

Los Angeles County

MY HEALTH LA (MHLA)

One-e-App (OEA) Reference Manual and Program Overview

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Website: <http://dhs.lacounty.gov/MHLA>

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My Health LA (MHLA)

Purpose of the MHLA OEA Reference Manual

The intent of this reference manual is to provide MHLA OEA Users with the information necessary to provide application assistance to eligible participants for the MHLA Program. The reference manual provides an overview of the MHLA program, information about eligibility in the program, and other related topics important to help application enrollers carry out ongoing participant enrollments and renewals for the program.

Any changes to the program will be communicated through regular communication from the County of Los Angeles Department of Health Services (DHS), as explained below.

MHLA Program Background & History

The MHLA program – formerly known as Healthy Way LA (HWLA) Unmatched – provides primary health care services at no cost to Los Angeles County residents, nineteen years and older whose household income is at or below 138% of the Federal Poverty Level and who are not eligible for other health care coverage programs under the Affordable Care Act (ACA). Health services are provided by a contracted network of approximately 50 Community Partner agencies representing approximately 200 clinic sites throughout the County.

The Los Angeles County Department of Health Services (DHS) launched the MHLA program on October 1, 2014 to provide health coverage for thousands of low-income residents unable to find coverage under federal healthcare reform. MHLA is based on a capitated model, called Monthly Grant Funding, that allocates a specific amount of money per month on behalf of each enrolled participant, making care coordination important. The program issues program identification cards and welcome packets to participants, continues program and health communication with participants and requires all patients to select a “medical home” which will be responsible for coordinating their primary care.

The Department has redesigned the HWLA Unmatched program consistent with the long-term goals related to the delivery of services under the new program: preserve access to care for uninsured patients; encourage coordinated, whole-person care; move away from an episodic, fee-for-service payment in favor of a monthly grant funding approach; improve efficiency and reduce duplication, and simplify the administrative components of this program.

MHLA is NOT Health Insurance

It is very important to understand and convey to applicants that **MHLA is NOT health insurance**. MHLA provides services within a limited network of community partner clinics (for primary care) and DHS clinics and hospitals (for specialty, inpatient, urgent and emergency care) in the County of Los Angeles. MHLA does not cover health care services provided at non-contracted community clinics or non-DHS hospitals or emergency rooms. MHLA is not portable outside of Los Angeles County. As a program of the County of Los Angeles, MHLA may be modified based on action taken by the Los Angeles County Board of Supervisors. MHLA is a program designed by the County of Los Angeles to provide access to health care to the uninsured. It is **extremely important** not to confuse or mislead people into thinking that MHLA is insurance.

MHLA – Who is Eligible?

MHLA is a comprehensive, no-cost primary health care program for low-income residents of Los Angeles County. MHLA is available to residents of Los Angeles County who are age 19 and older, whose family income is at or below 138% of the Federal Poverty Level (FPL), and who lack access to health insurance.

