



# MY HEALTH LA PARTICIPANT HANDBOOK



**Wellness. Collaboration. Compassion.**



1000 South Fremont Avenue, Building A9-East, 6th Floor, Unit #92, Alhambra, CA 91803

My Health LA Member Services: 1-844-744-6452 (MH LA)  
TTY/VCO/HCO to Voice, dial 711 to use California Relay Service (CRS)  
Visit us at: <http://dhs.lacounty.gov/MH LA>





# TABLE OF CONTENTS

|   |    |
|---|----|
| This Participant Handbook: Why is it important?.....  | 1  |
| What is the My Health LA (MHLA) program? .....  | 1  |
| Let us get started: How do I get health care at a My Health LA (MHLA) Medical Home Clinic? .....  | 2  |
| What is an “Included Service”?.....   | 2  |
| Services provided through My Health LA (MHLA).....  | 3  |
| What other services can I get with My Health LA (MHLA)? .....                                     | 4  |
| Pharmacy Services: How can I get my Prescription Medicines? .....                                 | 6  |
| What is not included in My Health LA (MHLA)? .....  | 9  |
| Can I change my Medical Home Clinic?.....   | 9  |
| How can I get care when my Medical Home Clinic is not open?.....                                  | 9  |
| Care outside the My Health LA Network – What to know.....   | 9  |
| What if I need emergency care?.....   | 10 |
| My Health LA (MHLA) ID Card: How do I use it? .....   | 10 |
| What do I do if I am having a problem?.....   | 10 |
| Renewal: How can I make sure I do not lose my enrollment in the My Health LA (MHLA) program?..... | 11 |
| Disenrollment.....  | 11 |
| How can I get help in another language? .....   | 12 |
| How can I get help for people with disabilities?.....   | 13 |
| Is my personal information confidential? .....  | 13 |
| Glossary of Terms.....  | 13 |
| Important Phone Numbers.....  | 15 |
| Los Angeles County Urgent Care Centers .....  | 16 |
| Los Angeles County Emergency Hospitals .....  | 16 |





## This Participant Handbook: Why is it important?

This Participant Handbook has important information about the **My Health LA (MHLA)** program.

Keep this handbook where you can find it easily. This handbook tells you:

- What the MHLA program is;
- How and where to get your health care in MHLA;
- What services are and are not covered;
- Where to go for emergency services;
- How to make a **Medical Home Clinic** change;
- How and when you can make a change to your **Medical Home Clinic**; and
- How to get your medicines for free.

**Please read this guide before making your first appointment with your doctor.**

## What is the My Health LA (MHLA) program?



- My Health LA (MHLA) is a **NO-COST (FREE)** program that provides limited health care for people who live in Los Angeles County.
- It is free to individuals and families who do not have and cannot get health insurance, including Full-Scope Medi-Cal and Medicare
- MHLA Participants get ongoing, quality health care from a team of health care providers at a medical home clinic.
- **What makes MHLA special** is that you get to choose your own **Medical Home Clinic**, the clinic where you get free health care when you are sick and free routine and preventive care to stay healthy.
- You do not have to wait until you are sick to get medical care.

### My Health LA (MHLA) is NOT Health Insurance

- MHLA provides medical care to people who are low income and without health insurance in Los Angeles County.
- MHLA has a **limited network** of health care providers at community clinics.
- MHLA participants **may get a bill** if they go to a clinic that does not work with MHLA or is located outside of Los Angeles County.

### IMPORTANT!

**If you have health insurance right now,  
do not drop it!**

Health insurance provides you with more choices and options to meet your health care needs than MHLA.



A **Medical Home Clinic** is a My Health LA (MHLA) clinic. You see a primary care doctor or a nurse there.

The doctor or nurse at your **Medical Home Clinic** will get to know and understand you and your medical history. They will coordinate your medical care within the MHLA program.



