

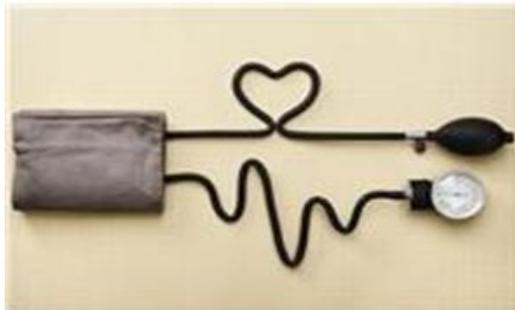
RMD Bulletin

Knowledge is power...

New Process For HWLA

Redeterminations!

Redeterminations!
NEW PROCESS FOR HWLA



Effective January 2013, all Healthy Way LA (HWLA) redeterminations will be performed by the Department of Health Services (DHS) HWLA Redetermination Mail-in Unit. Contract providers should **not** process any HWLA redeterminations in Your Benefits Now (YBN), and should follow the steps below instead.

1. HWLA liaison receives redetermination application from the client with required documents (updated verification of income and proof of Los Angeles County residency).
2. Provider staff updates Payer Financial Information (PFI) form if the financial situation has changed or if the client is due for reevaluation.
3. Make one copy of the redetermination application and two copies of the proof of current income and county residency. Place one set of copies in the client's financial folder.
4. Place the original redetermination application and copies of the required documentation in an envelope and send it to:

ATTN: HWLA Redetermination
c/o Los Angeles County Department of Mental Health
Revenue Management Division
695 South Vermont Ave., Suite 900
Los Angeles, CA 90005

5. E-mail Revenue Management Division (RMD) with the number of redetermination packets sent. The e-mail must also include the provider name, provider number, and contact information.

We're here to help you...

If you have any questions or require further information, contact RMD at (213) 480-3444 or via e-mail at RevenueManagement@dmh.lacounty.gov.