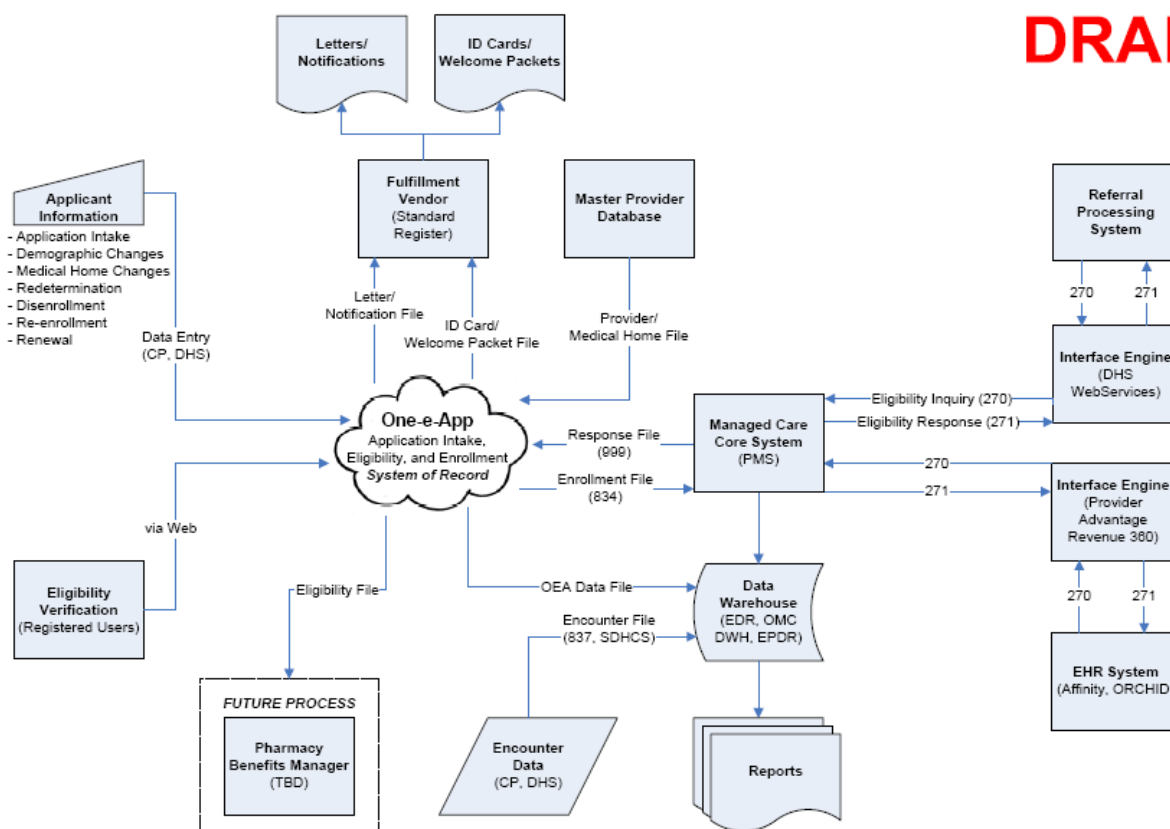
One-e-App (OEA) Overview and Role of the OEA User

OEA Overview

OEA is the eligibility and enrollment system and the customer service tool for MHLA. OEA is designed to enroll applicants into MHLA in real time. Applications are not “submitted” to a central location for eligibility processing. MHLA OEA Enrollers do real-time, full eligibility determinations and enrollments (and re-enrollments, or renewals) for MHLA applicants, and eligible participants are enrolled at the end of the application process. There is no waiting for an application to be dispositioned in the MHLA program.

OEA is a web-based system for submitting electronic applications for MHLA. OEA can be used to make referrals to Restricted (Emergency) Medi-Cal Program.

The OEA system is maintained by Social Interest Solutions (SIS). The technical flow chart below depicts how OEA operates in the County of Los Angeles.

One-e-App (OEA) Technical Process Flow**DRAFT**

To assist individuals in enrolling participants into the MHLA program using the OEA system, Community Partner enrollment staff are required to have any of the following certifications: Certified Application Assistor (CAA), Certified Enrollment Counselor (CEC), Certified Application Counselor (CAC), or We've Got You Covered (WGYC) Certification. To become an OEA User, Community Partner staff must provide a copy of the completed certification with the OEA User application to the Department.

OEA Users play an important role in helping individuals, families, and children enroll in MHLA. OEA Users also keep participants informed about program changes and help them maintain their health coverage at or before their renewal date.

Additionally, OEA Users provide assistance to individuals and families who do not qualify for certain publicly-funded health care programs by referring them to other available programs.

Steps to Becoming a MHLA OEA User

There are different types of OEA Users available at Community Partner sites: CEC Enrollers, CEC Supervisors, Read-Only, and System Administrators. There are several steps involved in becoming an approved MHLA OEA User. Potential MHLA OEA Users should contact their manager to discuss in detail the necessary time and resources needed to complete the OEA User training requirements. As indicated earlier, only CEC/CAA/CAC/WGYC-certified staff at approved MHLA Enrollment Sites can become MHLA OEA enrollers. Non-CEC/CAA/CAC/WGYC-certified staff can have Read-only and other capabilities, but they cannot enroll. It is recommended that each agency have two System Administrator user access. The System Administrator has the ability to reset their agency's user's passwords and to extract enrollment reports.