## Let us get started: How do I get health care at a My Health LA (MHLA) Medical Home Clinic?

You chose a **Medical Home Clinic** when you enrolled in My Health LA (MHLA). Here is what you need to do now:

- **Start getting your health care now by calling your Medical Home Clinic for a check-up!**
  - The phone number for your Medical Home Clinic is on your MHLA Identification (ID) card.
  - It is important for you to get a check-up even if you are not sick.
  - At your first visit, your doctor will look at your medical history, find out how your health is today, and begin any new treatment you need.
  - Seeing a doctor even if you are not feeling sick helps prevent you from getting sick and keeps your health problems from getting worse.
- How to see your doctor at your **Medical Home Clinic** - Important Steps to Take:
  1. **Be on time for your appointment.** Give yourself plenty of time to get to your **Medical Home Clinic**. Call them if you need directions on how to get there.
  2. **Call your Medical Home Clinic right away to cancel your appointment if you cannot make it.** By canceling your appointment, you allow the doctor to see someone else.
  3. **If you miss your appointment, call right away to make another one.** It is your responsibility to make sure you visit your doctor.
  4. **Show your MHLA ID card when you get to the clinic.**

Your **Medical Home Clinic** must schedule you for an appointment if you request one. Your appointment will take place within

- 21 days for non-urgent health care needs
- 96 hours for urgent health care needs.

### IMPORTANT!

You can still get services without your ID card as long as you are a participant in My Health LA (MHLA). If you need to see your doctor, your **Medical Home Clinic** should be able to know that you are part of MHLA, even if you do not have your ID card.

## What is an “Included Service”?

In order for you to get a health care service through My Health LA (MHLA), the service must be:

- An **included (covered) service** of MHLA and
- A service provided at your **Medical Home Clinic**, at a Los Angeles County Department of Health Services (DHS) clinic or hospital, or at a Los Angeles County Department of Public Health (DPH) or Los Angeles County Department of Mental Health (DMH) clinic.

**Call MHLA Member Services** if you have questions about:

- The MHLA program;
- How and where to get health care; or
- What health care services are covered and not covered by MHLA.

## My Health LA (MHLA) Member Services

- **Open from Monday to Friday between 8:00 a.m. and 5:00 p.m.**
- **Call 1-844-744-6452 (MHLA).**
- For **TTY/VCO/HCO to Voice**, dial **711** to reach us through the **California Relay Service (CRS).**
- MHLA Member Services agents can **help you in many languages.**

## Services provided through My Health LA (MHLA)

My Health LA (MHLA) covers the following services:

1. Primary and Preventive Care
2. Specialty Care
3. Inpatient Care
4. Emergency Services
5. Urgent Care
6. Laboratory & Radiology Services
7. Referrals for Mental Health Counseling
8. Referrals for Substance Use Disorder Treatment
9. Services to Help You Stop Smoking
10. Medicines and Pharmacy Services
11. Medical supplies and durable medical equipment

### IMPORTANT!

If you receive care at a Los Angeles County DHS clinic or hospital, you will be asked to apply for Medi-Cal and other health insurance programs. **Failure to comply with the Medi-Cal application process may result in your financial responsibility for services received at DHS.**

### Primary and Preventive Care

Primary and preventive care include routine treatments of medical conditions, regular check-ups, and health screenings that are important to your health.

All primary and preventive care services are part of MHLA. You can get them at your **Medical Home Clinic**.

Call your **Medical Home Clinic** to make an appointment.

### IMPORTANT!

**You MUST get a referral from your doctor at your Medical Home Clinic before you can get specialty care at a Los Angeles County DHS clinic or hospital (except for emergency care and urgent care).**

### Specialty Care

- Sometimes you need care that your doctor cannot give you at your **Medical Home Clinic**. This happens if your doctor cannot give you the treatments you need. If this happens, you need care from a medical specialist.
- A **referral** is a request from your doctor to another doctor to see you. You will most likely get a referral to the Los Angeles County DHS.
- To see a medical specialist, your doctor will start the referral process, authorize or “okay” the care, and give you a “referral.” Your doctor will let you know if DHS does not accept or approve your referral.

### Inpatient Care

- Inpatient Care means that you have to stay overnight at a hospital.

**See the end of this handbook for a list of Los Angeles County DHS hospitals.** Other (non-DHS) hospitals not listed are not part of DHS or MHLA. You may get a bill if you go to a hospital that is not run by DHS (i.e. a non-Los Angeles County hospital).

