



Issue 41

The CP Connection

The Community Partner Newsletter

January 2019



Hello!

Hopefully it is not too late to wish you all a Happy New Year! We are off to a new start at MHLA, having closed out the year with our Fiscal Year 2017-2018 Annual Report (available on the MHLA website) and having finalized our training schedule for the 2019 calendar year.

The Annual Report continues to tell us each year how important the MHLA program is to the health care safety net. This last year, we had more participants enroll (185,695 at some point in the year) and more participants renew or re-enroll (72%) than in any prior year of the program. I was also very encouraged to see that our joint efforts to conduct outreach around the availability of free Substance Use Disorder (SUD) treatment services in the program paid off as well—we had 323 MHLA participants utilize SUD treatment services this year, compared to only 59 patients last year. The joint impact of our efforts are significant. Thank you for being such an essential part of the L.A. County health care safety net.

We also held the first of our MHLA eligibility and One-e-App (OEA) trainings this month. As we all know, staff turnover and personnel changes are inevitable in the health care field. These trainings focus on the eligibility rules of the MHLA program and how to take applications in the OEA system. If you or your staff missed the January trainings, there are more trainings scheduled throughout the year. The Eligibility Review Unit (ERU) has also finalized their dates for Eligibility Leads meetings.

Look forward to seeing you more in 2019. ~ Amy Luftig Viste, MHLA Program Director

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Happy New Year!
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The best preparation for good work tomorrow is to do good work today.”
—Elbert Hubbard

My Health LA Annual Report Fiscal Year 2017-2018's All Wrapped Up

My Health LA (MHLA) finalized its Fiscal Year 2017-2018 Annual Report. The report continues to demonstrate how essential the MHLA program is to the Los Angeles County health care safety net.

The data showed we had an increase in the number of participants this year— 185,695 participants enrolled in MHLA at some point in the year—and the highest renewal and re-enrollment rates to date (72%). The increase in enrollment unsurprisingly corresponded to an increase in OEA users—MHLA saw a 16% increase in OEA users across the system. There were,

however, also increases in the number of disenrollments and denials in the program, the latter largely due to the submission of incomplete applications by clinics. There is still more work to do in this area. The increase in enrollment also caused more clinics (24%) to close to new patients at some point in the year due to capacity issues.

Although we did see a growth in the numbers among the other

districts and service planning areas (SPA's), SPA 6/ District 2 continues to have the highest enrollments in the program (this area represents much of South L.A. and a significant portion of the downtown area).

Over the past year, we received significantly more telephone calls from MHLA participants and the clinics, but fewer visits to the MHLA website. Most of the calls were general questions about the program and questions about whether people were eligible to enroll.

The report also demonstrated a slight increase in the percentage of participants who used the DHS emergency room (8%, compared to 5% last year) while the number of enrolled participants who had an allowable MHLA visit at their MHLA clinic also increased slightly (68%, compared to 64% last year). There were no significant changes among the homeless population, who continue to represent less than 1% of the total MHLA enrolled population. We also saw encouraging increases in the numbers of MHLA participants utilizing SUD treatment services compared to last year.

This is just a small snapshot of breadth and depth of information about the MHLA program available to readers. The report is now publicly available in the MHLA Reports and Resources section on the MHLA web site at <http://dhs.lacounty.gov/mhla>.

Your My Health LA Training Opportunities in 2019

New enrollers at your clinic? Save the date for our My Health LA (MHLA) Comprehensive Eligibility Trainings and One-e-App (OEA) enroller trainings today.

Your enrollers will learn the skills and knowledge they need to help your patients enroll into MHLA. All new enrollers must attend at least one OEA Training session and one Comprehensive Eligibility Training session.

For **OEA Trainings**, register with Kiet Van at kvan@dhs.lacounty.gov.

For **Comprehensive Eligibility Trainings and Conference Calls**, make your reservations through Jennifer Estrada at jestrada1@dhs.lacounty.gov.

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| JAN 24 - Eligibility Training 25 - OEA Training | FEB 21 - Eligibility Leads Conference Call | MAR 21 - Eligibility Leads Conference Call |
| APR 25 - Eligibility Leads Conference Call | MAY 23 - Eligibility Training 24 - OEA Training | JUN 20 - Eligibility Leads Conference Call |
| JUL 25 - Eligibility Leads Conference Call | AUG 22 - Eligibility Leads Conference Call | SEP 19 - Eligibility Training 20 - OEA Training |
| OCT 24 - Eligibility Leads Conference Call | NOV 21 - Eligibility Leads Conference Call | DEC 19 - Eligibility Leads Conference Call |



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of My Health LA

Amy Luftig Viste Program Director
Daisy Nip Newsletter Editor