MHLA OEA User Values

MHLA requires OEA Users to sign the MHLA OEA System User Agreement and Code of Ethics and Conduct (See One e App User Forms and Affidavits).

This outlines the responsibilities of MHLA OEA Users and provides guidelines for their conduct. As a reminder, the MHLA OEA User Code of Ethics and Conduct is summarized below:

MHLA OEA Users agree to:

- Assist applicants in properly completing the application and OEA process.
- Ensure the confidentiality of all applications, records, and any information received in written, graphic, oral, or other tangible forms.
- Answer questions pertaining to the application.
- Review and explain the documents that are required with the application.
- Act in a courteous and professional manner.
- Abide by MHLA program rules and enrollment procedures.

MHLA OEA Users must never:

- Provide application assistance to their immediate, extended family members of any relation, personal friends or themselves.
- Participate in any activity or enterprise with clients or providers where income, profit or other gain may be accrued;
- Coach a client to give deceiving or otherwise false or misleading information in order for the client to become eligible for County/State/ Federal programs. Doing so may constitute fraudulent activity.
- Solicit or accepting any gifts, gratuities, kickbacks, or anything of monetary value from clients, providers, contractors, or potential contractors.

- Use OEA services or the data to view or gather information on him or herself, co-workers or people with any personal relationship.
- Disclose ANY information about applicants or their families, including their names, addresses, Social Security numbers, health status, or incomes to any other party.
- Disclose their OEA username and passwords.

Confidentiality

Maintaining confidentiality and protecting the privacy of patients' health care information is an extremely important aspect of being a MHLA OEA User. The following information/text from the Healthy Families and Medi-Cal website describes in detail the legal mandate related to protecting patients' confidentiality, which the MHLA Program encourages MHLA OEA Users to also follow:

“The Welfare and Institutions Code (W & I Code) Section 10850 and 45 Code of Federal Regulations Section 205.50(a) were created to protect both applicants and recipients of public assistance against identification, exploitation, or embarrassment that could result from the release of information identifying them as having applied for, currently receiving, or having received public assistance. These regulations outline under what circumstances and to whom this information can be released. Disclosure of information that identifies by name, address, or Social Security number any applicant of public social services, which includes Medi-Cal and Healthy Families, without the consent of the applicant, is prohibited and punishable by law as a misdemeanor.

CAAs may not disclose ANY information about applicants or their families, including their names, addresses, Social Security numbers, health status, or incomes to any other party. CAAs must hold this information in the strictest of confidence and safeguard it from being revealed. Under NO circumstances should applicants receive solicitations or be placed on any mailing lists as a result of their applications or contacts with CAAs.”

MHLA OEA User Guide and Technical Support

A detailed OEA technical support guide, including what to do if you need help, is available in the OEA Training Presentation, which is also available on the MHLA website (<http://dhs.lacounty.gov/mhla>) under “For DHS and Community Partners.”

MHLA OEA Eligibility Leads

To maintain current policy and procedure information, MHLA OEA Users will be required to attend ongoing MHLA Program trainings. Each Community Partner clinic has been asked to designate 1-2 people per agency to act as “OEA Eligibility Leads.” The roles of the OEA Eligibility Leads include (but are not limited to):

- Participate in OEA webinars and updates.
- Be the MHLA program’s primary contact for feedback, concerns, and suggestions from the MHLA program regarding OEA use at that agency.
- Distribute MHLA OEA updates and Tip Sheets to community clinic staff.
- Provide suggestions for OEA training content.
- Provide feedback on MHLA OEA educational resources.
- Work with your clinic’s System Administrator in adding and requesting deletion of OEA User accounts that are no longer in use for your agency (i.e., persons who have left the agency or otherwise no longer should have access to OEA).

