



Issue 43

# The CP Connection

The Community Partner Newsletter

March 2019



(Above) Barbara Marshall, center, accepting a Los Angeles County Quality and Productivity Award County Image Enhancement Award in 2016. Next to Barbara is Supervisor Sheila Kuehl (3rd District) and County Chief Executive Officer Sachi Hamai.

## Eligibility Review Unit Manager Barbara Marshall Retires

Congratulations to Eligibility Review Unit (ERU) manager Barbara Marshall on her retirement after 44 years of service with the County! It has been an honor for me and my colleagues to work with such a caring, honest and fair person. It is individuals like Barbara that motivate and encourage me to work harder for the County. Barbara's loyalty and dedication to her staff and this program showed every day. I wish her all the best in her retirement.

In the meantime, our community partners and MHLA participants still need the ERU to keep going. I am pleased to announce Maria Quesada as the program's leader who will continue to grow the program in her own vision. Ernesto Reynoso is also assuming a leadership role in the unit and will assist Maria in managing ERU. Having gotten to see for myself how talented Marie and Ernesto are, I am confident they will both help the ERU continue to thrive.

The ERU will continue to conduct trainings and conference calls with eligibility leads. They will continue to audit applications and answer your questions on the SME line. We will miss Barbara terribly, but the work must continue. I trust that Barbara will miss us and come visit from time to time.

~ Amy Luftig Viste, MHLA Program Director

“

*The trouble  
with retirement  
is that you  
never get  
a day off.*

”

—Abe Lemons

## Barbara Marshall, Eligibility Review Unit Manager Retires

After 44 years of service with Los Angeles County, Barbara Marshall retires this month. She has been our fearless My Health LA (MHLA) and Healthy Way LA (HWLA) Eligibility Review Unit (ERU) manager for over ten years.

Before working for HWLA/MHLA, Barbara also worked at LAC+USC Medical Center, Department of Health Services Contracts Program Office, and H. Claude Hudson Comprehensive Health Center.

At the helm of the ERU, Barbara prioritized making sure that the application of all eligibility rules were fair and consistent. She worked to make sure patients had access to services wherever they were eligible. She also focused much of her attention on ensuring that her team, and community partners, were trained and prepared to do the

eligibility work of the HWLA and MHLA programs.

Over the years, Barbara has earned the respect, admiration, and loyalty of her colleagues. Her commitment and dedication to the welfare of low income communities will not be forgotten.

The ERU is also proud to announce that Maria Quesada ([mquesada@dhs.lacounty.gov](mailto:mquesada@dhs.lacounty.gov)) will act as the program's leader after Barbara's departure. Ernesto Reynoso ([ereynoso@dhs.lacounty.gov](mailto:ereynoso@dhs.lacounty.gov)) will assume a leadership role over numerous aspects of the unit. Join us in welcoming and supporting Marie and Ernesto!



### The CP Connection

The Community Partner Newsletter  
of My Health LA

Amy Luftig Viste Program Director  
Daisy Nip Newsletter Editor



## Coverage End Date and Enhanced Security on OEA

Two changes to One-e-App (OEA) come into effect on April 4, 2019: (1) Coverage end dates and (2) new security measures.

### Coverage End Dates

OEA will soon reflect that a participant's coverage period will continue until the last day of the month. This change will apply to all active OEA applications. This means all disenrollments will take effect on the last day of the month regardless of on what day in the month the disenrollment occurred.

You can find OEA Tips Sheets on the new security measures on our website. The OEA Tips sheet on the coverage end dates is coming soon.

**URL:** <http://dhs.lacounty.gov/mhla>  
**Username:** mhlacpp  
**Password:** Lacounty1  
**Section:** For DHS and Community Partners

## My Health LA Training Opportunities

Eligibility Leads Conference Calls		Eligibility Trainings
◇ MAR 21	◇ AUG 22	◇ May 23
◇ APR 25	◇ OCT 24	◇ SEP 19
◇ JUN 20	◇ NOV 21	
◇ JUL 25	◇ DEC 19	
Contact <b>Linda Romero</b> at <a href="mailto:lromero2@dhs.lacounty.gov">lromero2@dhs.lacounty.gov</a> for your eligibility trainings and conference calls.		

### Enhanced Security Measures

OEA users must take on a "CAPTCHA" challenge at the login screen. They will also need to undergo the Two-Step Verification (2SV) process on new computers and re-set passwords. These security enhancements help distinguish humans from bots—important given that OEA has such sensitive information within it.

### One-e-App (OEA) Trainings

◇ MAY 24	◇ SEP 20
Contact <b>Kiet Van</b> at <a href="mailto:kvan@dhs.lacounty.gov">kvan@dhs.lacounty.gov</a> for your One-e-App (OEA) Trainings.	