



Issue 40

The CP Connection

The Community Partner Newsletter

December 2018



My Health LA Moves to Population Health Management

Sazon's greetings! It is hard to believe this is already the last newsletter of the year, the year went by so quickly. Together, we accomplished so much this year. This 2018 was the first full year that all clinics were using the retail and 340B pharmacy network through Ventegra. We completed an eight-month contract renegotiation with community partner (CP) clinics resulting in a new contract that will help ensure the strength and sustainability of the program for years to come. We kept our renewal and re-enrollment rates up. We made great progress in our patient linkage process, quickly moving uninsured patients from DHS to MHLA. We made great strides messaging the availability of behavioral health services for MHLA patients, working in coordination with CP clinics and advocacy groups. And as I put the finishing touches on our MHLA FY 2017-18 annual report, it is clear we made significant improvements in the number of MHLA patients who took advantage of Substance User Disorder (SUD) treatment services, especially compared to the low numbers of patients who used these services last year. Thank you to you all!

There was one other big change from this year...as the year concluded, the MHLA program was moved into the Los Angeles County Department of Health Services' Population Health Management Division (we will stay at our current location in Alhambra). The Population Health division of DHS, run by Dr. Nina Park, ensures the effectiveness and impact of health care services for underserved populations throughout Los Angeles County.

I look forward to what more we will accomplish this upcoming year. One new year resolution...we want to feature more of our clinics in our newsletters next year. Please do not hesitate to email and send stories and photographs to our Newsletter Editor Daisy Nip at dnip@dhs.lacounty.gov about any event or milestone that your clinic enjoyed in 2019. Happy holidays!

~ Amy Luftig Viste, MHLA Program Director

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As we express our gratitude, we must never forget that the highest appreciation is not to utter words, but to live by them.

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—President John F. Kennedy



New Audit Tools for My Health LA (MHLA)!

The My Health LA (MHLA) audit unit is now overseen by MHLA Contract and Audit Administration Manager, Mayra Palacios. The annual FSR, MRR, and dental audit tools have been revised and will be used for all audits conducted in Fiscal Year 2018-19 (clinics already audited between September and December 2018 will be internally rescored using the new audit tools). Changes include:

- Removing elements not required by the MHLA or managed care health plans.
- Removing elements already audited by the managed care health plans, DHCS, or HRSA.

- Adding patient access standards.
- Lowering the circumstances when a Corrective Action Plan (CAP) is required by a clinic.
- If 8 out of 30 files reviewed meet or exceed standards, the clinic has passed the audit.
- Scoring "Not Applicable (N/A)" as a pass.
- Changing compliance thresholds for individual elements to 90% (as opposed to 100%).
- Allowing assessments by MHLA for non-responsive and non-compliant clinics.

Please see Provider Bulletin 7 on the MHLA website for more detailed information. The new audit tools will be on the MHLA website the last week of December.



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*The Community Partner Newsletter
of My Health LA*

Amy Luftig Viste Program Director
Daisy Nip Newsletter Editor



Turn Off Website Compatibility View Settings in One-e-App

One-e-App (OEA) no longer requires website compatibility view settings on Internet Explorer (IE).

To enhance OEA functionality, we recommend enrollers at Community Partner (CP) clinics turn **off** their website compatibility view settings.

Turning off the website compatibility view settings in IE will help enrollers who experience slow loading of OEA screens. Turning off this setting in your IE browser could speed up MHLA application processing.

The technical guide "One-E-App Settings Instructions for the Internet Explorer (IE) Browser" is available in the password-protected page on the MHLA website. It provides step-by-step instructions on how to turn off these settings in IE.

URL: <http://dhs.lacounty.gov/mhla>

Username: mhlacpp

Password: Lacounty1

Section: For DHS and Community Partners

Tab: Eligibility, Enrollment & One-e-App

Title: OEA Technical Guides

Please share this information with all One-e-App users in your clinic. If you have questions please contact your Program Advocate.

My Health LA (MHLA) Program Advocates are Available



Don't forget! My Health LA (MHLA) has four program advocates (PA's) to help answer your questions about the MHLA program. PA's provide support to clinics by communicating with and helping Community Partners (CP's) implement the MHLA program at your clinic.

Cinderella Barrios-Cernik
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You have a designated PA for your clinic. If you do not know which MHLA PA is assigned to your agency or clinic, this information is available on the MHLA website at <http://dhs.lacounty.gov/mhla>. You will need to click on the "For DHS and Community Partners" option on the navigation menu on the left.

If you need help understanding the new contract changes or have questions about anything related to MHLA, do not hesitate to ask your PA. They are here to help.

Happy holidays and New Year from all of us at the MHLA program!