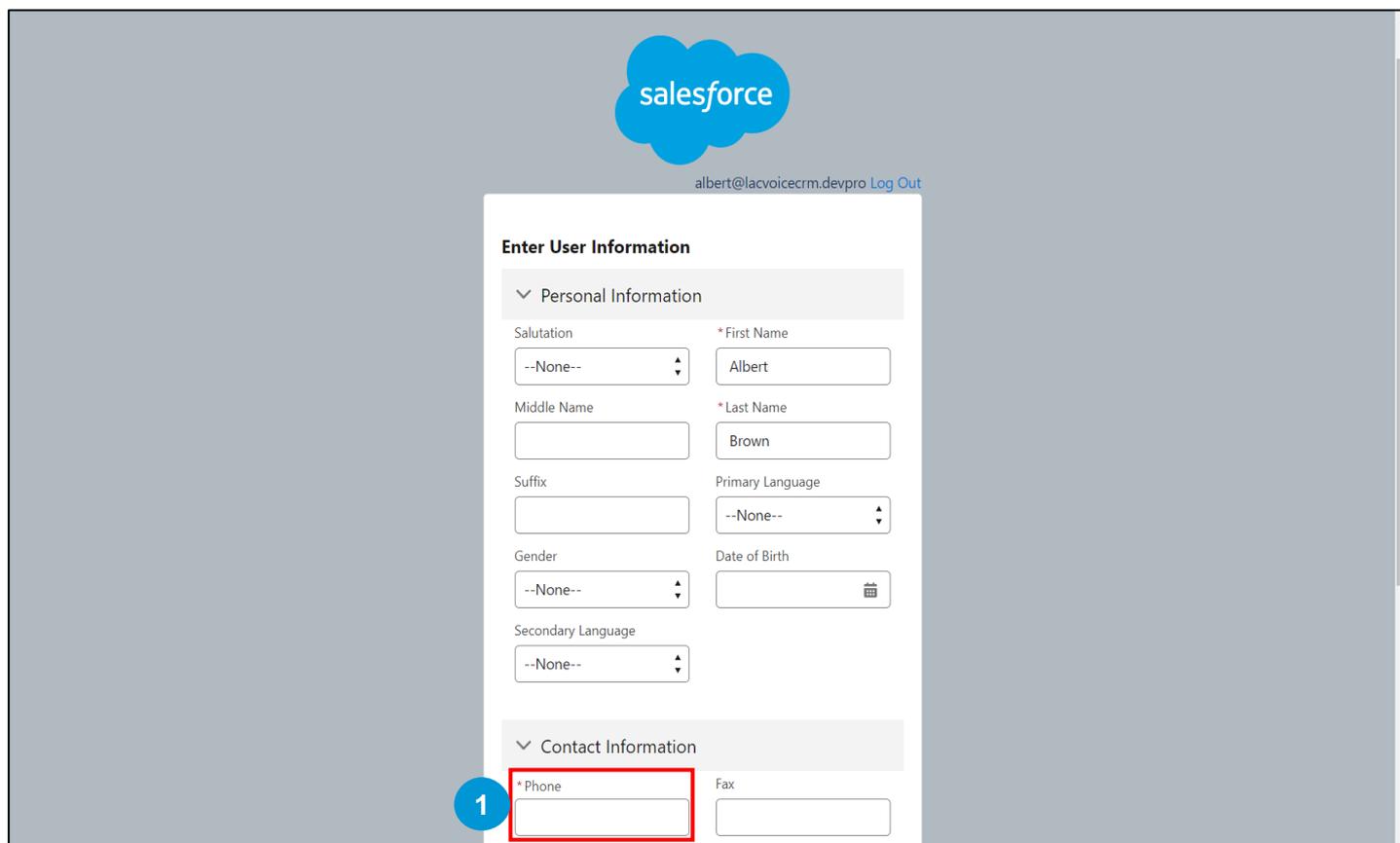
[Next](#)

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# Enter User Information (Cont'd)

The users will have to perform the following steps to fill in the **Enter User Information** form:

1. In the **Contact Information** section, enter your phone number in the **Phone** field. This will ensure that all the mandatory fields are complete.

