

RMD Bulletin

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HWLA Enrollment Reminder



Revenue Management Division (RMD) has noticed a decrease in new Healthy Way LA enrollments for the month of February. As a result, we would like to remind providers of the policies and clinic staff responsibilities concerning HWLA enrollments via Your Benefits Now (YBN).

What this means for you...

As of September 2012, contract providers were able to perform HWLA Enrollments with access to YBN and are responsible for initiating the enrollment process for clients who are potentially HWLA eligible. RMD will review the information and documentation submitted to YBN and approve or deny the application.

What you need...

Each clinic should have access to enroll potentially eligible HWLA clients through YBN. To gain access, contact the **DMH HWLA Unit** at HWLA@dmh.lacounty.gov. To process enrollments you will need:

- ✓ An “Original Seen by” stamp will be needed for client documents
- ✓ Ability to scan and fax client documents.

Will there be training...

RMD will continue to provide monthly trainings on HWLA eligibility requirements and DMH’s enrollment process using YBN. Look for RMD Bulletins with the training dates and times. The DHS video on using YBN to enroll a client into HWLA is also available to DMH providers online at http://lacdmh.lacounty.gov/hipaa/cp_home.htm.

Below is an outline of the general steps needed to enroll clients into HWLA. Inquiries beyond the scope of RMD’s HWLA Enrollment training should be directed to our Hotline or email.

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How to Enroll Clients into Healthy Way LA

CLINIC RESPONSIBILITIES

- 1) Follow the protocol outlined in the HWLA Enrollment Process Overview for LE Providers available here: http://file.lacounty.gov/dmh/cms1_177595.pdf
- 2) Pre-screen clients for HWLA eligibility
 - a) Complete the pre-screening checklist: http://file.lacounty.gov/dmh/cms1_177596.pdf
 - i) If the client does not meet HWLA eligibility requirements, stop the enrollment process.
 - b) Check for Medi-Cal and HWLA applications in progress by performing a search on YBN
 - i) If the client has an HWLA application pending, stop the enrollment process and wait for the final approval or denial of benefits.
 - ii) An HWLA application can be submitted if the client has a Medi-Cal application pending. **Please note that the HWLA application will not be processed unless the Medi-Cal application is denied.**
 - ✓ Remember to monitor the client's Medi-Cal application status. If the client's Medi-Cal application is approved and the client was granted Medi-Cal, a Notice of Action (NOA) will be issued automatically to the client. Update the Payer Financial Information (PFI) form and the client's benefit information on the Financial Tab in the Integrated System (IS).
 - ✓ For clients with General Relief (GR) benefits, if they meet all HWLA requirements, they will be auto-enrolled by the Department of Health Services (DHS).
- 3) Interview the client and enter the application information into YBN
 - a) When entering information into YBN, remember that
 - ✓ Family size is the number of people in the household dependent on the stated income.
 - ✓ Ensure that if the client or spouse has earned income, that the \$90 dollar deduction is taken. See the additional resources link below.
 - ✓ For married clients, the spouse's information must be entered for the purpose of calculating income. The spouse's income information must match what is documented on the updated PFI.
 - ✓ When you report that the applicant is married, Marriage Date becomes a required field. Get the most accurate information possible. (Try to get at least the month and year.)
 - b) Have the client electronically sign the application in YBN when conducting the interview. **Coverage of services by HWLA begins the month the client's e-signature is**

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captured on the approved application. Waiting to have the client electronically sign the application may lead to missed coverage.

- c) Upload scanned stamped “Original Document Seen” documents into YBN. Stamping a document “Original Document Seen” must include your signature and the date.

Once you have verified and approved the client’s citizenship and identity and then submitted your e-signature as a DMH affiliated enroller, print the following pages, give a copy of each to the client, and place a copy in the client’s financial folder.

- ✓ the YBN application summary and
- ✓ the Congratulations page.

- 4) Fill in the DMH HWLA Client Intake Log (attached). Fax the completed Log to RMD with the stamped documents and the application summary. RMD recommends faxing your log weekly or whenever you have ten (10) applications on the Log, whichever comes first. RMD uses this Log when approving/denying HWLA applications. *Applications will not be approved until we have received the DMH HWLA Client Intake Log and the scanned documents.*

For additional resources please use the following link:

http://dmh.lacounty.gov/wps/portal/dmh/admin_tools/admin_detail?WCM_GLOBAL_CONTEXT=/wps/wcm/connect/dmh+content/dmh+site/home/administrative+tools/administrative+tools+detail/HWLA+Legal+Entity+Contract+Provider+HWLA+Pre+Screening+Packet

We’re here to help you...

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

LOS ANGELES COUNTY - DEPARTMENT OF MENTAL HEALTH
REVENUE MANAGEMENT DIVISION

DMH HWLA Client Intake Log

Provider #: _____ Provider Name: _____

Service Area: _____ Fax this log to: (213)252-8889 Date Faxed: _____

	User ID #	Staff Name	YBN Application #	YBN Submit Date	DMH Client ID #	Client Last Name	Client First Name	# of Attachments
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								