L.A. Care
HEALTH PLAN
For All of L.A.

[redacted], 2025

[redacted]
[redacted]
[redacted], CA, [redacted]

Member Name: [redacted]
Member ID: [redacted]
Reference Number: [redacted]
Line of Business: Medi-Cal
Date of Service: [redacted], 2025
Regarding: Access to care

Dear [redacted],

Thank you for bringing your concern(s) to our attention. L.A. Care Health Plan received your grievance on [redacted], 2025. The following describes the results of our review:

Concern/s:

You told us you have tried to find an addiction specialist, but many providers either said they could not accept you as a patient or were not taking new members. You also said your Primary Care Physician (PCP) told you to go to the emergency room to keep getting your medicine, and you feel that is not the best way to get treatment.

Resolution:

We reviewed your concern and confirmed that L.A. Care Health Plan (L.A. Care) covers treatment for substance use disorders. This includes help for alcohol or drug use through outpatient care, residential programs, detox, and medicines for addiction treatment (also called MAT).

These services are offered through the Los Angeles County Department of Public Health – Substance Abuse Prevention and Control (DPH-SAPC). They can connect you with treatment centers that meet your needs. You can call them any time at 1-800-854-7771 for an assessment and referral.

L.A. Care can also help arrange medicines for addiction treatment through your PCP or, if needed, at a hospital or emergency room. If you would like help connecting to services, please call L.A. Care Member Services at 1-888-839-9909 (TTY: 711).

Thank you for bringing your concerns to us and allowing us to help.