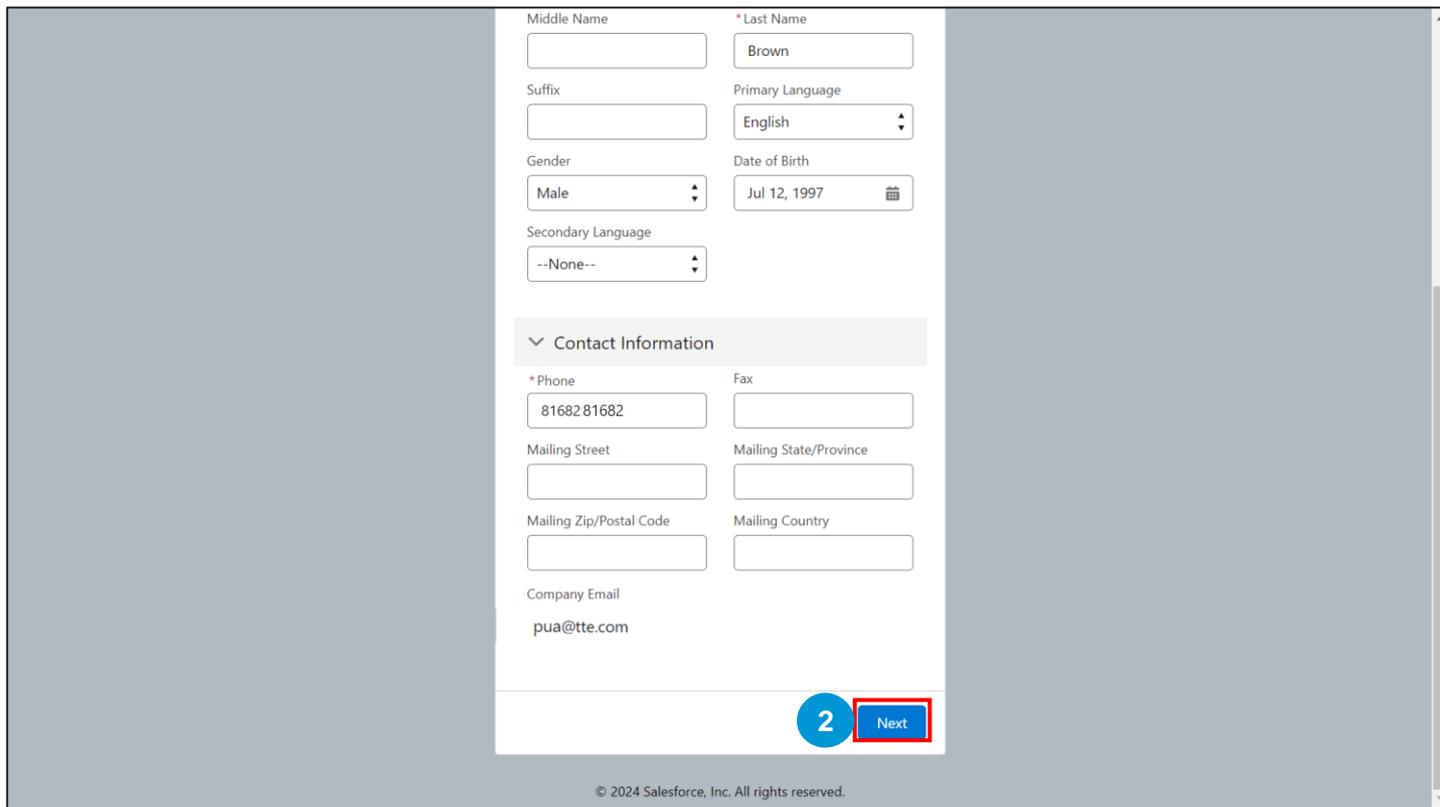


The screenshot shows the Salesforce user information form. At the top, the Salesforce logo is displayed. Below it, the user's email address 'albert@lacvoicecrm.devpro' and a 'Log Out' link are visible. The form is titled 'Enter User Information' and is organized into two main sections: 'Personal Information' and 'Contact Information'. The 'Personal Information' section contains several fields: 'Salutation' (dropdown menu with '--None--'), '\* First Name' (text input with 'Albert'), 'Middle Name' (text input), '\* Last Name' (text input with 'Brown'), 'Suffix' (text input), 'Primary Language' (dropdown menu with '--None--'), 'Gender' (dropdown menu with '--None--'), 'Date of Birth' (calendar icon), and 'Secondary Language' (dropdown menu with '--None--'). The 'Contact Information' section contains two fields: '\* Phone' (text input, highlighted with a red box) and 'Fax' (text input). A blue circle with the number '1' is positioned to the left of the Phone field, indicating the step described in the text.

# Enter User Information (Cont'd)

The users will have to perform the following steps to fill in the **Enter User Information** form:

2. Scroll to the bottom of the page and click **Next** to proceed further.



The screenshot displays a user information form with the following fields and values:

- Middle Name:
- \* Last Name:
- Suffix:
- Primary Language:
- Gender:
- Date of Birth:
- Secondary Language:

**Contact Information**

- \* Phone:
- Fax:
- Mailing Street:
- Mailing State/Province:
- Mailing Zip/Postal Code:
- Mailing Country:
- Company Email:

