



Patient Referrals to My Health LA Community Partners

Screening and Enrolling Patients Referred from Los Angeles County Department of Health Services

As part of the My Health LA (MHLA) Agreement, Community Partners (CPs) have agreed to contact and attempt to enroll MHLA-eligible patients from DHS. These patients are in need of a Primary Care Provider (PCP). DHS sends batches of these pre-screened patients to CPs via secure email to begin the eligibility screening and enrollment process.

What does DHS do first?

Step 1. DHS Office of Patient Access (OPA) receives a list of DHS patients in need of a PCP/primary care medical home. Most of these DHS patients appear to be eligible for enrollment into the MHLA program. Some may be Medi-Cal eligible.

Step 2. OPA calls each patient and asks if they want a primary care medical home and informs them that they may be eligible to enroll in MHLA. If the patient agrees, nearby CP clinic options are provided and discussed.

Step 3. The patient selects a CP medical home clinic and is provided the clinic's contact information.

Step 4. OPA initiates the MHLA application process via One-e-App with the patient until the Application ID (App ID) is obtained. The App ID is provided to the patient who is notified they have a 30-day window period to complete the MHLA application with their selected CP medical home clinic.

Step 5. OPA compiles a list of patients (per clinic site) on the *Primary Care Linkage Form* (PCLF). The PCLF is sent to the designated CP Linkage Coordinator in a secure format along with important health information about the patient. This is a weekly process, but not every CP will receive a list each week.



What do My Health LA Community Partners do next?

Step 6. The CP Linkage Coordinator will access the PCLF and contact the referred patients within the 14 days. The CP sets up a MHLA enrollment appointment to complete the application and obtain necessary documentation. The CP schedules a primary care medical visit, as appropriate.

Step 7. The CP Linkage Coordinator will attempt to contact the patient at least 3 times and document the outcome of the outreach attempts on the PCLF. The CP Linkage Coordinator will return the completed PCLF (within 14 calendar days) to OPA at ReturnLinkageForms@dhs.lacounty.gov. The PCLF must be returned even if all attempts to contact and enroll the patient(s) were unsuccessful.

Step 9. Any changes in the designated agency CP Linkage Coordinator staff should be provided to OPA at: ReturnLinkageForms@dhs.lacounty.gov.

The goal is to maximize enrollment of those persons interested in and "likely eligible" for the MHLA Program. For those persons that may be eligible (or that may have) Medi-Cal, the CP clinics may enroll those persons as a Fee-for-Service Medi-Cal patient. Questions about this project should be directed to: ReturnLinkageForms@dhs.lacounty.gov.