

The CP Connection

The Community Partner Newsletter

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“Kindness is a language which the deaf can hear and the blind can see.”

~ Mark Twain

Using DHS Central Fill for MHLA Prescriptions

Our first test of home-delivered medications was a success! Last week, our first MHLA participant received his medications from DHS Central Pharmacy. The medications were delivered directly to the participant's home on a Saturday. This MHLA participant received a 3-month supply for four medications prescribed by Antelope Valley Community Clinic, one of the seven pilot clinics participating in Pharmacy Phase II. One was a 340B medication and three were generic medications. DHS spoke to the patient after the delivery who said that he was very pleased with how quickly the medications arrived.

As part of the Pharmacy Phase II pilot, clinics have the option to register DHS Central Pharmacy as a 340B pharmacy option with HRSA Office of Pharmacy Affairs. When a clinic opts to use DHS Central Pharmacy, prescriptions are sent manually or electronically to the DHS Central Pharmacy, and then Cardinal Health fills, labels and mails these medications to MHLA participants on behalf of the DHS Central Pharmacy. The medications are processed and mailed to patients within 3 to 5 business days—in this case, even sooner (within two days).

Eventually, once Pharmacy Phase II expands to all MHLA clinics, clinics will decide whether they want to

register and use DHS Central Pharmacy for their patients. We hope that clinics do opt to use DHS Central Pharmacy once Pharmacy Phase II begins for everyone—it is a user-friendly option for patients who do not live near their clinic or a pharmacy, or who have challenges with transportation and find it difficult to pick up their medications.

So how does DHS Central Pharmacy work? MHLA Participants who wish to have prescription drugs mailed to them will fill out a one-time New Patient Mail Order Form (which is on the MHLA website) and the prescription is sent by the MHLA provider to DHS Central Pharmacy, just like a prescription sent to any other pharmacy. If a patient does not have a stable address, the patient can choose to have their prescriptions sent to their MHLA clinic or to a different address, (e.g. the home of a relative).

Once Pharmacy Phase II rolls out to everyone, we hope you consider using DHS Central Pharmacy to get medications to your MHLA patients.

Inside this 2 page issue:

- ◆ News on One-e-App System Administrator Validations on page 2.
- ◆ One-e-App: Document Scanning, Faxing & User Accounts on page 2.

One-e-App System Administrator: Do you have the right person?

An email message was recently sent to your agency to confirm that the person(s) that your agency chose as your One-e-App (OEA) System Administrator are the correct individuals to fill this important role.

Your System Administrator conducts the following activities for your agency: 1) runs Medical Home Summary Report from OEA, which includes important information about your enrolled patients including who is due to renew, and 2) resets passwords for OEA Users who have been locked out of the system.

Of these, the ability to pull the Medical Home Summary Report is especially important, as this report provides your clinic with a current list of your agency's enrolled participants, including which of your patients are due for their annual renewal. This is a critical tool for conducting renewal outreach, and therefore it is very important that every agency has the correct person(s) assigned to this role.

If you need more information about the System Administrator role, or if you want to add a System Administrator to your clinic sites, please email Ray Plaza at Raplaza@dhs.lacounty.gov.

One-e-App: Document Scanning, Faxing & User Accounts

The MHLA Program has developed a new Tips Sheet called **One-e-App Document Upload/Faxing and User Accounts**, to help answer questions regarding the uploading and faxing of support documents into OEA as well as to help your enrollers with common questions about their user accounts.

The purpose of the Tips Sheet is to:

1. Ensure enrollers are using the correct URL when logging into OEA;
2. Ensure enrollers are uploading and faxing documents correctly;
3. Ensure that a clinic's scanner/fax settings are appropriate for document upload;
4. Ensure that enrollers know how to request new user passwords and delete accounts.

First, the Tips Sheet addresses a question that has come up about the OEA URL that comes up when you search "One-e-App" on the internet (i.e. Google search). There are several versions of the One-e-App system used by Counties throughout the California. Because of this, enrollers want to make sure they are using the URL created specifically for the MHLA Program which is: <https://www.assistedoneeapp.org>. The MHLA program strongly recommends using this exact URL rather than googling "One-e-App" on the internet.

Secondly, the Tips Sheet reiterates the importance of making sure that all enrollers have verified that all documents have been uploaded properly and are viewable in OEA prior to submitting the application. A step-by-step guide for enrollers is provided to ensure that all applications are submitted with all documents properly uploaded and viewable.

The Tips Sheet also clarifies the proper scanner setting and document size for uploads: enrollers will want to ensure their document file size does not exceed 7 MB and that image resolution does not exceed 150 DPI. If enrollers are faxing documents, the Tips Sheet reviews several steps that enrollers will need to follow to ensure the faxes are sent properly.

Lastly, there are security items that enrollers need to keep in mind, including the importance of not sharing OEA passwords or access information with anyone. The Tips Sheet describes how to deal with Inactive and Disabled Accounts.

You can find all Tips Sheets on the MHLA website. Contact your Program Advocate if you have any questions! Thanks!

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