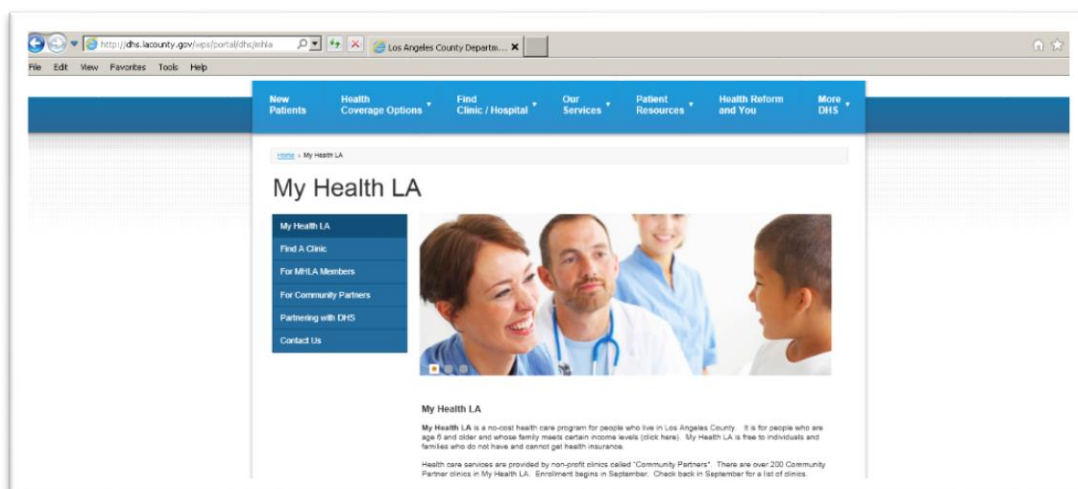
MHLA Eligibility and Enrollment Subject Matter Experts

The MHLA program has designated MHLA Eligibility and Enrollment Subject Matter Experts (SMEs) to help you if you need assistance enrolling eligible participants into the MHLA program. A SME can be reached at (833) 714-6500.

MHLA Website

The **MHLA** website is an excellent resource for up-to-date information about the program.

<http://dhs.lacounty.gov/MHLA>. The MHLA website is available to both patients and staff to provide current information and resources about the program.



MHLA Program Updates

MHLA Program Updates will be provided regularly to all Community Partner clinics through ongoing newsletters and Provider Bulletins that will contain important program information. MHLA program updates are produced through feedback and suggestions from Community Partners, DHS staff and MHLA Program administration. Updates are an essential part of staying current with the program. All program updates will be posted on the MHLA Website.

MHLA Program Requirements

Eligibility Requirements

To be eligible for MHLA, an applicant must meet all of the following eligibility requirements:

- A. Lack health insurance (i.e. uninsured). Individuals with restricted or limited scope Medi-Cal may be considered eligible for services not covered under restricted or limited scope Medi-Cal.
- B. A current Los Angeles County resident, with proof of Los Angeles County residency. Homeless applicants may provide affidavit verification of Los Angeles County residency.
- C. Age 19 or older.
- D. Household income at/below 138% of Federal Poverty Level (FPL). Guidelines regarding new FPL can be found on the MHLA website under the For MHLA Participants section.

A comprehensive description of each requirement is outlined in the Eligibility and Enrollment Provisions posted on the MHLA Website.

MHLA Renewals

Participants must renew their eligibility in the MHLA program in person annually. OEA users will complete renewals on behalf of enrolled participants. Participants will have to provide recent copies of required documents (proof of LA County residency and income). Proof of identity and the Rights and Declaration Form do not need to be provided again. Participants will receive renewal notices in the mail at 30-, 60-, and 90-days before their anniversary date. They can renew up to 90 days prior to their renewal date. Participants who do not renew after twelve months will be automatically dis-enrolled from the program.

MHLA Disenrollment

MHLA participants can be voluntarily or involuntarily disenrolled or denied from the program. Participants can voluntarily disenroll by calling Member Services at 1-844-744-6452.

Involuntary disenrollment or denial occurs when the participant does not renew their coverage every 12 months, if they move outside of Los Angeles County, get health care coverage somewhere else, become eligible for government sponsored health insurance, if it is discovered that the participant made untrue statements in the application or renewal materials, if the Medical Home clinic or the MHLA program learns that the participant no longer qualifies (or never qualified) for the program, if an incomplete application was submitted, or if the participant abuses the program. OEA users cannot disenroll patients. OEA Enrollers should contact the Eligibility Unit Subject Matter Expert Hotline (833) 714-6500 if they have questions about whether a participant should be disenrolled from the program. A denied or disenrolled participant can re-apply for coverage at any time at no cost.

