MHLA Enroller Training, Resource, and Support Structure
Effective 11/1/15 (Subject to Change)

Real-Time Training and Education (pg 3)

- MHLA Eligibility Leads Meeting (Monthly)
- MHLA Enroller Trainings (3 per year)
- OEA Webinars (As Needed)

Resources (pg 4)

- User Guides
- OEA Tip Sheets
- OEA Recorded Webinars
- Training Manual
- MHLA Eligibility Provisions
- The CP Connection

Support (pgs 5,6)

- Eligibility Subject Matter Experts
- Program Advocates

Email Notifications

MHLA Website

Email Notifications

Audit Outcomes

Phone

Email Access

CCALAC Peer Network

CCALAC Peer Network

CCALAC's Outreach, Enrollment and Retention Peer Network is a forum for on-the-ground Outreach and Enrollment (OE) leads to share challenges and successes, best practices, tools and resources, as well as receive program and policy updates that impact outreach, enrollment and retention operations. The Peer Network offers enrollers: monthly in-person meetings, peer-to-peer Q & A via email, a dedicated page on the CCALAC website for resources and information, an online event calendar to share event information with each other and external stakeholders, and an opportunity to share their on-the-ground experience to inform policy and programmatic advocacy and decision making.

MHLA Enrollment & Policy Committee

- MHLA Program
- Community Partner Reps
- CCALAC

The Committee provides overall guidance to the MHLA Program on enrollment and policy strategies.

Community Partners (pg 2)

MHLA Leads (Eligibility and One-e-App)

Each Community Partner clinic has been asked to designate at least 2 persons per agency who are Community Partner "MHLA Leads." Community Partners have the flexibility, if they wish, to divide the responsibilities into and MHLA Eligibility Lead and a One-e-App (OEA) Lead.

The Community Partner Leads are the key contacts and disseminators of information of MHLA Enrollment (Eligibility and OEA) to all of its respective MHLA Enrollers. As such, it's important that the Lead(s) designated be consistent and active participants. Below are the MHLA Lead Responsibilities:

- Participate in Lead Trainings and Meetings
- Share and Use MHLA Eligibility Training Materials
- Evaluate and Improve
- Be Primary Contacts
- Collaborate

MHLA Leads

Enrollers

Managed Care Services
Department of Health Services
LOS ANGELES COUNTY

Community Partner MHLA Leads

Role & Responsibilities

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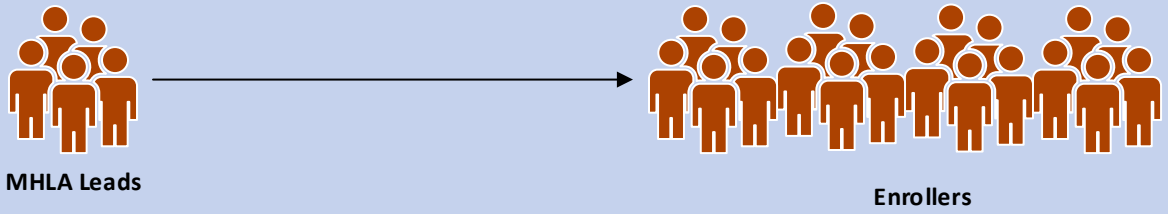
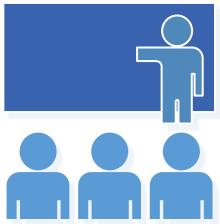
- **Participate in Lead Trainings and Meetings:** Participate in trainings and meetings specifically designated for MHLA Program Community Partner Leads. These include MHLA Eligibility Lead Meetings, OEA Trainings (often in the form of Webinars), and other meetings where Leads are required to participate.
- **Share and Use MHLA Eligibility Training Materials:** Use MHLA eligibility training and education materials to train new MHLA Enrollers and support the training and education needs of existing MHLA Enrollers. Distribute all eligibility and OEA updates to MHLA Enrollers at your Community Partner site(s), including, but not limited to OEA Updates, Tip Sheets, Webinar Announcements, CP Connection Newsletters, and updates from MHLA Eligibility Lead meetings.
- **Evaluate and Improve:** Modify and update as necessary your internal training processes based on successes and challenges in enrollment, as well as program changes to enrollment and eligibility processes. Use learnings from random periodic audits and share with MHLA enrollers to prevent future errors and mistakes. Provide suggestions and feedback on the comprehensive set of training and education resources the MHLA Program provides; including, but not limited to all MHLA Trainings (OEA and Eligibility), training materials, website, and support services.
- **Be Primary Contacts:** Be the MHLA program's primary contact for the Community Partner site for feedback, concerns, and suggestions regarding eligibility, MHLA Enroller Trainings and the utilization of OEA.
- **Collaborate:** Collaborate as needed with the County Departments to facilitate issues, questions and concerns as needed (i.e. DPSS, other DHS units).



Real-Time Training & Education

The portfolio of real-time training and education services are an essential component of the MHLA Training and Education Structure, in addition to the train-the-trainer model. All trainings are communicated through Email in advance to all MHLA Leads on file. The dates of trainings and meetings will be communicated in advance. Webinars that cover late or breaking items will be communicated as soon as possible.



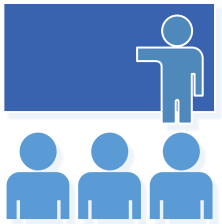
MHLA Eligibility Leads Meeting

MHLA Eligibility Leads Meeting

Scope of Meetings: Key updates to eligibility, review of top audit issues and clarifications, other hot topic eligibility items.

