

**TITLE: Medi-Cal Health Plan Member Resources**

**SUMMARY:** In order to support providers and key partners, Los Angeles County's Medi-Cal health plans have collaborated to compile and share key contact information for each respective plan. This document should be used as a guide to assist with identifying key health plan contact information for members you may be working with who need assistance connecting with their corresponding health plan.

This document is intended for health & social service provider use in L.A. County; it is not designed for member / client / patient use.

**Key Contact Information Included:**

- Health Plan Website
- Member Services/Call Center Information
- Telehealth Services
- Nurse Advice Line
- Pharmacy Mail Service
- Transportation Services
- Community Resource Platform (as available)

**Additional Background:** People enrolled in Medi-Cal have the opportunity to choose their Medi-Cal health plan up to once per month. In L.A. County, there are two primary plans that work with different health plan partners. The plans are L.A. Care Health Plan (with Plan Partners: Anthem Blue Cross, Blue Shield of California Promise Health Plan, and Kaiser), and Health Net (with Plan Partner Molina).

**Special Note: This is the first version of this document and additional resources may be added as needed**

**Version 1: Updated as of 3/26/20**

**Compiled by: L.A. Care Health Plan**

## Medi-Cal Health Plan Member Resources

**Description:** This document should be used as a guide to assist with identifying key health plan contact information for members you may be working with who need assistance connecting with their corresponding health plan.

**This document is intended for health & social service provider use in L.A. County; it is not designed for member / client / patient use.**

Version 1: Updated as of 3/26/20

Resource Type	Description	L.A. Care	Anthem	Blue Shield of California Promise	Kaiser	Health Net	Molina
<b>Health Plan Website</b>	General link to obtain health plan information.	<a href="http://www.lacare.org/">http://www.lacare.org/</a>	<a href="https://www.anthem.com/">https://www.anthem.com/</a>	<a href="https://www.blueshieldca.com/promise/medial">https://www.blueshieldca.com/promise/medial</a>	<a href="http://www.KP.org">www.KP.org</a>	<a href="http://www.healthnet.com">www.healthnet.com</a>	<a href="http://www.molinahealthcare.com">www.molinahealthcare.com</a>
<b>Member Services/Call Center</b>	Member Services contacts provide general assistance for members regarding your health plan benefits and resources.	<b>Medi-Cal:</b> 1-888-839-9909 (TTY 711) <b>Cal MediConnect:</b> 1-888-522-1298 (TTY 711) <b>L.A. Care Covered:</b> 1-855-270-2327 (TTY 711) <b>PASC-SEIU Plan:</b> 1-844-854-7272 Available 24 hours a day, 7 days a week, (including holidays).	<b>L.A. County:</b> 1-888-285-7801 (TTY 711) Monday through Friday from 7am to 7pm	<b>Medi-Cal:</b> 855-699-5557 <b>Medicare:</b> 800-544-0088	<b>Call:</b> 1-800-464-4000 (toll free for English and more than 150 languages using interpreter services) 1-800-788-0616 (toll free for Spanish) 1-800-757-7585 (toll free for Chinese dialects) 711 (TTY for the deaf/hard of hearing/speech impaired)	<b>Health Net Medi-Cal</b> 1-800-675-6110 TTY (hearing and speech impaired) 711	<b>Call:</b> 1-800-675-6110 <b>TTY:</b> 1-800-431-0964 or 711
<b>Telehealth</b>	Telehealth offers access to doctors by phone or video 24 hours a day, seven days a week.	<b>Download App:</b> <a href="https://www.teladoc.com/mobile/">https://www.teladoc.com/mobile/</a> <b>Website:</b> <a href="https://member.teladoc.com/lacare">https://member.teladoc.com/lacare</a> <b>Call Teladoc</b> at 1.800.TELADOC (1.800.835.2362)	<b>LiveHealth Online</b> <a href="https://livehealthonline.com/">https://livehealthonline.com/</a>	Medi-Cal providers may bill Blue Shield for telehealth services	<b>Call 24/7</b> at 1-833-574-2273 (TTY 711) e-visits - online care from a Kaiser Permanente provider, including some prescriptions and 24/7 self-care advice — without a trip to your doctor's office. Start an e-visit on <a href="http://www.KP.org">www.KP.org</a> member portal	<b>Contact Member Services</b> 1-800-675-6110	Medi-Cal providers may bill Molina for telehealth services
<b>Nurse Advice Line</b>	You can call the Nurse Advice Line 24 hours a day, 7 days per week for any health related question.	<b>L.A. Care Health Plan Nurse Advice Line:</b> 1-800-249-3619 (TTY 711). <b>LA Care Connect:</b> <a href="https://members.lacare.org">https://members.lacare.org</a> LA Care member can now chat live with a nurse from your L.A. Care Connect online member account	<b>24/7 NurseLine</b> 1-800-224-0336 (TTY 711)	<b>Call:</b> 1-800-609-4166	<b>Call 24/7:</b> 1-833-574-2273 (TTY 711)	<b>Call:</b> 1-800-893-5597 TTY: 711	<b>Molina Healthcare of California Members may call the Nurse Advice Line with health questions.</b> • English: (888) 275-8750 • Spanish: (866) 648-3537 • Deaf and Hard of Hearing: 7-1-1 or (866) 735-2929
<b>Pharmacy Mail Service</b>	Members can receive mail order services through mail order pharmacy.	<b>Website:</b> <a href="http://www.lacare.org/members/getting-care/pharmacy-services">http://www.lacare.org/members/getting-care/pharmacy-services</a> <b>Call</b> 1-888-839-9909 for questions about your pharmacy benefits	<b>L.A. County IngenioRX</b> 1-833-232-1712	N/A	<b>KP.org member portal</b> or 866-206-2983	<b>HomeScripts Pharmacy Mail Order</b> 1-888-239-7690	<b>Call:</b> 855-322-4075 options 1,2,2
<b>Transportation Services</b>	Medi-Cal members are eligible for both emergency and non-emergency transportation benefits. Depending on your plan and the service needed, prior authorization may be required.	Call to learn more about your transportation options and how to schedule a ride <b>Medi-Cal:</b> 1-888-839-9909 (TTY 711)  <b>L.A. Care Covered™ and L.A. Care Covered Direct:</b> 1-855-270-2327 (TTY 711)  <b>PASC-SEIU Plan</b> 1-844-854-7272 (TTY 711)  <b>Cal MediConnect</b> 1-888-522-1298 (TTY 711)	<b>Call:</b> 1-877-931-4755	<b>Call:</b> 1-877-433-2178	<b>NMT:</b> 1-844-299-6230	<b>Logisticare</b> To reserve a ride, call 1-855-253-6863. Hearing-impaired members, call TTY: 1-866-288-3133.	<b>Call:</b> 1-800-675-6110 <b>TTY:</b> 1-800-431-0964 or 711
<b>Community Resources</b>	Community Resource Directories provide information for members, providers, and the community on essential resources.	L.A. Care offers a free online Community Resource Directory to all members, powered by Aunt Bertha. <b>Website:</b> <a href="https://lacare.auntbertha.com/">https://lacare.auntbertha.com/</a>	<a href="https://antheambc.auntbertha.com/search/results">https://antheambc.auntbertha.com/search/results</a>	N/A	N/A	<a href="https://healthnet.auntbertha.com/">https://healthnet.auntbertha.com/</a>	<b>Molina Health Education Material</b> <a href="https://www.molinahealthcare.com/providers/ca/medicaid/forms/Pages/fuf.aspx">https://www.molinahealthcare.com/providers/ca/medicaid/forms/Pages/fuf.aspx</a>