

# The CP Connection

The Community Partner Newsletter

Issue 35

July Issue 2018



“Birds sing  
where I walk,  
and children smile  
when they  
see me coming.”

~Hunter S.  
Thompson

## Greetings from the MHLA Program Director

This summer brings new changes to Los Angeles County's Managed Care Services (MCS) and the MHLA program. And with that change comes the opportunity to strengthen and streamline some of our processes.

One of the projects we have been working on most recently is streamlining the referral system for uninsured patients at DHS who would like to be linked to a Community Partner (CP). The number of uninsured DHS patients not currently empaneled to a DHS physician and needing linkage to a MHLA CP has dropped over the past year. This is because DHS has opened up capacity for primary care and many patients who are seen at DHS for emergency or specialty care choose to stay with the County. However, referrals to CPs are still happening, and clinic staff involved with the patient linkage process may notice some changes to our referral process that should make reaching out to patients for enroll-

ment easier. The article on the next page provides additional information.

Also, it is hard to believe, but this month is the two-year anniversary of us bringing our very first “pilot site” clinics onto Pharmacy Phase Two. To honor the milestone, MHLA has placed an audio narrated Pharmacy Phase Two presentation on the MHLA website. We hope this will be helpful to new and existing staff. More info on the next page.

You may have also heard that DHS and CP clinics are in discussions over some proposed contract changes. We are working closely with our CPs and the Community Clinic Association of Los Angeles County to work on various areas of the program that need to be strengthened. We will update you on these discussions for our next newsletter.

Enjoy the summer, it is going quickly. ~Amy Luftig Viste, Director, MHLA

## Updating the Patient Linkage Process (DHS to CPs)

Over the last year, the MHLA Program Office has been working on updating the DHS-MHLA patient linkage process. As many of you know, it takes a coordinated effort to get uninsured DHS patients connected by referral to CPs for MHLA enrollment. CPs must outreach to these patients and then return the patient referral lists (with any outreach outcomes) to DHS.



Over the past three years, we have continually worked to update and streamline this process. Now, we have added a helpful step that will help track the enrollment outcomes of these patients.

### What is new?

DHS is now beginning in the One-e-App (OEA) system an application for those DHS patients who have expressed an interest in MHLA enrollment *before* the patient referral list is sent to the CP medical.

The application is put into pending status early in the application process, with the purpose of giving the patient his or her MHLA Application ID (App ID) number. They are then given over the phone and also in writing that PID number, and instruction to go to the clinic within thirty (30) days to complete their enrollment into the program. They are provided their selected CP clinic contact information as well.

When the CP medical home clinic will sets up a screening and enrollment appointment for the patient, they will be able to complete the application process in OEA that was initiated for them in the OEA system. a

Every Friday, DHS will continue to send out secure emails to the selected CPs with the Primary Care Linkage Forms (PCLF) which also includes patient

medical history information called "Transition of Care Summary Reports." Not every CP clinic will receive a list each week, as it all depends on patient choice.

The MHLA program is updating its Provider Informational Notice (PIN) titled "Bi-Directional Referrals between the Department of Health Services and Community Partners." This PIN is being revised to reflect some of these new and updated referral processes in more detail and will be sent out soon to all CPs.

### Updated Primary Care Linkage Form (PCLF)

The PCLF format has been updated as well. The PCLF is the Excel document that includes the list of all patients CPs are expected contact to contact, as well as the outcome of the referral (i.e., a place for the clinic to notate whether the patient was enrolled or not). This form will now also contain the App ID as well as the date the application was started by DHS for each patient. This should help the CP find the pending application within OEA easily and expedite the enrollment process.

You can find the updated PCLF as well as other helpful linkage project documents on the MHLA website in the tab "DHS and MHLA General Info."

If you have any questions, please contact your MHLA Program Advocate, and thanks!



### Pharmacy Phase 2 Orientation Now on the MHLA Website

The MHLA Program Office has created a Pharmacy Phase Two Orientation Presentation complete with audio narration! This is a very helpful presentation for anyone who needs a refresher or for new staff unfamiliar with the MHLA retail pharmacy network.

You can find the presentation under the "Pharmacy" tab within the sign-in section of the MHLA website. The MHLA website is located at: [dhs.lacounty.gov/mhla](https://dhs.lacounty.gov/mhla). Select "For DHS and Community Partners and use the following log-in credentials: username: **mhla** and password: **Lacounty1**."

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