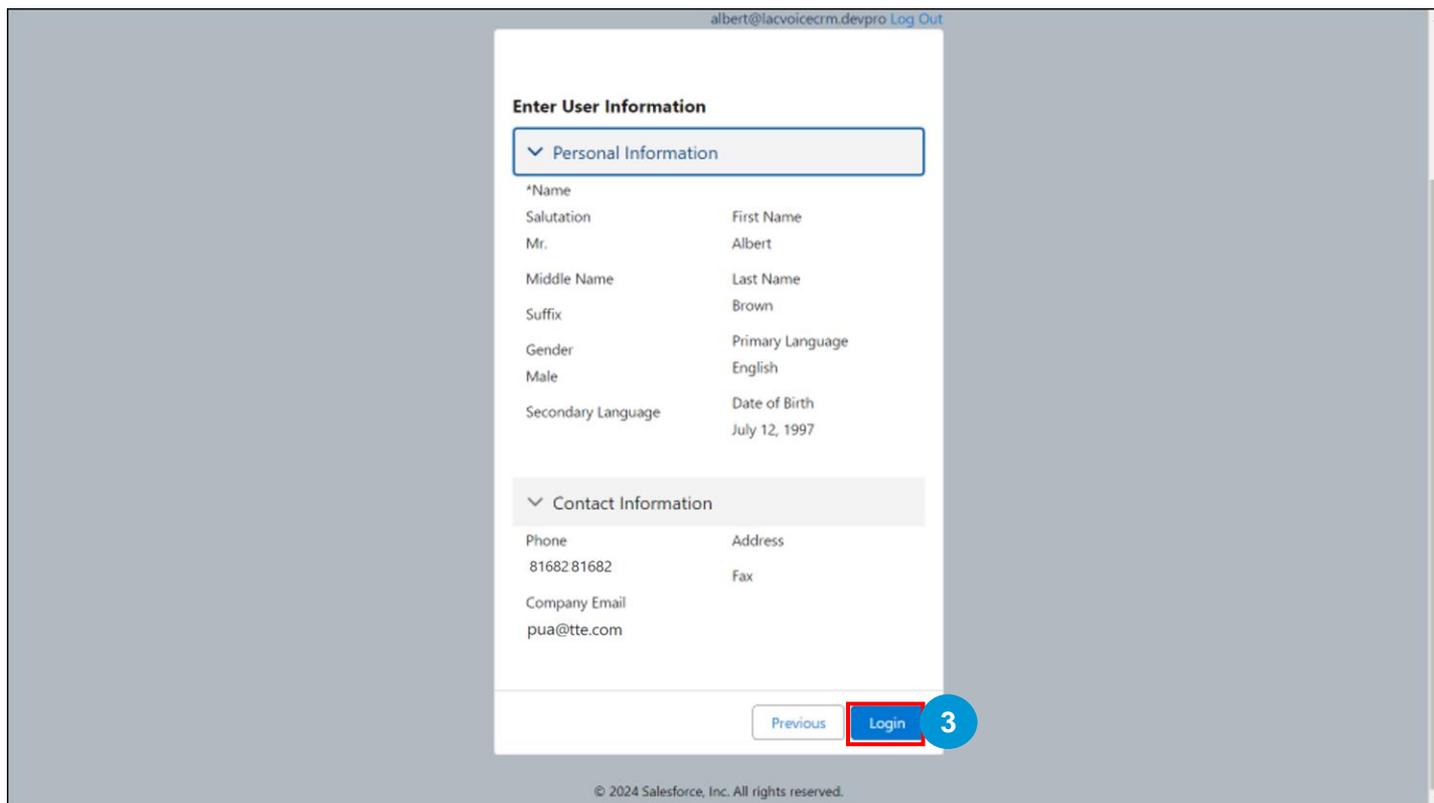
At the bottom right of the form, there is a blue circle containing the number **2** and a blue button labeled **Next**, which is highlighted with a red border.

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# Enter User Information (Cont'd)

The users will have to perform the following steps to fill in the **Enter User Information** form:

3. Review the entered details and click **Login**.



albert@lacvoicecrm.devpro Log Out

### Enter User Information

Personal Information

\*Name

Salutation	First Name
Mr.	Albert
Middle Name	Last Name
Suffix	Brown
Gender	Primary Language
Male	English
Secondary Language	Date of Birth
	July 12, 1997

