



RESOURCE NAME	DESCRIPTION	CONTACT INFO
Provider Financial Opportunities & Support	<b>Physician Pay-for-Performance (P4P) Program</b> - Offers performance-based incentives to qualified physicians and Community Clinics that provide high-quality preventive and chronic care to L.A. Care members	<a href="mailto:Incentive_Ops@lacare.org">Incentive_Ops@lacare.org</a>
	<b>Prop 56 Funds</b> - Tax revenue allocated to 5 health programs.	Be connected with the appropriate team for any question on Prop 56 funds <a href="#">HERE</a>
	<b>Elevating the Safety Net</b> - Initiative to address the physician shortage in Los Angeles County that includes:	Find the right team to contact online at <a href="http://www.lacare.org/elevate-providers">www.lacare.org/elevate-providers</a>
	<ul style="list-style-type: none"><li>❖ Provider Recruitment Program (up to \$125,000 per provider)</li><li>❖ Provider Loan Repayment Program (up to \$5,000 per month for 36 months)</li><li>❖ IHSS + Home Care Training Program</li></ul>	
Online Provider Portal	Create an account on the <b>L.A. Care Online Provider Portal</b> and look up eligibility and claim status, download reports and find important forms.	<a href="mailto:ProviderRelations@lacare.org">ProviderRelations@lacare.org</a>
Patient Education	<b>Health Education Materials and Services</b> - Order free health education materials and refer patients to free health education services via the online referral form.	<a href="mailto:HealthEd_Info_Mailbox@lacare.org">HealthEd_Info_Mailbox@lacare.org</a>
Performance Resources	<b>HEDIS Resources</b> - Learn more about providing the best quality care and how to properly submit coded data with these FREE HEDIS reference guides.	<a href="mailto:HEDISOps@lacare.org">HEDISOps@lacare.org</a>
	<b>Cozeva</b> - Better monitor and take action on performance gaps with this free reporting and analytics platform.	<a href="mailto:lacare@cozeva.com">lacare@cozeva.com</a>
	<b>Provider Opportunity Reports</b> - Solo and Small Group Providers and Contracted IPAs can download these and other reports from the provider portal. <b>Make an account online by clicking here.</b> Clinics (i.e.: Federally Qualified Health Centers (FQHCs) and FQHC-Lookalikes) and Plan Partner-only IPAs do not have access to reports on the provider portal and can request them.	<a href="mailto:Incentive_Ops@lacare.org">Incentive_Ops@lacare.org</a>
Community Resources	<b>L.A. Care Community Link</b> - A tool for addressing the Social Determinants of Health. It is a site where you can search for help with free or low-cost food, bills, job training, legal aid, and more.	



RESOURCE NAME	RESOURCE DESCRIPTIONS	LINK
Provider and Staff Training and Education	<b>Quality Improvement Webinar Training Series</b> - Ongoing series of webinars covering a wide range of quality improvement topics.	<a href="mailto:Quality@lacare.org">Quality@lacare.org</a>
	<b>Patient Experience Training Series</b> - Customer service and patient experience training program provided by Sullivan-Luallin Group. Webinar series includes sessions for providers, managers, and staff.	<a href="mailto:Quality@lacare.org">Quality@lacare.org</a>
	<b>Provider Continuing Education Program</b> - Accredited educational program consisting of Continuing Medical Education activities.	<a href="mailto:ProviderContinuingEducation_Mailbox@lacare.org">ProviderContinuingEducation_Mailbox@lacare.org</a>
	<b>Cultural and Linguistic Training</b> - Workshops available online for network providers.	<a href="mailto:CulturalandLinguisticServices_Mailbox@lacare.org">CulturalandLinguisticServices_Mailbox@lacare.org</a>
Guidelines, Toolkits, Forms and Tips	<b>Preventive Health Guideline Brochures</b> - Available for free for providers and their offices.	<a href="mailto:Quality@lacare.org">Quality@lacare.org</a>
	<b>Clinical Practice Guidelines</b> - Evidence based guidelines available to providers for use on various medical and behavioral conditions.	<a href="mailto:Quality@lacare.org">Quality@lacare.org</a>
	<b>Provider Toolkits</b> - Over a dozen free toolkits for providers on topics ranging from medical and behavioral health to serving diverse populations.	<a href="mailto:Quality@lacare.org">Quality@lacare.org</a>
	<b>Patient Satisfaction Tips</b> - Tips to help you increase patient satisfaction and maximize financial payout.	<a href="mailto:Quality@lacare.org">Quality@lacare.org</a>
	<b>Forms and Manuals</b> - One-stop shop for L.A. Care provider manuals and commonly used forms.	<a href="mailto:Quality@lacare.org">Quality@lacare.org</a>
	<b>Cultural and Linguistic Resources</b> - C&L toolkit, language poster, member language brochure, telephonic interpreting card. <b>Order through the L.A. Care Materials Portal.</b>	<a href="mailto:CulturalandLinguisticServices_Mailbox@lacare.org">CulturalandLinguisticServices_Mailbox@lacare.org</a>
Pharmacy Services	<b>L.A. Care's Pharmacy Services</b> offers several resources and guidelines to assist you with prescribing medications to our members. There is a list of covered drugs, outlined steps to improve medication adherence and prescription drug prior authorizations.	<a href="#">L.A. Care Customer Solutions Center</a> <b>Provider Unit: 1.866.522.2736</b>
Provider News and Advisories	<b>Stay up-to-date</b> with the latest information about policy and regulatory changes, education and training opportunities, as well as updates on clinical best practices in a bi-monthly email newsletter and quarterly print newsletter.	<a href="#">Click here to subscribe online.</a>

Not sure who to contact?

Fill out this online form to be directed to the right department:

[www.lacare.org/providers/provider-resources/tools-toolkits/hedis-resources/contact-us](http://www.lacare.org/providers/provider-resources/tools-toolkits/hedis-resources/contact-us)



**1.866.522.2736**