



June 14, 2024

**RE: Important Notice: Update to Transportation Communication - Call the Car System Outage**

Dear L.A. Care Network Providers,

We are providing this update in response to the May 22, 2024 communication regarding the Call the Car (CTC) System Outage, which described longer than expected call hold times to schedule reservations.

Earlier this week, we received confirmation from CTC that the issue that caused the outage has been resolved. As of June 5, 2024 Call the Car's daily operation systems have been restored and returned to normal business operations.

Again, we sincerely apologize for this considerable and ongoing disruption and thank you for your continued partnership. If you have any questions regarding this communication please direct them to [providerrelations@lacare.org](mailto:providerrelations@lacare.org).

Sincerely,

AJ Lopez III  
Director, Provider Contracts & Relationship Management  
L.A. Care Health Plan

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