

The CP Connection

The Community Partner Newsletter

Issue 36



August Issue 2018

MHLA Visited Northeast Valley New Clinic Opening During National Health Center Week

Welcome to the August Issue of *The CP Connection*!

Each year, in August, MHLA celebrates the National Health Center Week alongside our community health clinic partners. This year, the National Health Center Week's theme was **"Celebrating Health Centers: Home of America's Health Care Heroes."**

In honor of National Health Center Week, I had the opportunity to attend the official August 14, 2018, grand opening ceremony of Northeast Valley Health Corporation's Newhall Health Center and to personally congratulate Kim Wyard, Chief Executive Officer, and her team on their beautiful new state-of-the-art health center in this extremely high need area of the County.

Northeast Valley is a non-profit Joint Commission accredited Federally Qualified Health Center, and Newhall is one the oldest communities in Santa Clarita. The new Newhall Health Center is located at 23413 Lyons Avenue, Santa Clarita, CA 91355, in the Old Orchard Shopping Center.

I am so pleased that MHLA patients are already enrolling and being seen at this new clinic. The clinic opened in April of this year, and it did not take long for it



(Left to Right) Amy Luftig Viste, MHLA Program Director; Kim Wyard, Northeast Valley Health Corporation CEO; Cynthia Carmona, Director for Safety Net Initiatives for L.A. Care; and Louise McCarthy, President & CEO of the Community Clinic Association of Los Angeles County (CCALAC) at Northeast Valley Health Corporation's Newhall Health Center on August 14, 2018.

to experience the pent up demand for a health center at this location. Forty patients were seen in its first week and grew quickly to over 200 patients a week. Northeast Valley opened the clinic with help from stakeholders and donors including Henry Mayo Newhall Hospital, Kaiser Permanente, the City of Santa Clarita, and Los Angeles County's Fifth District.

Welcome to the MHLA network, Newhall Clinic!

~Amy Luftig Viste, Director, MHLA

eConsult User Update

For all community partners using eConsult, please remember that *eConsult* requests related to the Department of Health Services (DHS) is to be submitted directly to the DHS Helpdesk at HelpDesk@dhs.lacounty.gov, not L.A. Care. You can find the DHS *eConsult* forms on the MHLA web site at <http://dhs.lacounty.gov/mhla>. Thank you.

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“The world is moved along, not only by the mighty shoves of its heroes, but also by the aggregate of the tiny pushes of each honest worker.”

—Helen Keller

MHLA's Contract Negotiations

You may have heard that the MHLA program and clinics have been working on MHLA contract negotiations this summer. We want to keep you in the loop as to some of the proposed changes to the program being discussed with clinics and the Community Clinic Association of Los Angeles County (CCALAC):

- MHLA wishes to prioritize program funding for those patients who want to use the MHLA program and seek services. Therefore, DHS proposes to pay Monthly Grant Funding (MGF) to clinics if a patient has had at least one visit in the prior 24 months (discussion of what constitutes a "visit" is ongoing). If the patient does not have a visit in two years, DHS will move non-utilizing patients to "inactive" status for the purpose of payment (they will not be disenrolled for not having had a visit). MGF payment begins after first visit and is good for 24 months, assuming the patient remains eligible and enrolled.
- DHS is proposing light financial penalties, i.e., \$100 a day until a sufficient Corrective Action Plan (CAP) is received, for clinics who do not submit CAPs, have audit scores below passing, and who have multiple repeat deficiencies over multiple fiscal years with no improvement. The penalty would be \$100 per day until a sufficient CAP is received.
- MHLA access standards for patients are being created: 21 days for routine appointments and 96 hours for urgent appointments.
- DHS, in partnership with the clinics, can augment the MGF to create a quality incentives program.
- DHS proposes to hold clinics financially accountable for not accepting New Empanelment Request Form (NERF) patients after 4 attempts. The penalty would be \$100 per diem until a response is obtained. This is also still under discussion.
- If insufficient appropriation for the MHLA program occurs in the future, DHS can freeze Denti-Cal payments at current rates (freeze, not decrease).
- Discussions are underway to clarify what Durable Medical Equipment (DME) MHLA clinics and DHS should be expected to provide.

DHS, clinics, and CCALAC are working collaboratively to amend the contract in a way that benefits patients and in a way that is doable and amenable to the clinics. We will keep you posted as discussions continue.

New Tips Sheet on

Medical Home Clinic Changes

By Raymond Plaza, MHLA Program Advocate

MHLA developed a new "Tips Sheet" titled "One-e-App (OEA) Tips Sheet—Medical Home Selection Changes in OEA". The purpose of this Tips Sheet is to explain the recent changes made to the OEA's "Medical Home Selection" screens:

- Require enrollers to select a Medical Home Clinic for each aided household member's New, Renew, or Re-add (re-enrollment) applications;
- Make "Closed" Medical Home Clinics (i.e., clinics that no longer accept new members) available for reenrolling and renewing returning participants only;
- Provide information in the "Medical Home Summary" to reflect the most recent Medical Home Clinic selection as well as the previous Medical Home Clinic selection; and
- Provide information in the "Program Disposition Detail" screen to reflect the information of the most recent Medical Home Clinic selection.

This, as well as all Tips Sheets, can be found on the MHLA Website at: <http://dhs.lacounty.gov/mhla>. For access to the "For DHS and Community Partners" link, use: Username: **mhlacpp**; Password: **Lacounty1**.

Change of Newsletter Editor

Philip Barragan, the author of this newsletter over the last three years, is moving to a new position at the Department of Health Services. Philip has been a wonderful addition to the program. Good luck, Philip, in your new position... we will miss you! Thank you for your timely and thoughtful newsletters to the clinics!

Daisy Nip is our new Newsletter Editor. She holds a master degree in library and information science and continues to focus her background in issues related to health services. She is also the former Chair of the Web Committee at the Medical Library Group of Southern California and Arizona (MLGSCA). If you have any topic, article, or image you want to contribute, please email her at dnip@dhs.lacounty.gov. Thank you!

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of My Health LA*

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