Contact Information

Phone	Address
81682 81682	Fax
Company Email	
pua@tte.com	

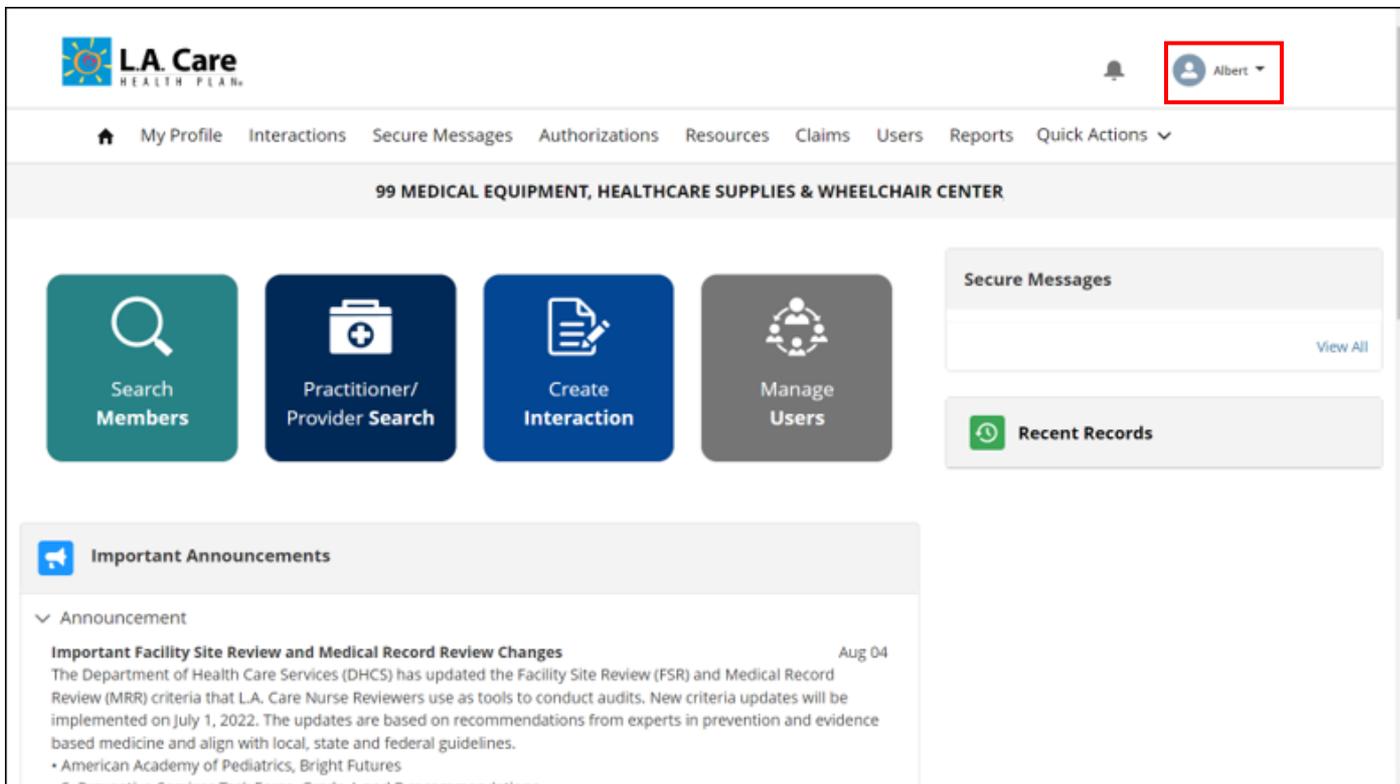
Previous Login 3

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**Note:** If you want to update the entered details, you can click **Previous**. You will be directed to the previous screen where you can edit the fields.

# Enter User Information (Cont'd)

After clicking **Login**, the user is logged into Provider Portal for the first time. The Provider Portal Homepage displays. Here, you can check your username as highlighted below:



The screenshot displays the L.A. Care Provider Portal homepage. At the top left is the L.A. Care Health Plan logo. In the top right corner, a user profile icon labeled 'Albert' is highlighted with a red rectangular box. Below the logo is a navigation bar with links: My Profile, Interactions, Secure Messages, Authorizations, Resources, Claims, Users, Reports, and Quick Actions. The main heading reads '99 MEDICAL EQUIPMENT, HEALTHCARE SUPPLIES & WHEELCHAIR CENTER'. Below this heading are four large action buttons: 'Search Members' (green), 'Practitioner/ Provider Search' (dark blue), 'Create Interaction' (blue), and 'Manage Users' (grey). To the right of these buttons are two panels: 'Secure Messages' with a 'View All' link, and 'Recent Records' with a refresh icon. At the bottom, there is an 'Important Announcements' section with a dropdown arrow and a title 'Important Facility Site Review and Medical Record Review Changes' dated 'Aug 04'. The announcement text states that the Department of Health Care Services (DHCS) has updated the Facility Site Review (FSR) and Medical Record Review (MRR) criteria, effective July 1, 2022, based on expert recommendations.

**Note:** The Provider Portal Homepage View will differ according to the user's assigned role. For example, if a user is assigned the Provider Portal Admin role, they will see the Provider Portal Admin Homepage view.

# Module Summary

Now that you have completed this module, here is the summary of what you have learnt, how to:

- Initiate Guided Registration on Provider Portal and IDT Console;
- Perform Microsoft Registration;
- Fill and submit the Enter User Information form; and,
- Switch Account.





