

The CP Connection

The Community Partner Newsletter

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“Nature is the fountain's head, the source from whence all originality must spring.”

~John Constable

What Participants Need to Know When Visiting DHS

Hello and please enjoy this April issue of *The CP Connection*.

In this issue of *CP Connection*, we want to focus on questions that some clinics have asked regarding what happens when a MHLA participant visits a Department of Health Services (DHS) medical facility. A few of these questions came to us after last month's newsletter, which focused on the Eligibility Review Unit's (ERU) quarterly audits.

This is an important topic as many of our MHLA program participants visit DHS facilities regularly, whether for specialty care, urgent care, or an emergency room visit. The article provides helpful information on preparing the MHLA participant for a visit to DHS. There is a lot to know when navigating DHS clinics and hospitals.

We want to make sure that a MHLA program participant never receives a bill for their visit. However,

please know that if a MHLA participant receives a bill following a DHS visit (inpatient, emergency, urgent or specialty care), they should call MHLA Member Services at (844) 744-6452 as soon as possible. Our member services staff understand that patients who were enrolled in MHLA should not be charged for their visit, and they can help the patient get the situation resolved. This probably brings a lot of comfort to MHLA patients for whom, like any of us, a medical bill can be confusing and cause for concern.

If you hear of any enrolled MHLA patients who got a bill from DHS, please let us know.

Have a lovely spring.

~Amy Luftig
Viste, Director,
MHLA

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- ◆ What does the MHLA Participant need to know when visiting a DHS medical facility?

What MHLA Participants Need to Know when Visiting DHS for a Medical Visit



In our February 2018 issue of *The CP Connection*, we discussed the MHLA Eligibility Review Unit (ERU) audit results. In that article, we also outlined what kind of financial screening may occur when MHLA participants visit a Los Angeles County, Department of Health Services (DHS) medical facility. We wanted to provide more detail on that process. Please relay this important information to your MHLA program participants at your medical home clinic.

MHLA participants may not know what is required of them when they visit a DHS facility, especially if it's their first time. Going to a Los Angeles County DHS medical facility can be overwhelming. Here is what MHLA participants need to know when accessing services at a DHS medical facility.

DHS is required to conduct a financial screening for all MHLA participants at every visit to a DHS facility. This includes DHS specialty care, inpatient care, urgent care, or emergency services. This screening is needed in order for DHS to determine what, if any, financial programs may cover the MHLA participant's visit to DHS. This may also include a screening for Medi-Cal.

Sometimes, this can be a time consuming process. It's important to inform your MHLA participants that they should allow plenty of additional time for this screening at their DHS visit or appointment.

Preparation for this DHS financial screening can help

everything go smoothly for MHLA participants. Part of this planning is for participants to bring with them the necessary documents that may be needed for the screening. Please advise participants to bring the following documentation with them for every DHS visit:

1. Their MHLA Identification Card
2. Picture Identification
3. Address Verification
4. Verification of Income, if applicable

However, if the participant does not complete this required DHS financial screening, they could receive a bill for the visit. If this happens, the participant should call MHLA Member Services at (844) 744-6452 as soon as possible. The participant may need to return to the facility to complete the process to eliminate the bill. Our MHLA Member Services representatives will instruct the participant on what to do.

Please remind your MHLA participants to have their MHLA Identification Card on them at all times when visiting a DHS facility. Also, remind them that when they register at the facility for their appointment, it's best if they show their card right away and remind the



DHS registration person that they are with the MHLA program. This information will help the DHS registration desk know how to check in the MHLA participant.

Again, if the MHLA participant receives a bill from DHS, have them contact MHLA Member Services at (844) 744-6452. We can help.

If there are any questions about this process, please contact Philip Barragan, Program Advocate at (626) 525-5218 or by email at: pbarragan@dhs.lacounty.gov. Thank you.



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