### Emergency Services

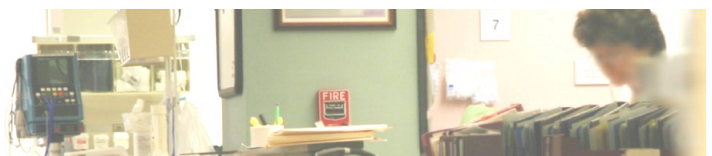
- Emergency services are available 24 hours a day, 7 days a week.

If you need emergency care:

- Call 911 for assistance from the police, an ambulance, the fire department, the coast guard, or other emergency dispatch services, if needed; or
- Visit a Los Angeles County DHS emergency room, if possible. **See the end of this handbook for a list of Los Angeles County DHS emergency hospitals.**

Other (non-DHS) hospitals not listed are not part of DHS or MHLA. You may get a bill if you go to a non-DHS hospital.

If you cannot go to a Los Angeles DHS emergency room and must go to a non-DHS hospital, ask them about their charity (free or reduced cost) emergency care programs.



## Emergency Care

**Emergency care is the help needed to immediately stop or relieve:**

- Sudden and serious illness or pain.
- Injuries or conditions that require treatments through fast identification and response; and
- Fear and risk of death.

## Urgent Care

- Urgent care centers treat serious injuries and health problems that are not emergencies or life threatening but still need medical care right away.

You should always go to your **Medical Home Clinic** for problems that are not serious or life threatening.

If you feel you need to see a doctor right away, **check with your Medical Home Clinic and ask if they can see you at their clinic.**

- If your **Medical Home Clinic** tells you that you have a serious medical problem which they cannot treat, go to a Los Angeles County DHS urgent care center.
- If your **Medical Home Clinic** is closed, go to a Los Angeles County DHS urgent care center.

**See the end of this handbook for a list of Los Angeles County DHS Urgent Care Centers.**

Other (non-DHS) urgent care centers not listed are not part of DHS or MHLA. You may get a bill if you go to a non-DHS urgent care center.

## Laboratory Services

Laboratory services include blood work, urine tests, throat cultures, and other tests your doctor decides you need.

- You need an approved doctor's request for these laboratory services.

## Radiology Services

MHLA covers basic radiology services, such as mammograms, chest x-rays, and other tests your doctor decides you need.

- You need an approved doctor's request for these radiology services.

## What other services can I get with My Health LA (MHLA)?

### Mental Health Services

If you feel sad; have extreme high and low feelings; have strong fears, worries, anxieties, suicidal thoughts, or angers; or find it hard to deal with daily problems and activities, talk to your **Medical Home Clinic**.

Your **Medical Home Clinic** may help you at the clinic or they might refer you to the Los Angeles County Department of Mental Health (DMH). They will help you decide if mental health services are good for you.

You may be able to get the following services at your **Medical Home Clinic** or at **Los Angeles County DMH**:

- Individual Therapy
- Family Therapy (children services)
- Group Therapy
- Medications
- Case Management
- Parenting Education (children services)
- Intensive Mental Health Services

Los Angeles County DMH works with many mental health clinics who can help. There are three ways you can get mental health services in the MHLA program:

1. You can talk to your **Medical Home Clinic** and see if you can get mental health services there.
2. Your **Medical Home Clinic** can give you a referral to a Los Angeles County DMH clinic near you.
3. You can call the Los Angeles County DMH Access Center directly at **1-800-854-7771** or visit their website at <http://dmh.lacounty.gov>. They are open 24 hours a day, 7 days a week.

### IMPORTANT!

If you feel like harming yourself or someone else, or if you are having a mental health crisis, call the Los Angeles County Department of Mental Health (DMH) Access Center at 1-800-854-7771 or call 911.

## Substance Use Disorder (SUD)

### Treatment Services

Drug and alcohol use may affect your health. Please talk with your doctor about your use of drugs and alcohol.