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# **Module 3: D-SNP Member Initiated Service Authorization Request Process**

# Module Overview

- The *D-SNP Member-initiated Service Authorization Request (SAR) Reference Guide* is a tool created to assist providers through the step-by-step process of using the SAR form on the Provider Portal.
- The SAR form requests authorization for specific medical services or treatments for patients.
- This Module will support PPGs in the following areas:
  - Receiving a SAR request
  - Accessing the SAR request in the Provider Portal
  - Viewing SAR information
  - Communicating with L.A. Care via the portal
  - Uploading relevant SAR documentation

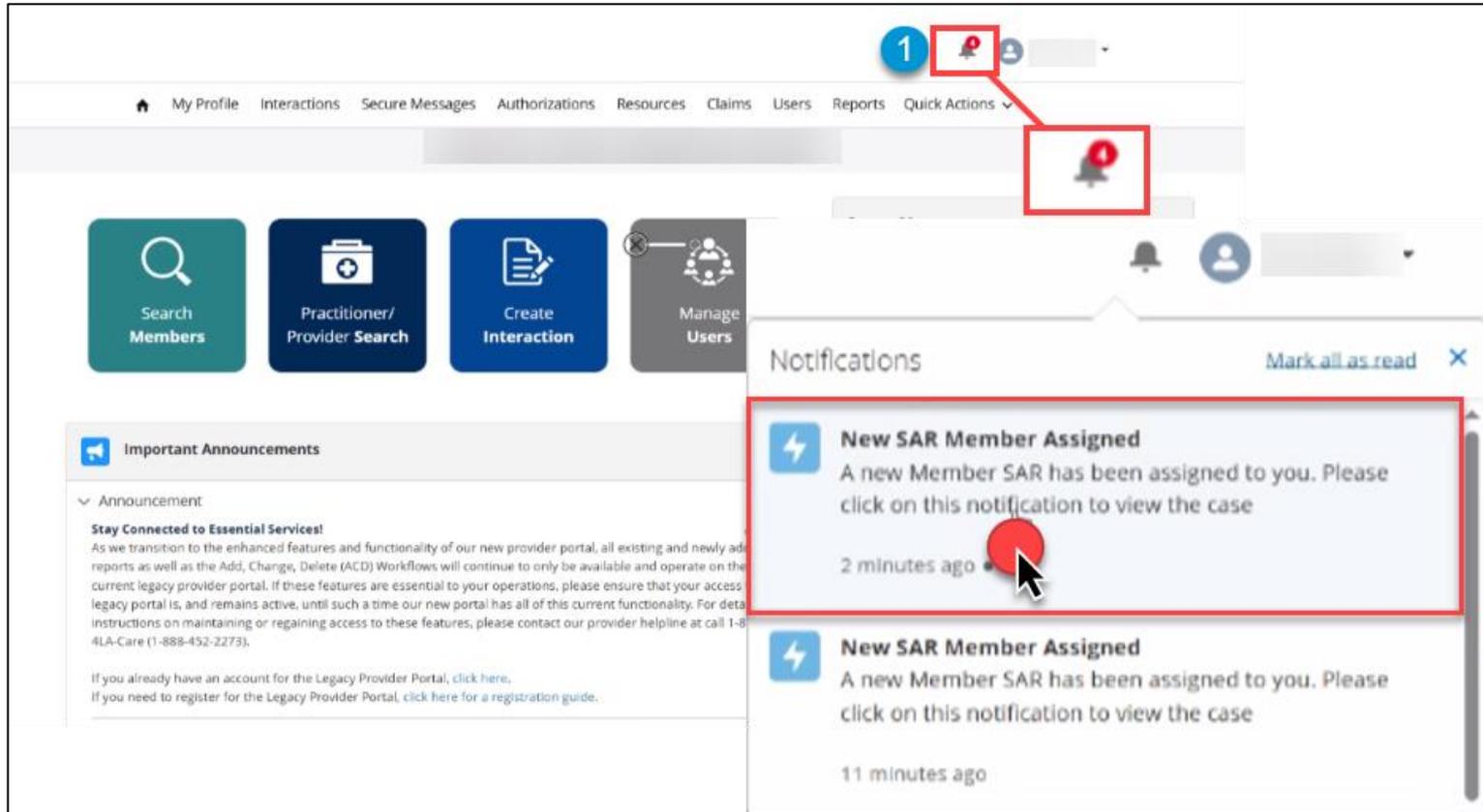
# All Available SARs

- The Service Authorization Request (SAR) form requests authorization for specific medical services or treatments for patients. Below is the list, not limited to, of SARs available in the L.A. Care Provider Portal. Note that this list is subject to change.

<b>Outpatient Benefits &amp; Services</b>	Acupuncture
	Chiropractic
	Dialysis Services
	DME - Incontinent & Medical Supplies
	Hearing Aids / Services
	Home Health Services
	Home Infusion Services
	Hospice
	Imaging & X-Rays
	Lab Services
	Non-Emergency Medical Transport (NEMT)
	Orthotics & Prostheses
	OT - PT - ST Therapy Services
	Outpatient Facility
	Outpatient Services
	Palliative Care
	Radiation Therapy
	Sleep Study
	Specialist & Non-Physician Practitioner Services
	Specialty Care Referrals
Transgendered Services	
Vision Services	

