

# The CP Connection

The Community Partner Newsletter

Issue 37



August Issue 2018



“

*I will pioneer a new way, explore unknown powers, and unfold to the world the deepest mysteries of creation.*

”

—Mary Shelley

## My Health LA (MHLA) Plans to Adopt MAPLE as its New Claims Processing System

Summer went fast, and we spent much of it testing the Membership Administration and Payment Linkage Environment (MAPLE) which will eventually replace American Insurance Administrators (AIA) as the encounter and dental claims adjudicator for MHLA.

As you know, currently AIA collects and processes encounters and dental claims for MHLA participants. In the future, MAPLE, which is run directly by the County of Los Angeles, will do all that right here in house.

The Los Angeles County Department of Health Services (DHS) originally developed MAPLE to replace an aging patient management system that had been used to handle managed care (non-MHLA) business lines for the Department. However, it is capable of processing claims, tracking them, and more. So we began testing this system for in-house claims adjudication a couple of months ago in partnership with several MHLA clinics

including Arroyo Vista Family Health Foundation; John Wesley Community Health (JWCH); Northeast Valley Health Corporation; Samuel Dixon Family Health Center, Inc.; Via Care Community Health Center; and Benevolence Industries, Incorporated. So far, it seems to be working great, as claims are being received as they should. Thank you to our volunteers! I'm excited this seems to be working.

Nothing is changing yet! Keep submitting your claims to AIA as you always have. We are just testing. But if everything keeps going well, we hope to be able to accept your MHLA encounters here at DHS via the MAPLE system by early 2019 (and for dental claims by late 2019). Expect to hear from us again soon.

Enjoy the rest of summer.

~Amy Luftig Viste, Program Director, MHLA

# My Health LA (MHLA) Renewal and Re-enrollment Rate at 72%!

MHLA Program Renewal and Reenrollment Rates								
Renewal Cohort Month / Total due to renew		Renewal was approved	Renewal was denied	Did not attempt to renew	Renewal Rate — Percentage approved	Reenrolled After Disen- rollment*	Reen- rolled Per- cent- age	MONTHLY RATE
7/2017	6370	2759	61	3550	43%	1407	22%	65%
8/2017	7758	3744	74	3940	48%	1548	20%	68%
9/2017	11669	6687	98	4884	57%	2094	18%	75%
10/2017	19016	11788	165	7063	62%	3461	18%	80%
11/2017	15090	8848	96	6146	59%	2875	19%	78%
12/2017	12269	7051	83	5135	57%	2412	20%	77%
01/2018	13784	7029	90	6665	51%	3003	22%	73%
02/2018	12996	6886	92	6018	53%	2572	20%	73%
03/2018	12494	6226	71	6197	50%	2410	19%	69%
04/2018	10168	4891	69	5208	48%	1967	19%	67%
05/2018	9700	4733	49	4918	49%	1590	16%	65%
06/2018	8271	3856	68	4347	47%	1261	15%	62%
	139,585	74,498	1,016	64,071	53%	26,600	19%	72%

Good job everyone! We completed our FY 2017-18 Renewal and Re-Enrollment report and preliminarily determined that 74,498 participants successfully renewed on time, while another 26,600 participants re-enrolled after disenrollment. That brought our renewal and re-enrollment rate for MHLA to 72%! **Congratulations** and thanks to all of you who we know have put so much work into making sure your patients come back to renew.

FYI, we update this report every month and make it available to you on our website at <http://dhs.lacounty.gov/wps/portal/dhs/mhla>.

To access other materials available to you within the password-protected section called “For DHS and Community Partners,” please use: Username: **mhlapcp** and Password: **Lacounty1**.

## Community Partner Renewal Data Now on MHLA Website!

Regarding renewals, many of you have asked what your own clinic-specific renewal rate is. We do collect this data and update it every month. If you are interested in your own clinic's renewal rate each month, you can find it in the password-protected section of the website at <http://dhs.lacounty.gov/wps/portal/dhs/mhla>.

**Username:** mhlapcp

**Password:** Lacounty1

**Section:** For DHS and Community Partners

**Tab:** Eligibility, Enrollment and One-e-App

**Title:** Monthly Renewal Report—All Sites

The report lists each month's renewal rate per clinic site. It is not publically available information. We hope you find it useful to track renewal rates at your own clinic. If you have any questions, contact your Program Advocate.



### The CP Connection

The Community Partner Newsletter  
of My Health LA

Amy Luftig Viste  
Daisy Nip

Program Director  
Newsletter Editor