You may want to seek help if you have been doing any of the following in the last 3 months:

- You have felt or have been told by someone that you should do less or stop drinking or doing drugs.
- You have felt guilty or have been feeling bad about how much you drink or use drugs; or
- You have been waking up wanting to drink alcohol or use drugs.

MHLA partners with the Los Angeles County Department of Public Health (DPH) to provide the following types of Substance Use Disorder (SUD) treatment services to MHLA participants at no cost:

- **Outpatient:** Treatments for up to 9 hours a week. You do not have to stay at the alcohol and drug treatment center.
- **Intensive Outpatient:** Treatment for 9 to 19 hours a week. You do not have to stay at the alcohol and drug treatment center.
- **Residential (sometimes called “Inpatient”)**  
**Treatment:** This is where you temporarily stay at the treatment center while you get help.
- **Withdrawal Management (Detoxification):** This program monitors your use of drug and alcohol while medical staff help you get rid of alcohol or drug toxins in your body.
- **Opioid Treatment Programs (OTP) and Medication-Assisted Treatment:** This program helps you with your addictions with opioids, such as cocaine and morphine. You will receive counseling, therapy, and medication from doctors and mental health counselors in this program.
- **Recovery Bridge Housing:** A safe space that is supportive of adults who are receiving outpatient, intensive outpatient, and opioid treatment services.
- **Case Management:** Coordination of your SUD treatment referrals, including help from other health, mental health, and social services.

Los Angeles County DPH works with many SUD treatment providers who may be able to help.

There are three ways you can get SUD treatment services:

- You can talk to your **Medical Home Clinic** and see if you can get SUD treatments there.
- You can call Los Angeles County DPH Substance Abuse Service Helpline (SASH) at **1-844-804-7500** or visit <http://sapccis.ph.lacounty.gov/sbat>.
- Your **Medical Home Clinic** can give you a referral to a Los Angeles County DPH SUD treatment clinic near you.

### Smoking Cessation Services

**MHLA can help you stop smoking—for FREE.**

Talk to your **Medical Home Clinic**. They can help you get free smoking cessation services to help you stop smoking.

Smoking cessation services include:

- Up to four individualized 30 minute sessions;
- Counseling services;
- Special help for pregnant smokers, tobacco chewers and teens; and
- Free nicotine patches for qualified individuals.

For more information about smoking cessation services, talk to your **Medical Home Clinic**, call **1-800-NOBUTTS**, or visit the Smoking Cessation Program's website at <http://www.nobutts.org>.



## Pharmacy Services: How can I get my Prescription Medicines?

### What is a Pharmacy?

- A pharmacy is a place to get your prescriptions filled. It is the place where you get your medicines, including the ones that your doctor told you to get, with a licensed pharmacist.
- The “My Health LA (MHLA) pharmacy network” includes all of the pharmacies that work with MHLA. MHLA works with over 800 pharmacies in many neighborhoods to provide medicines to MHLA participants.
- All MHLA participants can get their approved prescription medicines at a pharmacy within the MHLA pharmacy network for FREE.
- You can get your medicines from one of the pharmacies in MHLA’s pharmacy network. You can go to one that is close to your home.
- You can find a pharmacy in the MHLA network online at <http://www.ventegra.com/mhla> or call **1-855-444-7757**. When you call this number, you will talk to a company called Ventegra that helps MHLA get medicines to MHLA participants.
- At a pharmacy within the MHLA pharmacy network, pharmacists will give you your medicines.
- If you have questions about your medicines, including possible side effects and drugs that must not be taken together, ask the pharmacist.

### IMPORTANT!

- Always bring your prescriptions to the pharmacies that are in the My Health LA (MHLA) pharmacy network or have your **Medical Home Clinic** send it to them electronically.
- Always bring your MHLA ID card with you to the pharmacy and show it to the pharmacy staff. The MHLA ID card has information on it that is very important to the pharmacist.
- Make sure your pharmacy knows about all the medicines you are taking and any allergies to any medicine you may have.

- Some clinics have pharmacies inside their clinics. Ask your **Medical Home Clinic** if there is a pharmacy inside their clinic.
- You may also be able to get your medicines mailed to your home. Ask your **Medical Home Clinic** for more information.