# Accessing the SAR

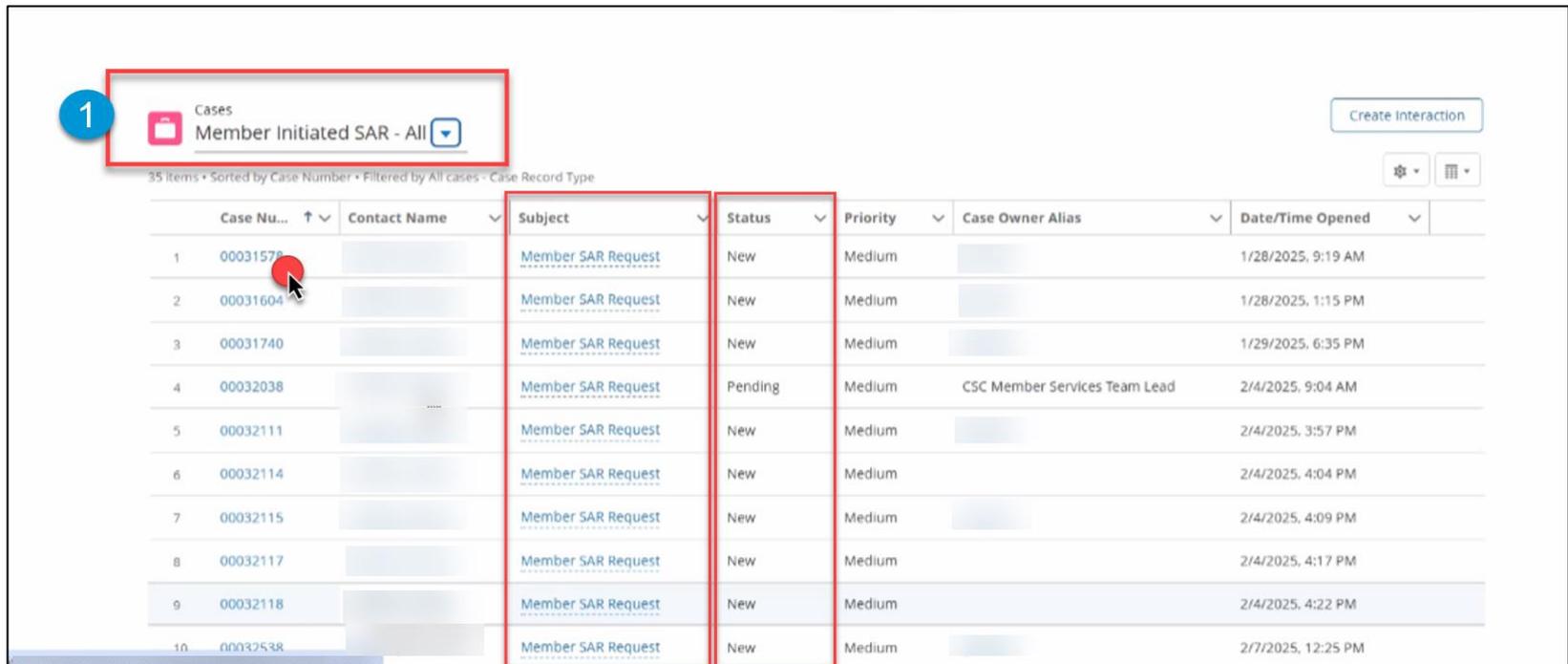
- Step 1a: Click the **Notification Icon** menu item on the Provider Portal Homepage to access the **SAR**.



The screenshot displays the Provider Portal Homepage. At the top right, a notification icon (a bell with a red dot) is highlighted with a red box and labeled with a '1'. Below this, a dropdown menu is open, showing a larger notification icon with a red dot, also highlighted with a red box. The main content area features several action buttons: 'Search Members', 'Practitioner/Provider Search', 'Create Interaction', and 'Manage Users'. Below these buttons is an 'Important Announcements' section with a message titled 'Stay Connected to Essential Services!'. On the right side, a 'Notifications' panel is open, showing two notifications. The top notification, 'New SAR Member Assigned', is highlighted with a red box and has a red dot next to it, with a mouse cursor pointing at it. The notification text reads: 'A new Member SAR has been assigned to you. Please click on this notification to view the case' and '2 minutes ago'. The bottom notification is identical but dated '11 minutes ago'.

# Accessing the SAR

- Step 1b: Click the **Interactions Tab** and filter **Member Initiated SAR - All** to open the **Member Initiated SARs** assigned to your organization.



