

<<Insert Date>>

RE: Updates and Improvements to the L.A. Care Online Provider Directory

Dear Valued Provider,

L.A. Care Health Plan (L.A. Care) maintains a commitment to providing accurate and reliable resources to support its contracted provider network. Updates are now available on the ongoing efforts to enhance the L.A. Care Online Provider Directory (OPLD) and address key issues identified during the review process.

Directory Accuracy Improvements

L.A. Care has implemented a robust quality assurance process to ensure directory accuracy. This includes enhanced verification procedures and regular audits of provider data. System discrepancies have been addressed, including language coding corrections, to provide more accurate provider information.

Facility Updates

L.A. Care announces that all UCLA locations and specialties have been fully integrated into the directory. Additionally, updates to Children's Hospital Los Angeles (CHLA) clinic locations have also been completed, ensuring that all specialties available at specific CHLA locations are accurately reflected in the directory.

Pediatric Age Restrictions Added

To better serve the pediatric population, L.A. Care has enhanced the directory to include provider age restrictions. This update will help streamline the utilization management process and make it easier to identify physicians who accept pediatric members.

Community Supports

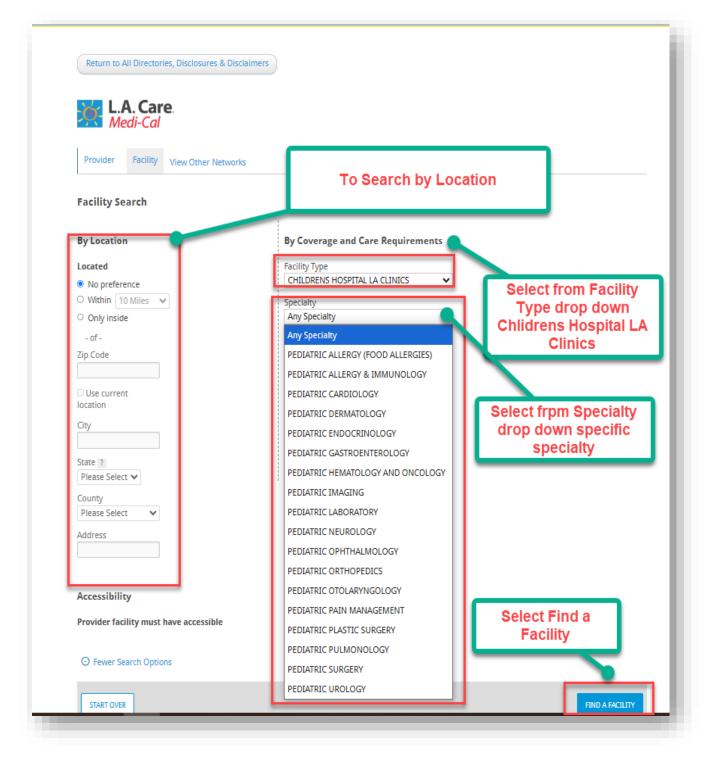
We have recently completed comprehensive updates to our Community Supports provider listings, ensuring that members can easily access these important services through our directory.

Using the Directory Effectively

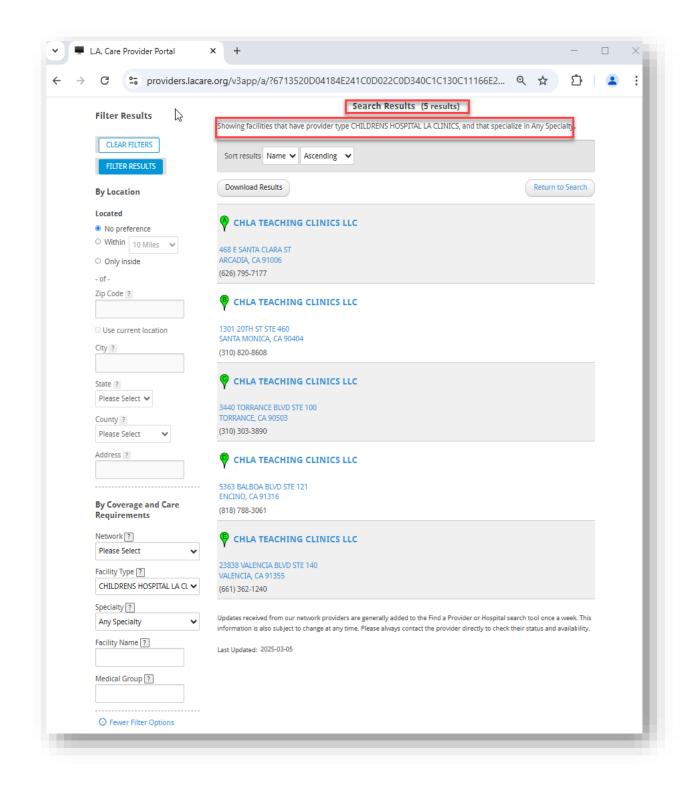
To maximize the directory's functionality:

- 1. Visit our online directory here: <u>http://lacare.org/find-doctor-or-hospital</u>
- 2. Use specific search filters to narrow results by specialty, location, and language.











To Search for UCLA S	pecialty Clinics
1.) Go to lacare.org	
2.) Select Find a Doctor	
← → C tacare.org	☆ ひ @ :
L.A. Care Step 1 HEALTH PLAN. Step 2	Find a Doctor
Mildfires Alert: Important information for members impacted by the current we	ather and wildfires. $ imes$
Become a Member Y For Members Y For Providers Y Healthy Living Y Al	bout Us ~ Q Search

3.) From landing page select L.A. Care Medi-Cal

3. Select MediCal			
Anthem 💁	california Promise Health Plan		
Search Anthem's Provider Directory	Search Blue Shield Promise's Provider Directory		
Please click on your desired Health Plan	at LA Care to Search for Available Doctors		
Covered.	L.A. Care . PASC-SEIU Plan		
L.A. Care Covered™ is a proud participant of Covered California™ since 2013. L.A. Care Covered™ offers high-quality, affordable health insurance options to all Los Angeles County residents. L.A. Care Covered™ is focused on serving diverse and low-income communities. Residents with low-income may qualify for help with their health care costs. Depending on their income and eligibility, they may qualify for lower premiums. In addition to premiums, they may also be eligible for cost-sharing reductions including coinsurance, copayments, deductible, and out-of-pocket maximums.	PASC-SEIU Plan is a health care plan tailored for Homecare worke known as the PASC-SEIU Plan		
L.A. Care Covered. Direct	L.A. Care Medicare Plus.		



- 4.) From search page select:
 - a. Facility drop down
 - i. UCLA Clinics
 - b. Select a Specialty from the drop down
 - c. Select Find a Facility

Facility Search		
By Location	By Coverage and Care Requirements:	Select from drop down UCLA Clinics
Located	Facility Type	
No preference	UCLA CLINICS ~	
○ Within 10 Miles ✓ ○ Only inside	Specialty GASTROENTEROLOGY (MD)	
- of -	Service	
Zip Code	Please Select	Select a Specialty
	State License Number	Select a Specialty
Use current location		
location	NPI	
	Select Find	Α
More Search Options	Facility	~

5.) Results will populate

For assistance with directory navigation or to report any inaccuracies, please contact Provider Data Management at <u>ProviderDirectory@lacare.org</u>.

Should you have any questions or need additional information or training, please do not hesitate to contact your Direct Network Account Manager at <u>DirectNetwork@lacare.org</u>.

Thank you for your continued partnership in providing high quality care to our members.

Sincerely,

L.A. Care Health Plan