

RMD Bulletin

Knowledge is power...

Welcome to HWLA Enrollment!



Legal Entity (LE) Providers can now enroll clients into Healthy Way LA (HWLA) on your own, over the internet! Clients no longer have to be referred to a Department of Health Services (DHS) Enrollment Hub to start their applications into HWLA.

The Department of Public and Social Services (DPSS), DHS, and Department of Mental Health (DMH) have made the web-based application, Your Benefits Now (YBN), available to all LE Providers for the enrollment of clients into HWLA.

What this means for you...

Your role in the HWLA enrollment process has changed! Once you find that your pre-screened client is HWLA eligible, you can simply go into YBN to enter all the eligibility information and upload the documentation you've collected during prescreening. Later, Revenue Management Division (RMD) will review the information and documentation you have submitted and approve or deny the application.

What you need...

To get started, all you will need is

- ✓ a YBN username and password obtained through the **DMH HWLA Unit** (HWLA@dmh.lacounty.gov),*
- ✓ an "Original Seen by" stamp (contact RMD for more information on what your agency needs to order),
- ✓ a way to scan and save required documentation to upload into YBN, and
- ✓ access to a fax machine to send required documentation to RMD.

DMH RMD will continue to provide training on HWLA eligibility requirements and DMH's enrollment process using YBN on a regular basis. 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 contract providers online at http://lacdmh.lacounty.gov/hipaa/cp_home.htm.

* Please note that access will only be granted to staff enrolling clients into HWLA or looking up HWLA eligibility and is limited to no more than three (3) staff per program.

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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 until the Medi-Cal application has been 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).
- 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 captured on the approved application. Waiting to have the client electronically sign the application may lead to missed coverage.**

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- 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.