

MY HEALTH LA UPDATES

LA County Department of Health Services

January 25, 2022



Welcome!



- We will start in just a couple of minutes.
- I have muted everyone. Please stay muted so we don't have any background noise.
- We will cover a lot of ground in the first part and then we will take questions by chat at the end.
- We will send out the slides.
- You can follow up with questions to me, your program advocate or the eligibility review unit.



COVID-19

- Treatment – COVID – infusion therapy.
 - MLK Outpatient & Olive View
 - Remdesivir, hopefully soon Sotrovimab
 - We sent out an email
- Clinics closing temporarily.
 - Email jtruitt@dhs.lacounty.gov
- Testing – mobile sites, pick-up testing.
- Vaccine clinics and food trucks.
 - Email Hugo.Munoz@cdph.ca.gov



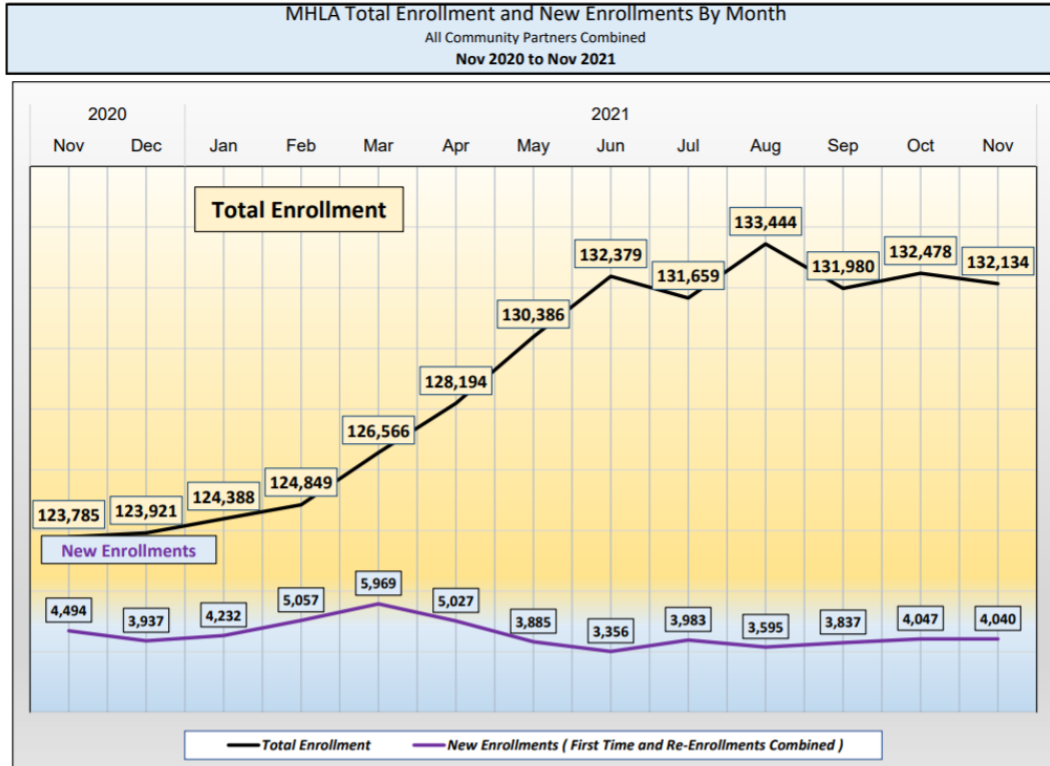


COVID-19 – Vaccine Requirement

- The clinics will need to submit a Certification of Compliance to let us know where they are in terms of compliance with the Ordinance. If all their staff are vaccinated, we only need one Certification submitted.
- If a clinic approves a covered employees' request for exemption, they will need to identify the staff on the Certification of Compliance and submit a new Certification of Compliance each week to confirm that the employees have been tested weekly for COVID-19 & received a negative result.
- Email cg@dhs.lacounty.gov with questions.



Current Enrollment



Enrollment for
December: 131,930



50+ Transition

MHLA:

- Numbers (11/21):
Nearly 60,000 and about 27,000 had restricted Medi-Cal.
- Outreach plan.
- Disenrollment plan – by Aug 1 everyone will be disenrolled.
- Contract changes on May 1.

State update:

- Webinar Feb 17
- Notices March





50+ Transition – We need your help!



- Lists to clinics – let us know if there are any discrepancies with full-scope enrollees. Disenroll at end of February.
- **Please enroll them in restricted Medi-Cal.**
- We will share materials we develop – please get out the word.



Health for All

- Governor's Budget – further expansion of full-scope Medi-Cal for individuals ages 26-49, regardless of immigration status.
- No sooner than Jan. 1, 2024.





Mental Health Prevention Project

- Changes to the DHS/DMH Mental Health Prevention Project.
- Thanks to CPs that participated in the workgroup.
- Updated [Provider Information Notice](#):
 - Report due 15th each month
 - Screening process – optional PHQ-2 (positive – go to PHQ-9)
 - Follow guidelines on medical record documentation
- Goal is to get accurate documentation and screening.
- DMH will go over more details at CCALAC roundtables.
- Focus: Increase uptake of stress management, grief & loss and trauma-informed care.



Quality Incentive Project

- Goal: Get MHLA participants back to in-person care.
- What: Pay CPs percentage of MGF based on increases in the visit rate.
- Source: Surplus from last year.
- Notices went out in October with how much you can earn, what your baseline visit rate was.
- Some clinics have already started doing outreach.
- Provider Information Notice [here](#).