### What is a Dispensary?

- Some medical home clinics use dispensaries to give medicines to MHLA participants when the clinics are open.
- Dispensaries are located inside medical home clinics. Medicines are stored and given to MHLA participants there.

The dispensary at your **Medical Home Clinic** is another place to get your medicines. It is part of MHLA.

All MHLA participants can get their approved prescription medicines from a dispensary for FREE.

- Not all dispensaries have a pharmacist. At dispensaries, you may get your medicines from nurses, doctors, pharmacists, or other health care providers.
- If you have questions about your medicines, including possible side effects and drugs that must not be taken together, ask your doctor, nurse, or pharmacist at the dispensary.

### How do I get my Prescription Medicines?

- Prescription medicines are medicines which require prescriptions or written instructions from your doctor. You get them from a pharmacy or dispensary using a written prescription that you get from your doctor.

You can get your prescription medicines:

- At a pharmacy within the MHLA network that is close to your home or work;
- At a dispensary inside your **Medical Home Clinic**;
- At a pharmacy inside your **Medical Home Clinic**; or
- For certain medicines, you may have to go to a different pharmacy than the one you normally go to.

You have the right to get your prescription medicines at a pharmacy within the MHLA network.

Depending on what you need, your **Medical Home Clinic** will tell you what you need to do.

## IMPORTANT INFORMATION ABOUT YOUR MEDICINES

- If you feel you are having side effects, like a rash or a stomach ache, from your medicines, **DO NOT** stop taking your medicines. Call your **Medical Home Clinic** for advice first!
- If you feel you are having a serious allergic reactions to your medicines, like you are having difficulty breathing, **STOP** taking your medications and call your **Medical Home Clinic** immediately.
- It is important that you call your **Medical Home Clinic** ahead of time if you need a refill of your prescription medicine.

If you have questions about your medicines, ask the pharmacist, dispensary staff, or your doctor.

- Your prescription medicines are **FREE**, but you must get them from a pharmacy or dispensary within the MHLA network.
- You should never be asked to pay for your prescription medicines.
- If you go to a pharmacy outside your **Medical Home Clinic**, it is possible that you may have to pay for “over-the-counter” (OTC) medicines.

OTC medicines, such as aspirin or vitamins, are drugs that you can buy at any pharmacy without a prescription or doctor’s note.

Even if your prescription or doctor’s note lists the OTC medicine, a pharmacy may ask you to pay for it.

- You may be able to receive a 90-day supply of your medicine that you need to take for a long time.

You may need a 90-day supply of medicine like pills for high-blood pressure or insulin for diabetes.

Ask your doctor if you can have a 90-day supply of your medicines.

- If a Los Angeles County Department of Health Services (DHS) doctor prescribed you a medicine at a DHS clinic or hospital, you must get your medicines there.



If you have questions about how to get your medicines, ask your **Medical Home Clinic**. The doctor and clinic staff at your **Medical Home Clinic** can help you.

### Who is “Ventegra”?

- Ventegra is the name of the company that works with MHLA to get medicines to MHLA participants.
- Call Ventegra at **1-855-444-7757** or email them at **customercare@ventegra.com** if your **Medical Home Clinic** or your pharmacy asks you to pay for your medicines, if you have pharmacy questions, or if you need help getting your medicine or finding a pharmacy near you.

You can call Ventegra Monday through Friday between 5:00 a.m. and 9:00 p.m. or Saturday and Sunday between 7:00 a.m. and 7:00 p.m. PST.

### How do I change where I get my medicines?

- Talk to your **Medical Home Clinic** or call **Ventegra** at **1-855-444-7757** if you would like to change your pharmacy within the MHLA network.
- Call your **Medical Home Clinic** or call **Ventegra** at **1-855-444-7757** if you do not know where or how to get your medicines.

## What is a formulary?

- Doctors use a list of MHLA-approved medicines called a “formulary.” Your doctor usually prescribes medicines from this formulary. Your doctor will only prescribe you a medicine if you need it.
- A medicine on the formulary does not mean that a doctor must prescribe it to you.
- If your doctor wants to give you a medicine that is not on the MHLA formulary, your doctor will need to submit a special “Prior Authorization” request to MHLA. Your doctor knows how to submit it.
- It may take up to two business days for you to get these special “Prior Authorization” medicines once MHLA approves them. Your doctor will tell you if MHLA does not approve them.