Attendees: MHLA Leads

Frequency: Monthly



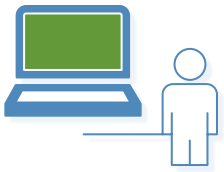
MHLA Enroller Trainings

MHLA Enroller Trainings

Scope of Trainings: To introduce new enrollers to the MHLA program by providing an overview of MHLA, an eligibility training, and an OEA training.

Attendees: New MHLA Enrollers in conjunction with training provided by Community Partner leads. Existing enrollers or non-enrollment staff may attend, however, new enrollers will have priority.

Frequency: 3 times per year



OEA Webinars

OEA Webinars

Scope of Webinars: Webinars are used to communicate and demonstrate changes, updates, or clarifications to the OEA system.

Attendees: MHLA Leads

Frequency: Periodically as needed

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Resources

The website is accessible and a critical resource for all Leads and MHLA Enrollers. Leads are expected to inform MHLA Enrollers of all of the resources on the MHLA website.

Website: http://dhs.lacounty.gov/mhla
Click on "For DHS and Community Partners."

User: mhlacpp
Password: Lacounty1

Enroller Resources Available on the MHLA Website

MHLA Eligibility Provisions

These provisions are the core of MHLA Eligibility and are the "go-to" resource to clarify eligibility rules. This is the ideal resource to review before calling the Subject Matter Experts.

Training Manuals

There are a couple of training manuals available to all enrollers. The manuals should be used when training new MHLA Enroller staff. Also an ideal "go-to" resource for any questions about One-e-App or about the MHLA Program.

User Guides

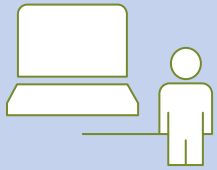
User Guides provide instructions for the OEA features that are specific to each of the OEA User types operating at Community Partner clinics (i.e., System Administrator, CEC Supervisor, and Read-only).

OEA Tip Sheets

OEA Tips Sheets provide all enrollers with the latest information about how to use the OEA systems to enroll participants or generate reports. This resource is an important communication tool to all enrollers.

The CP Connection

The CP Connection provides key updates about the MHLA Program, which may also include relevant updates to enrollers and leads.



OEA Recorded Webinars

Many live webinars are often recorded to be accessible to all enrollers who were unable to participate, or to re-visit the topics covered.

Support

For Leads and Enrollers Only. Not for participants. Enrollers are encouraged to reach out to their Leads first for support.

Program Advocates

Program Advocates

Scope of Support: Program Advocates handle policy, program, contractual (non-eligibility related), operational problems and questions. Program Advocates can help enrollers understand how to use the One-e-App system, but they do not answer eligibility questions. The types of One-e-App questions that might go to a Program Advocate are:

- Assistance with the step-by-step MHLA application processing (non-eligibility related)
- Reporting Person Clearance Mistakes; for example, when two patients share 1 PID (PID split) or one patient has 2 PIDs (PID merge)
- How to add or delete a user in OEA, or run a report in OEA
- Operational questions about MHLA, like how and when to submit encounter data, or what to do when a patient needs a drug not on the formulary
- Assistance with accessing information on the MHLA Website
- Non-eligibility related dental questions

Contact: Program Advocates are accessible through Email or direct phone provided to MHLA Leads and available on the "Key Contact Information" of the MHLA website.

Eligibility Subject Matter Experts

Eligibility Subject Matter Experts (SME)

Scope of Support: SME's are staff who have a deep and exhaustive understanding of the MHLA eligibility and enrolment rules, and how those rules are applied in the One-e-App system. SMEs are 100% focused on applications and eligibility, helping clinic enrollers through the enrollment process in real time, especially important for more complex applications and unusual enrollment scenarios. The types of questions that would go to an SME are:

- What is the proper way to process the household composition in this situation?
- How should I calculate seasonal work as income?
- Why was this person denied during their renewal?
- What do I do when someone who is 21 needs to come off an application?
- What kinds of ID documents are acceptable in OEA?

Contact: SME Line at 1-833-714-6500. M – F, 8am – 5pm (Closed on County holidays)

One-e-App (OEA) Help Desk: 1-866-429-1979, M – F, 8am – 5pm (Closed on Major Holidays)
This is a service available through the One-e-App vendor, not MHLA. It is available when MHLA Enrollers are experiencing system issues with OEA; such as having difficulty moving through the screens, document upload feature is not working, or unexpected error messages from OEA.

Community Partner Key Contact Information

Not for Participants

My Health LA Program Office

1000 S. Fremont Avenue
Bldg. A-9 East, 6th Floor, #92
Alhambra, California 91803-8859
Telephone: (626) 525-5789

My Health LA Eligibility Subject Matter Expert (SME) Hotline: (833) 714-6500

Monday – Friday, 8:00 am – 5:00 pm (closed on County holidays)

Primary Contacts at MHLA

Amy Luftig Viste
Program Director
aviste@dhs.lacounty.gov

Mayra Palacios
Program Manager, MHLA Operations
mpalacios@dhs.lacounty.gov

Barbara Marshall
Program Manager, Eligibility Review Unit
bmarshall@dhs.lacounty.gov

Program Advocates and Eligibility Subject Matter Experts

Each Community Partner is assigned a Program Advocate who serves as a liaison for MHLA. This individual provides answers and technical support related to MHLA and One-e-App. Each Community Partner is also assigned an Eligibility Subject Matter Expert to assist with questions related to MHLA program eligibility. To find out who your MHLA Program Advocate and MHLA Eligibility Subject Matter Expert (SME) is, please visit:

http://dhs.lacounty.gov/mhla, and click on *"For DHS and Community Partners."*

User: mhlacpp; **Password:** Lacounty1

Once you enter the MHLA DHS and Community Partner Section, click on *"Key Contact Information."*