



L.A. Care Health Plan

L.A. Care is offering a new enrollment option for Cal MediConnect agents through Health Care Options (HCO).

Assisted Telephonic Enrollment

1. You must complete and secure a SOA
2. Complete Agent Cal MediConnect Verification Form
 - a. Click [HERE](#) for form
3. Conference the beneficiary with HCO toll free number **1-844-580-7272** (M-F 8am-5pm)
 - a. **English:** Press 1, 1, 5, 0, 2
 - b. **Spanish:** Press 2, 1, 5, 0, 2
 - c. Inform HCO that you are assisting the beneficiary to enroll in the **L.A. Care Cal MediConnect Plan.**
4. After the successful enrollment through HCO you will still need to **submit the SOA and Agent Cal MediConnect Verification Form to AGA.**
 - a. This must be submitted to AGA within **24 hours** of enrollment

Questions from HCO

1. HCO will ask the beneficiary if they give permission for the agent to remain on the line.
 - a. Permission must be granted or the agent will not be allowed on the call
2. Beneficiary will need to provide their name, Medi-Cal ID # and DOB.
3. Beneficiary will need to verify their demographic information as it is registered in the state system.
4. HCO will ask if the agent reviewed the CMC benefits.
5. HCO will ask the beneficiary what CMC plan they want to enroll into.
6. HCO will ask the beneficiary what is the reason they want to enroll into the CMC plan.
7. HCO will ask for the provider's name or National Provider Identification.
8. HCO will inform the beneficiary the enrollment will be processed.
 - a. Beneficiary will receive a confirmation letter with the plan effective date.