



County of Los Angeles  
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

425 Shatto Place, Los Angeles, California 90020  
(213) 351-5602

**FOSTER CARE/ADOPTION HOTLINE**

**1 (800) 697- 4444**

Dear Caretaker,

This is to advise you that the Department of Children and Family Services has a centralized Hotline to assist you with problems related to a child or children placed in your care. A Hotline Agent is available during the work hours of 8:00 A.M. – 5:00 P.M., Monday – Friday who will complete a work order, forwarding it to the appropriate worker/section to investigate the problem and provide resolution.

If you are experiencing the following problems, please call the Foster Care/Adoption Hotline at **1 (800) 697- 4444**:

- Medi-Cal card issuance or re-issuance
- Provider issues when using the Medi-Cal card
- Resolving payment problems
- Processing level of care rate changes
- Reporting a child that has left your home/facility
- Reporting a change of address
- Processing document requests

To assist the assigned worker, the following information must be given to the Foster Care/Adoption Hotline Agent:

- Child's name
- Child's case number
- Child's birth date
- Child's placement address
- Caller's name
- Caller's telephone number
- Caller's relationship to the child.
- If calling about payment problems more specific information is required such as the month when the payment problem occurred and the payment amount.