1

Cases  
Member Initiated SAR - All

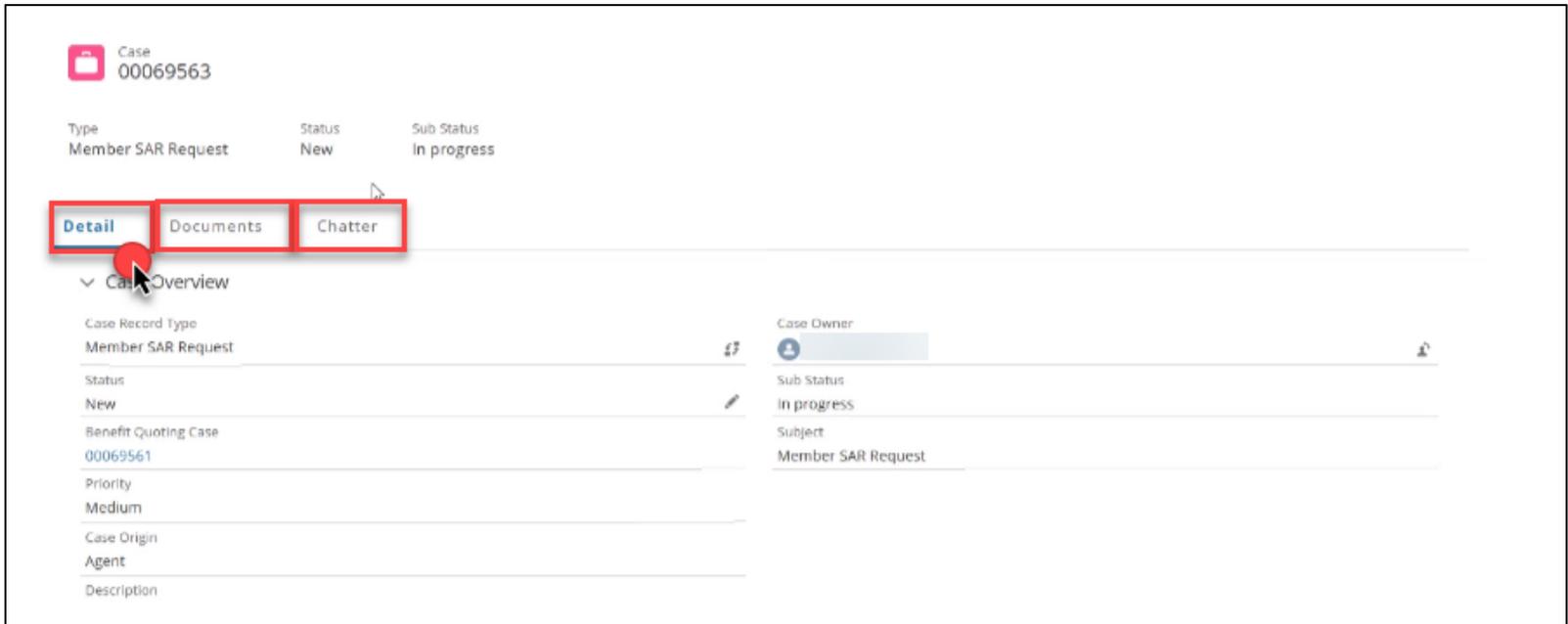
35 items • Sorted by Case Number • Filtered by All cases - Case Record Type

Create Interaction

Case Nu...	Contact Name	Subject	Status	Priority	Case Owner Alias	Date/Time Opened
1 00031578		Member SAR Request	New	Medium		1/28/2025, 9:19 AM
2 00031604		Member SAR Request	New	Medium		1/28/2025, 1:15 PM
3 00031740		Member SAR Request	New	Medium		1/29/2025, 6:35 PM
4 00032038		Member SAR Request	Pending	Medium	CSC Member Services Team Lead	2/4/2025, 9:04 AM
5 00032111		Member SAR Request	New	Medium		2/4/2025, 3:57 PM
6 00032114		Member SAR Request	New	Medium		2/4/2025, 4:04 PM
7 00032115		Member SAR Request	New	Medium		2/4/2025, 4:09 PM
8 00032117		Member SAR Request	New	Medium		2/4/2025, 4:17 PM
9 00032118		Member SAR Request	New	Medium		2/4/2025, 4:22 PM
10 00032538		Member SAR Request	New	Medium		2/7/2025, 12:25 PM

# Viewing the SAR

- Step 1: Each Member Initiated SAR contains segmented information and tabs that provide case details:
  - **Detail – SAR Information**
  - **Documents – Files Uploaded from the Group L.A. Care**
  - **Chatter – Communication between the organization and L.A. Care**



Case 00069563

Type: Member SAR Request      Status: New      Sub Status: In progress

**Detail**   Documents   Chatter

Case Overview

Case Record Type	Member SAR Request	Case Owner	
Status	New	Sub Status	In progress
Benefit Quoting Case	00069561	Subject	Member SAR Request
Priority	Medium		
Case Origin	Agent		
Description			

# Viewing the SAR

- Step 2: The Details Tab will display a **Case Overview**, which provides basic information about the SAR's **Status**, **Priority**, and **Case Owner**. The **Member and Plan Information** section(s) will display the **Member's Information**, **Plan**, **Benefit Category**, and **Details**.