## Going to Different Pharmacies for Some Medicines

- Sometimes, your **Medical Home Clinic** may ask you to go to a different pharmacy. You may have to go to a pharmacy that you do not normally visit. If you live near Palmdale or Lancaster, you may have to pick up your medicines at a Los Angeles County DHS clinic. You may even get these medicines mailed to your home or **Medical Home Clinic**.
- If your doctor prescribes you one of these medicines, your **Medical Home Clinic** will let you know what you need to do and where you need to go.

## What is a “Refill?”

- A “refill” is a continuation of the medicines you have been taking. You get another set of your medicines without a new prescription or doctor’s note.
- The number of refills you can get without a new prescription or doctor’s note is on the label of each medicine bottle.
- If you need a refill, call the phone number on the medicine bottle and follow the instructions. You will need to return to the location where you first picked up your medicines to pick up your refills.
- If you received your medicines from a dispensary, you must see your doctor at your **Medical Home Clinic** before getting your refills.
- If you ran out of your medicines and cannot get a refill, call your **Medical Home Clinic**.

## Durable Medical Equipment (DME) and Medical Supplies

- Durable Medical Equipment (DME) is medical equipment that you need when you are sick or injured. DME is designed to:
  - ◊ Be used over and over again;
  - ◊ Serve a medical purpose; and
  - ◊ Be used at your home
- A Medical Supply is an item that can only be used once.
- Your doctor at your **Medical Home Clinic** may prescribe you DME or a Medical Supply.
- Your DME or Medical Supply will be FREE if you need it. FREE DME and Medical Supplies include:
  - ◊ Basic wound care supplies;
  - ◊ Bandages (i.e. Ace bandages);
  - ◊ Soft braces (not for fractures), splints, slings, and cervical collars;
  - ◊ Canes;
  - ◊ Crutches;
  - ◊ Home monitoring equipment or supplies for diabetes-related conditions;
  - ◊ Walkers; and
  - ◊ Nebulizers/Nebulizer supplies.
- If your doctor prescribes you DME or Medical Supplies, your **Medical Home Clinic** will help you get it.
  - ◊ Your doctor may have you use DME that has been used before. It will be safe, and it will be in good, working condition.
  - ◊ You may be asked to temporarily borrow DME. However, you will have to return it to your **Medical Home Clinic**, when you do not need it anymore.
  - ◊ You may not receive your DME or Medical Supply on the same day that your doctor prescribed it to you. However, your **Medical Home Clinic** will get it to you in a reasonable period of time.

If a doctor at a Los Angeles County DHS clinic or hospital prescribes you DME, the doctor there will help you get it.

## What is not included in My Health LA (MHLA)?

**Remember: My Health LA (MHLA) is a limited health care program. It is not health insurance.**

The following is a partial list of services that are **not** included or covered in the MHLA program:

- Allergy testing
- Experimental and investigational services
- Family planning
- Gastric by-pass and other weight-loss surgeries
- Genetic testing and counseling
- Hearing services and hearing aids
- Infertility
- Long-term care
- Organ transplants
- Pregnancy
- Transportation
- Vision services
- Any service that is not medically necessary

**If you have questions about what is included or not included in MHLA, call MHLA Member Services at 1-844-744-6452.**

## Can I change Medical Home Clinic?

When you enrolled in My Health LA (MHLA), you chose a **Medical Home Clinic** for you to get your primary health care services. MHLA will approve a change to your **Medical Home Clinic** for the following reasons:

- **Within your first 30 days of enrolling in the MHLA program for any reason;**
- If you move to a new home or change jobs;
- If you have a major change in your life or health;
- Once a year during your annual renewal process; or
- If your **Medical Home Clinic** permanently closes.

Call MHLA Member Services at **1-844-744-6452** if you have questions about your **Medical Home Clinic**.

