
PROVIDER BULLETIN

Effective September 1, 2020

CHANGE OF PROCESS FOR LA CARE REFERRALS

~Referrals Handled by Preferred IPA UM~

Effective September 1, 2020 authorization requests for LA Care Health Plan members will be processed by Preferred IPA's utilization management department. You may submit referrals through the Provider Portal or by faxing to 800-874-2093.

This is a change for referrals for certain services that were handled by LA Care between 06/01/2020-08/31/2020 including:

Inpatient Admissions	Durable Medical Equipment
Inpatient Surgery	Orthotics
Outpatient Surgery at a Hospital	Prosthetics
Outpatient Surgery at a Surgery Center	Diabetic Supplies
Home Health	Hearing Aids
Dialysis	Formula

The transition is **submission date** specific. Referrals for services that are the financial responsibility of LA Care are processed as follows:

- Submission Date 06/01/2020-08/31/2020 – processed by LA Care
- Submission Date 09/01/2020 – processed by Preferred IPA

Medical Management Department Contact Numbers:

Phone: (800) 874-2091 UM Fax: (800) 874-2093

If you have any questions or need additional information, please contact Provider Relations at 818-265-0800 x562