MHLA Community Council

NECESITAMOS VOLUNTARIOS

Consejo Comunitario de MHLA



**Únase
a nuestro
equipo
ahora**



Estamos buscando participantes y miembros de la familia para ser parte de un Consejo Comunitario de My Health LA. ¡Queremos recibir sus comentarios y recomendaciones sobre el programa de My Health LA!

¿Quieren saber más? Llame al 1-844-744-6452 o envíe un mensaje de correo electrónico a myhealthla@dhs.lacounty.gov

- *Experience:* To improve MHLA participant experience – timely access to care, efficient enrollment process, positive interactions with MHLA, DHS and CP staff.
- *Communication:* To ensure MHLA participants are aware of all parts of MHLA.
- *Direct Engagement:* To engage with MHLA participants so we can receive feedback on the MHLA program.



MHLA Community Council

VOLUNTEER

MHLA Community Council



**JOIN
OUR
TEAM**



We are looking for participants and family members to join a My Health LA Community Council. We want your feedback and recommendations on the My Health LA program!

Interested in learning more? Call 1-844-744-6452 or
e-mail myhealthla@dhs.lacounty.gov

- Help us recruit!
- Share the flyer.
- Interested MHLA participants can call MHLA Member Services at 1-844-744-6452.
- They can also email myhealthla@dhs.lacounty.gov
- Participants will receive gift cards for participation.



eConsult/Specialty Care

- Monthly referral calls. Please send in agenda items to raplaza@dhs.lacounty.gov or kvan@dhs.lacounty.gov.
 - Recent topics: CPAP shortage and changes to eConsult portals.
 - eConsult training during February call.
- Planning a training for providers in March.
- LANES: 39/51 CPs contracting, implementation, live.



Patient Portal

- LA Health Portal <https://dhs.lacounty.gov/lahealthportal/>
- MHLA participants who have received any DHS services (specialty, urgent or hospital care) can access the portal.

The graphic features a woman in a white lab coat holding a smartphone displaying the LA Health Portal app. The background is a light blue gradient. At the top right, there are logos for the County of Los Angeles and Health Services. Below these is the heading 'FEATURES' followed by five icons in blue circles: a flask for 'Get Your Lab Results', a document for 'Read Doctor's Notes', a calendar for 'Check Appointments', a pill bottle for 'Renew Prescriptions', and an envelope for 'Message Your Doctor'. Below the features is the heading 'ENROLL TODAY' with the text 'Create an Account and Self Enroll at dhs.lacounty.gov/lahealthportal'. At the bottom, it says 'DOWNLOAD THE APP TODAY!' with icons for the App Store and Google Play. The 'LAHEALTH PORTAL' logo is prominently displayed in the center, with the tagline 'Convenient Healthcare at Your Fingertips' below it.



Communications



Looks like this!

Connect with My Health LA

Email Address

SUBSCRIBE TO CP CONNECTION

By checking this box, you consent to our data privacy policy.

- CP Connection – send us updates & photos (to raplaza@dhs.lacounty.gov). We want to feature you all! You can subscribe [here](#).
 - Programs/Initiatives that benefit MHLA participants
 - Photos featuring MHLA participants (include consent to use)
 - Updates on COVID work your clinic is doing



Communications

- Texting and robocalls for renewals and reenrollment.
- Please get correct addresses and phone numbers.
- Participant handbook redesign soon.



MHLA Website



My Health LA (MHLA)

My Health LA is a no-cost health care program for low-income individuals who live in Los Angeles County. Participants must be 26 or older and unable to get health insurance.

> [Learn More](#)



<http://dhs.lacounty.gov/MHLA>



ERU/ One-e-App

- One-e-App eligibility system sunsetting.
- Alluma is replacing it with One-x-Connection.
- CPs may take part in testing of the new materials.
- More info to come re: timing, training, new materials.
- Remote enrollment:
 - Continuing post-pandemic.
 - Watch for changes to the form.





Pharmacy



- Check the [formulary](#) and send patients to pharmacies in the network. It is up-to-date.
- DHS Central Pharmacy.
- Updates on Medication for Assisted Treatment (PIN [here](#)):
 - MHLA participants can get MAT at any pharmacy.
 - SAPC providers can prescribe too.
 - Several already on the formulary, recently added Narcan nasal spray added.
 - DHS Central Pharmacy (mail-order) cannot be used for these meds.



Audits

- Remote audits are continuing, except for pre-sites.
- Clinics are doing well – no liquidated damages.
- For Medical Record Reviews (MRR): Most frequent deficiencies are for lack of documentation of foot exam/podiatry referral; TB screening; immunizations; diabetic retinal scan/ophthalmology referrals; seasonal flu vaccine.
- Guidance for Improved Outcomes on the MRR –April.
- Reach out to Diana Baumbauer dbaumbauer@dhs.lacounty.gov with questions about who your contract program auditor is.



Reports

- Enrollment, renewal, demographic reports.
- Annual report:

<https://dhs.lacounty.gov/my-health-la/reports/>

MY HEALTH LA PROGRAM
SNAPSHOT REPORT FOR FISCAL YEAR 2020-2021



Staff Changes

- Philip Barragan coming back as senior program manager.
- Program advocate Ray Plaza retiring after 32 years with LA County.
- Jorrel Sampana helping across the program.

Thank you!



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