## How can I get care when my Medical Home Clinic is not open?

- If your **Medical Home Clinic** is not open and you are having an emergency, urgent care and emergency services are available at the Los Angeles County DHS clinics and hospitals.
- **See the end of this handbook for a list of Los Angeles County DHS urgent care centers and emergency hospitals.**

## Care outside the My Health LA (MHLA) network—What to know

- As a participant of My Health LA (MHLA), you receive all your health care services in Los Angeles County at your **Medical Home Clinic** or at a Los Angeles County DHS clinic or hospital.
- You may also go to the Los Angeles County Department of Mental Health (DMH), Department of Public Health (DPH), or to any of their clinics.

The “**MHLA Network**” includes:

- MHLA Community Partner **Medical Home Clinics**;
- Los Angeles County Department of Health Services (DHS) clinics and hospitals;
- Los Angeles County Department of Public Health (DPH) and their clinics; and
- Los Angeles County Department of Mental Health (DMH) and their clinics.

If you get care from any doctor or clinic that is outside of Los Angeles County or not in the MHLA Network, you may have to pay for the services you received from them.

### IMPORTANT!

**Health care outside of Los Angeles County is NOT Covered and you may have to pay.**



## What if I need emergency care?

Emergency care at DHS hospitals is free to My Health LA (MHLA) participants.

**Go to a Los Angeles County DHS emergency room or call 911.**

- **See the end of this handbook for a list of Los Angeles County DHS emergency hospitals.**
- Other (non-DHS) hospitals not listed are not part of DHS or MHLA. You may get a bill if you visit them.
- If you cannot go to a Los Angeles County DHS emergency hospital, ask the non-DHS hospitals about their charity emergency care programs.

## My Health LA (MHLA) ID card: How do I use it?

Along with this handbook, you received a My Health LA (MHLA) ID card for each family member enrolled in MHLA. Your ID card lets your **Medical Home Clinic**, pharmacy, and staff in the MHLA Network know you are in MHLA. **If you or a family member did not get an ID card, call MHLA Member Services at 1-844-744-6452.**

Your MHLA ID card has the following information on it:

- Your **Medical Home Clinic** name;
- Your **Medical Home Clinic** phone number;
- Important pharmacy information for your pharmacist;
- The MHLA Member Services toll-free phone number: **1-844-744-6452**;
- Department of Mental Health phone number; and
- Substance Abuse Services Helpline (SASH) number.

**Here is what to do with your MHLA ID card:**

- Check to make sure the information on your card is correct. Is the spelling of your name correct? Are the month and year of your birth date (DOB) correct?
- If anything on your ID card is wrong, call MHLA Member Services at **1-844-744-6452**.
- Keep your ID card in a safe place. If you lose or damage it, call MHLA Member Services for a new one.

**Show your MHLA ID card when you:**

- Visit your doctor at your **Medical Home Clinic** or a Los Angeles County DHS clinic;
- Get services at Los Angeles DMH or DPH clinics for mental health or Substance Use Disorder (SUD) treatment services;
- Go to a Los Angeles County DHS hospital; or
- Get your medicines at a pharmacy in the MHLA network.



Participant ID: **12345678910111213**

DOB: **10-2014**

Language: **SPANISH**

**MY HEALTH LA (MHLA)**

**JANE DOE**

Medical Home Clinic: **JANE'S CLINIC**

Medical Home Address: **0000 S. Main St.  
Los Angeles, CA 90007**

Medical Home Phone: **(000) 000-0000**

BIN #012528

PCN VENTEG

GROUP MHLA

**THIS CARD IS FOR IDENTIFICATION ONLY  
IT DOES NOT GUARANTEE ELIGIBILITY IN MHLA**

**This is how the MHLA ID card looks.**

## What do I do if I have a problem?

Your **Medical Home Clinic** may be able to help you. If you are not happy with the care you received, are having problems, or have questions about the care given to you, let your **Medical Home Clinic** know.

If the problem is still not resolved, you can file a formal complaint with My Health LA (MHLA). You may file a complaint by calling MHLA Member Services at **1-844-744-6452** between Mondays and Fridays from 8:00 a.m. to 5:00 p.m. or write to:

MHLA Complaint Unit  
1000 South Fremont Ave,  
Building A-9 East, 2nd Floor, Unit 4,  
Alhambra, CA 91803

MHLA staff will follow up with you about your complaint.

