PROJECT REQUEST
REVIEW & APPROVAL FLOWCHART

L.A. Care HEALTH PLAN®

BUSINESS PARTNER SUBMITS PROJECT

Marketing Specialist*

MARKETING

Intake : 3-5 BD

• **CSC Podio**

CSC

Internal Review: 2 BD

Legal: **Nadia Grochowski**
• Legal: **Melissa Moon**
• Privacy: **Cindy Goodman**
Privacy: **Martha Siu**

CONCURRENT REVIEW: LEGAL & PRIVACY

Internal Review: **5 BD**
(Legal) DMHC: **30 CD**

• **Gabriela Flores**
• **Trina Ruiz**
• **Manny Nunez**

COMPLIANCE, MARKETING UNIT

Internal Review: **7 BD**
DHCS: **60 CD**
CMS: **45 CD**

Member Communication

Provider Communication

Translation Service Specialist

TRANSLATIONS: MARKETING SUBMITS TO T&I EXPRESS

5-10 BD**

• **Maria Gonzalez**
• **Teresa Bone-Estrada**

DESIGN

2-15 BD***

WEB POSTING REQUIRED?

YES →

NO →

Marketing Specialist

MARKETING

Final Output Review: 2-3 BD

• **Peter Prampetch**

508 COMPLIANCE REMEDIATION

8 BD

• **Jeffrey Ramos**
• **Wade Butcher**

COMMUNICATIONS FOR WEB POSTING

10 BD

MATERIAL READY FOR WEBVIEW

MATERIAL READY FOR USE

• **Gerardo Sanchez**

PRODUCTION

10 BD****

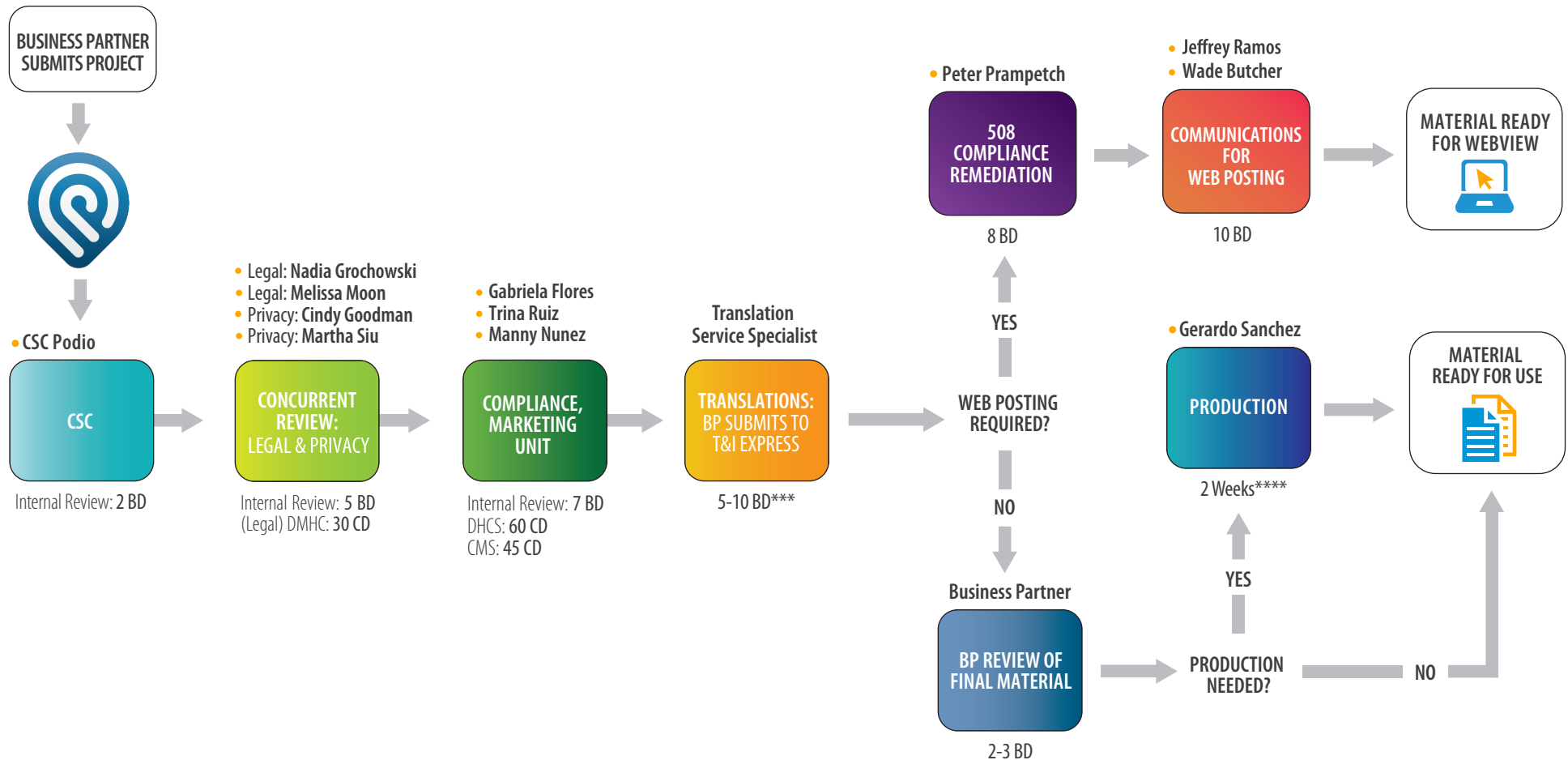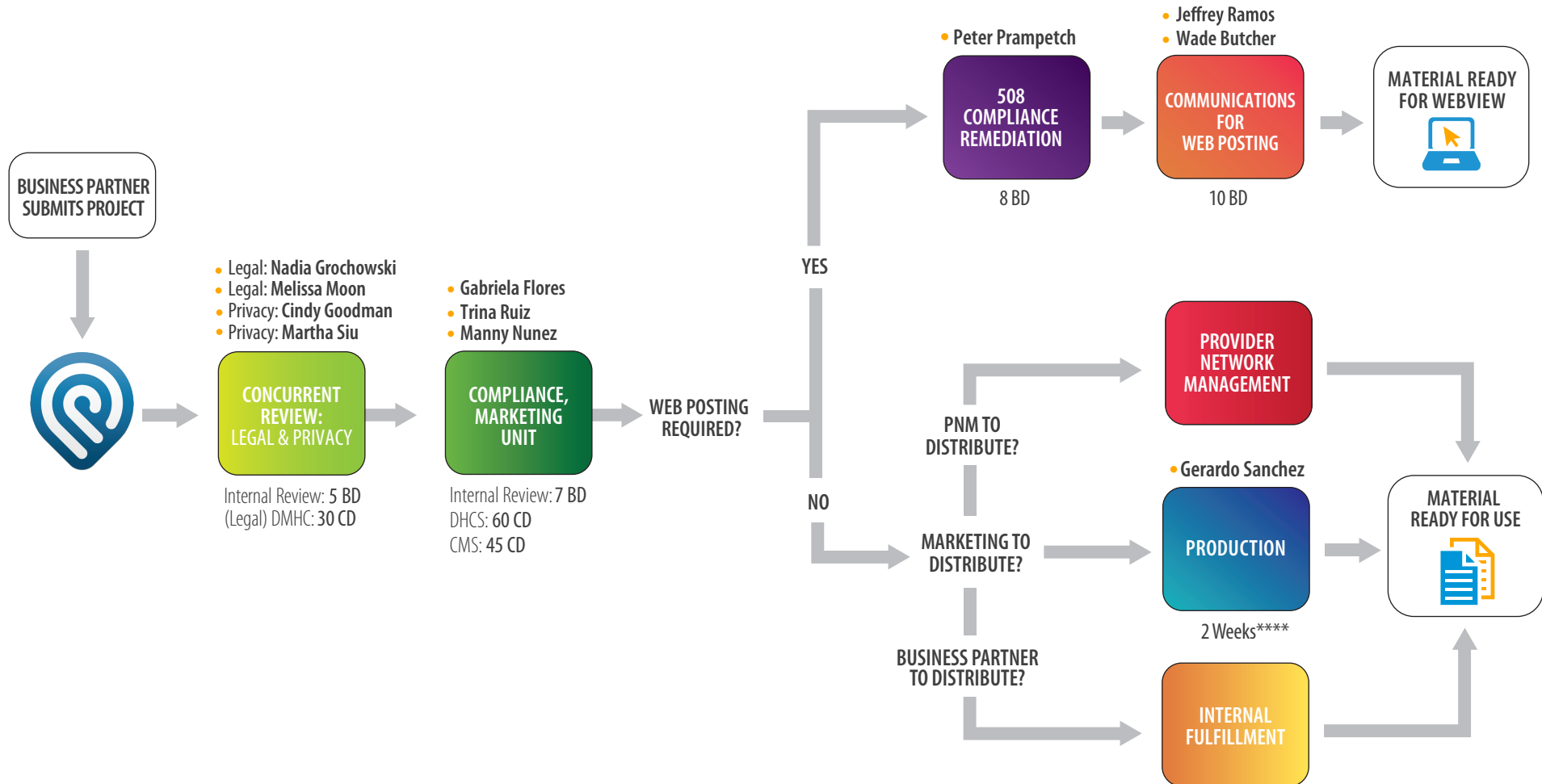*Marketing Specialists (MS) are only assigned to Project Requests that require design. Marketing is no longer involved in the Member and Provider review process so Member and Provider pieces will not have an assigned MS.

**5-10 BDs for Translations depending on the length of document. Multiple languages and/or multiple documents may require longer review time.

