



Patient Referrals to My Health LA Community Partners

Screening and Enrolling Patients Referred from Los Angeles County Department of Health Services (DHS)

As part of the My Health LA (MHLA) Agreement, Community Partners (CPs) have agreed to contact and attempt to enroll MHLA-eligible patients from DHS. These patients are in need of a Primary Care Provider (PCP). DHS sends batches of these pre-screened patients to CPs via secure email to begin the eligibility screening and enrollment process.

What does DHS do first?

Step 1. The MHLA Program receives a list of DHS patients in need of a PCP/primary care medical home. Most of these DHS patients appear to be appropriate and eligible for enrollment into the MHLA program. Some may be Medi-Cal eligible.

Step 2. The MHLA program calls each patient and asks if they want a primary care medical home and informs them that they may be eligible to enroll in MHLA. If the patient agrees, nearby CP clinic options are provided and discussed.

Step 3. The patient selects a CP medical home site and is provided the clinic's contact information.

Step 4. A list of these patients is then compiled (per CP clinic site) on the *Primary Care Linkage Form* and sent to the designated agency's DHS Linkage Coordinator in a secure format along with important health information about the patient. This is a monthly process, but not every CP clinic will receive a list every month.



What do My Health LA Community Partners do next?

Step 5. The DHS Linkage Coordinator will access the secure email and contact the list of referred patients to set-up a MHLA enrollment appointment and schedule a primary care medical visit, if appropriate.

Step 6. The DHS Linkage Coordinator will attempt to contact the patient at least three times and document the success or outcome on the updated *Primary Care Linkage Form*. If the DHS Linkage Coordinator is not an enroller, the Coordinator should work with the CP enrollment staff to ensure that the patient is contacted.

Step 7. The DHS Linkage Coordinator will return the completed *Primary Care Linkage Form* (within 30 days) to the MHLA Program Office at the email address indicated on the form by the specified date. This form should be returned even if all attempts to contact and enroll the patients were unsuccessful.

Step 8. Any changes in the designated agency DHS Linkage Coordinator should be provided to the MHLA Program Office, attention Philip Barragan, pbarragan@dhs.lacounty.gov.

A regular teleconference will be held to provide a forum for discussing successes or challenges to this process. The goal is to develop practices to maximize enrollment of those interested in and "likely eligible" for the MHLA program. Questions about this referral process should be directed to Philip Barragan at pbarragan@dhs.lacounty.gov.