MHLA Program Services

Medical Homes

All MHLA participants are required to select a medical home when they enroll. A medical home is where MHLA participants receive a majority of their primary care services and where most of their care is coordinated. A participant can only change their medical home clinic once a year, during their annual enrollment period, with some exceptions: A participant can change their medical home for any reason in the first 30 days of enrollment, if they change jobs or place of residence, if they have a change in condition or situation that requires a change to a different medical home who can better care for that condition or situation, and/or if the participant or clinic have a deterioration in relationship that merits a change in medical home. Medical home change requests can be made by contacting MHLA Member Services at 1-844-744-6452 (MHLA).

Included Services

The following services are covered by MHLA:

1. **Primary and Preventive Care, Laboratory and Radiology**
2. **Specialty Care**
3. **Pharmacy**
4. **Hospital, Emergency and Urgent Care Services**
5. **Dental Services**
6. **Substance Abuse and Mental Health Referrals**
7. **Durable Medical Equipment**

Primary and Preventative Care, Laboratory and Radiology

Primary and Preventative Care means those services provided in an outpatient setting to participants for the prevention, diagnosis, or treatment of illness or injury. Primary care includes health evaluations, health advice, therapeutic services, diagnostic services, routine and preventive services, health care maintenance, chronic disease management, laboratory services, basic radiology, immunizations, family planning, outreach, emergency first aid, information and referral services, health education, prescribing medicines and other related services.

Specialty Care

When all treatment options by the clinic are exhausted, and/or the participant's condition dictates care from a Specialty Care Provider, the clinic can refer the participant to DHS. MHLA enrolled participants requiring specialty care services are to be referred to DHS using eConsult. All medically necessary examinations and ancillary tests are to be completed prior to the referral.

Pharmacy

Pharmaceuticals are a benefit of the MHLA program and are provided to the participant free of charge. MHLA participants can obtain their medications at their clinic's licensed on-site dispensary, on-site pharmacy, mailed to their home or clinic, or at an off-site pharmacy that is in the Ventegra pharmacy network.

If a participant is in immediate need of their medication, the CP or participant can contact the Ventegra Customer Care Team (CCT) at 1-855-444-7757 or email them at customercare@ventegra.com. Participants can call Ventegra Monday through Friday, 5:00 am to 9:00 pm PST, on Saturdays from 7:00 am to 7:00 pm PST and Sundays from 7:30 am to 4:00 pm PST.

Hospital, Emergency and Urgent Care Services

MHLA participants experiencing an emergency medical condition or urgent care need that the clinic cannot handle should be instructed to go to a DHS emergency room or urgent care clinic. Participants requiring same or next day appointments, or who have a primary care need that could be handled by the Community Partner clinic **cannot** be referred to DHS's Emergency Department or Urgent Care clinics. Participants who go to a non-DHS clinic, urgent care center or hospital are likely to get a bill from that hospital.

Dental Services

If a MHLA Contractor has dental services available at its clinic and a dental contract with DHS, certain dental services may be provided as an option to participants and billed to DHS at a contracted rate. However, dental services are not a covered benefit of the MHLA program.

Substance Abuse and Mental Health Referrals

Substance Abuse and Mental Health services are not covered benefits of the MHLA program. Participants can be referred to substance abuse counseling directly at the Department of Public Health Substance Abuse Helpline (SASH) at **1-844-804-7500** or visit <http://sapccis.ph.lacounty.gov/sbat/>. Participants can be referred to for mental health counseling at the Department of Mental Health Access Center at 1-800-854-7771.

Durable Medical Equipment and Medical Supplies

For detailed information about DME and medical supplies, please refer to *Provider Information Notice 18-09 Durable Medical Equipment and Medical Supplies*, which is available on the MHLA website (<http://dhs.lacounty.gov/mhla>) under “For DHS and Community Partners.”

MHLA Member Services

The MHLA Member Services Call Center is open Monday to Friday 8:00 am to 5:00 pm at 1-844-744-6452 (MHLA). Member Services call agents are available to help participants in many languages.