▼ Case Overview

<p><b>1</b> Case Record Type Member SAR Request</p> <p>Status New</p> <p>Benefit Quoting Case 00069561</p> <p>Priority Medium</p> <p>Case Origin</p> <p>Agent</p> <p>Description</p>	<p>Case Owner [Redacted]</p> <p>Sub Status in progress</p> <p>Subject Member SAR Request</p>
--	--

▼ Member Information

<p><b>2</b> Account Name [Redacted]</p> <p>Gender Female</p> <p>Spoken Language Spanish</p>	<p>Member ID [Redacted]</p> <p>Birthdate 3/5/1954</p> <p>Primary Phone (562)-228-4104</p>
---	---

▼ Plan Information

<p><b>3</b> Line of Business L.A. CARE Medicare</p> <p>Effective Date 6/1/2023</p> <p>Terminated Date 12/31/2078</p> <p>Benefit Category Outpatient</p> <p>Other Benefit Detail</p>	<p>Plan Name L.A. CARE MEDICARE PLUS [Redacted]</p> <p>Network [Redacted]</p> <p>Date of Service 4/10/2025</p> <p>Benefit Details Diagnostic Imaging &amp; Xrays</p>
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# PPG Linked & SAR

- Step 1: **PPG Linked displays** the Group the Member is currently assigned to. The SAR Request Details will include:
  - The **SAR Requestor**
  - SAR discussed with their PCP**
  - The **SAR's Priority**
  - The **SAR's due date**

▼ PPG Linked

Responsible Party	PPG Name

▼ Service Authorization Request

SAR Request by Member	Has Member discussed with the provider?
Yes	Yes
Is SAR Expedited	SAR Decision Response Due Date
No	4/24/2025

# Send To & Notes

- Step 1: **Send To:** Shows the L.A. Care delegated PPG Contacts for the D-SNP Member-initiated SAR.
- Step 2: **Notes:** Includes all the L.A. Care required details necessary to complete the SAR.

Send To

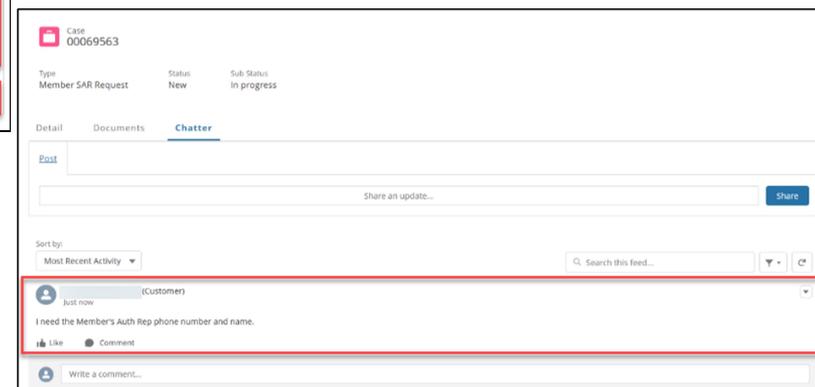
Contact Name	Contact Phone
Fax ⓘ	Contact Email
Date / Time Email Sent	Fax Transaction Number
4/10/2025, 3:04 PM	NA

Notes

- o Requested service: MRI of the Brain
- o Reason for service: Dementia
- o PCP or Specialist: Dr Gregory House
- o If Specialist – Name and Phone Number of Specialist:
- o When was the member seen: 3/3
- o What was advised to the member:
- o Did PPG confirm the receipt of authorization (if applicable):

# Chatter (Communication Tool)

- Chatter allows real-time communication between L.A. Care and the PPG.
  - Step 1: An open text box appears, click where it displays ‘**Share an update**’
  - Step 2: Use **@mentions (@DNSP Member SAR Queue)** in your response to notify the L.A. Care PCC Team.
  - Step 3: Attach any required information for posting **determinations**.
  - Step 4: Add any required information for posting determinations. To respond to a SAR request via Chatter, simply click “**Share**”.



# Uploading Documents

- Once a PPG decision has been made (e.g. Notice of Action [NOA] Letter), complete the following:
  - Step 1: Select the **Chatter Tab**
  - Step 2: Enter **NOA Letter**
  - Step 3: Select the **File Icon** and **Upload the File**
  - Step 4: Click **Share** to finalize the Upload



The screenshot displays a case management interface for Case 00069563. The case details are as follows:

Type	Status	Sub Status
Member SAR Request	New	In progress

The interface shows a navigation bar with tabs: Detail, Documents, and Chatter. The Chatter tab is selected and highlighted with a red box and a blue circle containing the number 1. Below the navigation bar is a text input field for a post, which contains the text "I need the Member's Auth Rep phone number and name". The input field is highlighted with a red box and a blue circle containing the number 2. Below the input field is a rich text editor toolbar with icons for bold, italic, underline, link, unlink, list, and image. Below the toolbar is a section labeled "To this case" with a link icon highlighted by a red box and a blue circle containing the number 3. At the bottom right of the interface is a blue "Share" button, which is highlighted by a red box and a blue circle containing the number 4.



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# LIVE DEMO

# Course Summary

Now that you have completed the course, here is the summary of what you have learned, how to:

- Perform activities on Provider Portal such as Login and Logout.
- Complete registration process as users in Provider Portal.
- Review the Service Authorization Process for D-SNP members.



# Any Questions?



**Thank you for  
attending the Provider  
Portal Member SAR  
Training course.**



# Resources and Support

Use the below links to access the materials and contact details.



[Click here: Provider Portal Announcement Page](#)

