

The CP Connection

The Community Partner Newsletter

Issue 30

February Issue 2018



"Laughter is
the sun that
drives winter
from the
human face."

~Victor Hugo

Maintaining Quality with our MHLA Applications

Hello to all MHLA Community Partner (CP) clinics. Winter seems to be here as much as it can be in Southern California. Although being from Ohio...this is still not really winter to me.

In this issue, we focus on enrollment, enrollment enrollment...specifically the most common errors we find in the My Health LA (MHLA) participant applications. We know how hard MHLA enrollers work to help get eligible participants into the program. However all that work is for naught if the applications are not complete enough to be able to keep the patient in the program.

The article on Page two reviews the most recent MHLA eligibility audit trends in MHLA applications. We also include helpful tips on avoiding the most common enrollment errors.

If you are an enroller or work with MHLA applications, please remember that the Eligibility Review Unit (ERU) Subject Matter Expert (SME) hotline is here Monday through Friday from 8 am to 5 pm to answer any of your eligibility related questions at (833) 714-6500.

Stay warm and healthy, and remember that flu season is not over. Stay home if you are sick.

—Amy Luftig Viste
Program Director,
MHLA

Inside this issue:

- ◆ Read about the MHLA participant application audit results conducted by our Eligibility and Enrollment Unit. See page 2.



MHLA Eligibility and Enrollment Unit Fourth Quarter CP Audit Results

The MHLA Eligibility Review Unit (ERU) just completed its fourth quarter audits for the period July through September, 2017. We thought it would be helpful to share our findings with all of our CPs.

A total of 4,414 MHLA applications were audited this quarter. Of these, 76% were fully compliant, 15% were compliant with enrollment errors, and 9% were found to be ineligible for the program.

These are some of the most common errors found during auditing:

- ◆ Affidavits completed in other languages were missing the required translation, in English, by the enroller.
- ◆ Affidavits too vague, missing pertinent information necessary to complete the application review.
- ◆ In-Kind Income Affidavit completed for the applicant, by spouse, in error.
- ◆ Required scanned documents: too dark and unreadable for auditor to review as required by contract agreement.
- ◆ Income documented incorrectly. The Net amount used instead of Gross income.

As previously mentioned, 9% of the applications were found to be ineligible for MHLA and these applications had to be denied. The common reasons for denials include:

- ◆ Income was over the 138% Federal Poverty Level (FPL)
- ◆ Applications missing verification of Los Angeles County residency, identity and income
- ◆ Household Composition errors
- ◆ Linkage to Full-Scope Medi-Cal



Eligibility Review at DHS Facilities

Many MHLA participants visit Los Angeles County Department of Health Services (DHS) medical facilities for specialty, emergency or other care. Part of the DHS financial screening process during these visits includes screening MHLA participants for Hospital Presumptive Eligibility (HPE) and Restricted (Emergency) Medi-Cal during every DHS visit.

During this screening process, MHLA participants may be found ineligible for the MHLA program. For example, some MHLA participants are found to be over 138% FPL or eligible for full-scope (as opposed to restricted) Medi-Cal, sometimes through PRUCOL (Permanently Residing Under Color of Law). There are participants who have been found to have duplicate coverage (MHLA and full-scope Medi-Cal).

In these cases, the DHS facility will contact the MHLA program office and the ERU will review the file. These cases may result in a denial from the program and a recoupment of Monthly Grant Funding (MGF) for this patient from the clinic. This unfortunate situation can be avoided by ensuring CP enrollment staff follow all MHLA screening and enrollment guidelines.

For any questions regarding MHLA screening and enrollment, contact the MHLA Eligibility Review Unit Subject Matter Expert Line at (833) 714-6500, or contact your MHLA Program Advocate. Thank you.

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