***2-15 BDs with a maximum of 3 revisions.

****10 BDs for Production assuming quantity, all data and final project files are provided to Production Manager.

DES2594 06/21

MEMBER COMMUNICATIONS
REVIEW & APPROVAL FLOWCHART

L.A. Care
HEALTH PLAN®

BUSINESS PARTNER SUBMITS PROJECT

- CSC Podio

CSC
Internal Review: 2 BD

- Legal: **Nadia Grochowski**
- Legal: **Melissa Moon**
- Privacy: **Cindy Goodman**
- Privacy: **Martha Siu**

CONCURRENT REVIEW: LEGAL & PRIVACY
Internal Review: 5 BD
(Legal) DMHC: 30 CD

- **Gabriela Flores**
- **Trina Ruiz**
- **Manny Nunez**

COMPLIANCE, MARKETING UNIT
Internal Review: 7 BD
DHCS: 60 CD
CMS: 45 CD

Translation Service Specialist

TRANSLATIONS: BP SUBMITS TO T&I EXPRESS
5-10 BD***

WEB POSTING REQUIRED?

YES →

508 COMPLIANCE REMEDIATION
- Peter Prampetch
8 BD

COMMUNICATIONS FOR WEB POSTING
- Jeffrey Ramos
- Wade Butcher
10 BD

MATERIAL READY FOR WEBVIEW

NO ↓

BP REVIEW OF FINAL MATERIAL
Business Partner
2-3 BD

PRODUCTION NEEDED?

YES ↑

PRODUCTION
- Gerardo Sanchez
2 Weeks****

NO →

MATERIAL READY FOR USE

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****2 weeks for Production assuming quantity, all data and final project files are provided to Production Manager.

PROVIDER COMMUNICATIONS
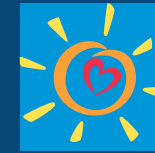## REVIEW & APPROVAL FLOWCHART

L.A. Care HEALTH PLAN®

BUSINESS PARTNER SUBMITS PROJECT

- Legal: **Nadia Grochowski**
- Legal: **Melissa Moon**
- Privacy: **Cindy Goodman**
- Privacy: **Martha Siu**

CONCURRENT REVIEW: LEGAL & PRIVACY

Internal Review: **5 BD**
(Legal) DMHC: **30 CD**

- **Gabriela Flores**
- **Trina Ruiz**
- **Manny Nunez**

COMPLIANCE, MARKETING UNIT

Internal Review: **7 BD**
DHCS: **60 CD**
CMS: **45 CD**

WEB POSTING REQUIRED?

YES

- **Peter Prampetch**

508 COMPLIANCE REMEDIATION

8 BD

- **Jeffrey Ramos**
- **Wade Butcher**

COMMUNICATIONS FOR WEB POSTING

10 BD

MATERIAL READY FOR WEBVIEW

NO

PNM TO DISTRIBUTE?

PROVIDER NETWORK MANAGEMENT

MARKETING TO DISTRIBUTE?

- **Gerardo Sanchez**

PRODUCTION

2 Weeks****

BUSINESS PARTNER TO DISTRIBUTE?

INTERNAL FULFILLMENT

MATERIAL READY FOR USE

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****2 weeks for Production assuming quantity, all data and final project files are provided to Production Manager.

SUBMISSIONS

- When submitting project requests, you **must** attach the following to your project submission:
  1. Clean copy (Word Doc)
  2. Redline copy (Word Doc)
  3. Reading Level Assessment Stamp (if member material – must be 6th grade or below)

Health Literacy Advisor

READSEASY™

Good·work!¶
This·document·reads·at·grade·6·or·
lower.·¶
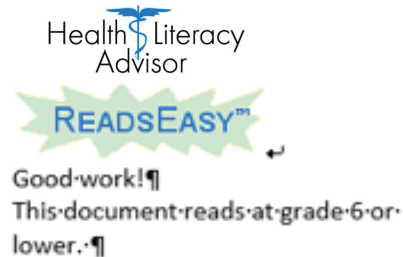
- Fields that contain an asterisk (*) are required fields and must be filled out appropriately to prevent a delay in initiating project.

REVIEW TIMEFRAMES

- All internal review timeframes are business days (BDs).
- All regulatory agency review timeframes (DHCS, DMHC, CMS) are calendar days (CDs).
- If your material requires resubmission to the State (i.e., DHCS or DMHC), the review timeframe re-starts.

FILES

- Always use the 'replace' option in the Files section when uploading revised versions of your material. This assists the reviewing department with quickly identifying the latest version.

DESIGN

- Design timeframes vary depending on the type of project (e.g., flyer, postcard, brochure, etc.).
- Once your project is designed, you have a maximum of 3 Quality Control (QC) rounds of edits that can be applied to your project.

C&L TRANSLATIONS

- For Member Letters (and/or other documents requiring translations), the BP submits request via T&I Express for translation into threshold languages.

- For Project and Design requests (projects that contain design layout), Marketing submits request to T&I Express for translation into threshold languages.

- To access T&I Express, go to L.A. Care's **Intranet page** > **Quick Links** > select "**Translations.**"

- Allow 5-10 business days for approval and translations depending on the length of a document (holidays and weekends are not included).

- Multiple languages and/or multiple documents may require longer review time.

- No requests are processed without approval.

- For questions about Translations, T&I Express, and/or C&L processes, please contact the Translation Service Specialist at TranslationServicesSpecialist@lacare.org