

New Payment Guidelines



Effective November 21, 2023, L.A. Care will implement a new Payment Floor impacting adjudication timelines for claim denials and clean claim reimbursement with the goal of ensuring providers are paid more quickly. The following schedule outlines the number of calendar days you should expect to wait before you receive a denial notification or payment for your claim. The new turnaround times are now consistent across all Line of Business with the time clock beginning with the receipt date of a clean claim or the date the claim is received at the Clearinghouse.

Line of Business	Submission Type	Reimbursement Turn-Around Time (Eff June 2023)	Reimbursement Turn-Around Time (Eff Nov 21 2023)
Medi-Cal	Paper or EDI	15 Calendar Days	7 Calendar Days
PASC-SEIU			
LACC/LACCD			
CMC Medicare		7 Calendar Days	
DSNP			
CMC Medi-Cal		10 Calendar Days	

If you would like to check the status of a claim, please log into the L.A. Care Provider Portal. Additionally, Providers may utilize the claim status lookup via the 276/277 transaction with Change Healthcare. You may contact Change Healthcare at 800-527-8133 for more information.