



Direct Network

A Direct Partnership for all of L.A.

May 10, 2024

Dear Contracted Providers,

L.A. Care Health Plan (L.A. Care) has made some recent changes within our Compliance division. These changes are aimed at improving clarity, efficiency, and communication both within our organization and with our external partners. Effective immediately, we have made adjustments to the Enterprise Performance Optimization (EPO) department to better align with our organizational goals and strategies.

Here are some key updates:

To more clearly reflect the current and expanded oversight responsibilities for which the department is now responsible, L.A. Care is retiring the EPO name/brand.

All current oversight activities performed under EPO will now be performed under the **Compliance Delegation Oversight (DO)** banner.

To further align with these changes, L.A. Care is also retiring its EPO email addresses. Effective May 6, 2024, the following email addresses became obsolete and are now replaced by the addresses in the table below:

Current Email Address	New Email Address
EPOCommunications@lacare.org	Compliance_DOCommunications@lacare.org
EPOData&Reporting@lacare.org	Compliance_DOdata&reporting@lacare.org

Please update your address book accordingly and use these new email addresses for all future correspondence being sent to Delegation Oversight.

To help prevent any delayed responses/attention, please ensure that you utilize the new email addresses immediately.

If you have any questions or if you would like to schedule a meeting with DO Communications, please contact Compliance_DOCommunications@lacare.org.

We appreciate your understanding and thank you for your continued partnership.

Sincerely,

Delegation Oversight Communications