- **You will not be dropped from the MHLA program for filing a complaint.**



## Renewal: How can I make sure I do not lose my enrollment in the My Health LA (MHLA) program?

- “Eligible” means you meet all the requirements to be in the program. To stay in My Health LA (MHLA), you must be eligible for it.

Every 12 months, you need to go to your **Medical Home Clinic** to show that you are still eligible for MHLA. You must go to your **Medical Home Clinic** and fill out a new application every year.

You need to give your **Medical Home Clinic** recent, up-to-date paper work. The paper work must show your current income and that you still live in Los Angeles County.

You have two easy steps to renew and stay in MHLA:

### 1. **Watch out for your yearly renewal notice postcards in the mail.**

The date you enrolled in MHLA is your renewal date. Each year, you will get a renewal postcard in the mail to remind you that it is time to renew.

Write down and remember your renewal date! It is possible that you will not get your postcard. This may happen if the post office loses it or if you move and do not tell MHLA or your **Medical Home Clinic**.

### 2. **Make an appointment with your Medical Home Clinic at least three months before your renewal date.** Tell them you need to renew your enrollment with MHLA for 12 more months.

- The contact information for your **Medical Home Clinic** is on your MHLA ID card.
- Call your **Medical Home Clinic** before your renewal date even if you did not get a postcard.
- You are responsible for renewing your enrollment before your 12 months end.
- If you do not renew your enrollment every year, you will be disenrolled from the MHLA program.
- If you do not renew your enrollment with MHLA, or if you are disenrolled from it, you can reapply at any time at no cost to you.

If you do not renew your enrollment with MHLA, you will no longer be a MHLA participant, and you will not be able to continue getting free care and medicines from the clinics and pharmacies in the MHLA network.

## Do not lose your MHLA if you move!

If you move, please tell us!

- Call your **Medical Home Clinic** right away and let them know.
- Call MHLA Member Services at **1-844-744-6452**.

The MHLA program must have your current address so we can send you important information.

MHLA will send you mail, such as your yearly renewal postcards that remind you when it is time to renew.

If you are unable to get letters and renewal postcards by mail, call your **Medical Home Clinic** for help. Let them know how they can best contact you.



## Disenrollment

To “disenroll” means that you leave My Health LA (MHLA). You are no longer a participant in the program.

### Voluntary Disenrollment

Voluntary disenrollment happens when you choose to no longer be in MHLA for any reason. If you want to stop being a participant in MHLA, call Member Services at **1-844-744-6452**. You should also call your **Medical Home Clinic**. MHLA will send you a letter with the date of your disenrollment as a receipt of your request.

## Involuntary Disenrollment

Involuntary disenrollment happens when MHLA disenrolls you for reasons you did not choose. You may be disenrolled and cannot get services through MHLA if any of the following happens:

- You did not renew your enrollment;
- Your application was not complete or had errors;
- You moved outside of Los Angeles County;
- You have health insurance;
- You are eligible for government-sponsored health insurance, such as Full-Scope Medi-Cal, Medicare, or health insurance through Covered California;
- You made untrue statements in your application or renewal materials;
- Your **Medical Home Clinic** or MHLA learned that you no longer qualify for MHLA;
- You abused MHLA. This includes making threats of harm in any way, direct or implied, to other patients or staff at your **Medical Home Clinic** or the clinics and hospitals of the Los Angeles County Department of Health Services (DHS).

MHLA does not tolerate threats, threatening behaviors, or acts of violence against staff or patients at any Los Angeles County clinic or hospital or any **Medical Home Clinic**. Examples of such behavior include:

- ◇ Bullying;
- ◇ Verbal or written threats, including bomb threats, to patients and staff of any Los Angeles County clinic or hospital, or any **Medical Home Clinic** or to any member of their families;
- ◇ Leaving items in work areas or personal areas that are meant to threaten and intimidate patients or staff;
- ◇ Phone calls, stalking, or any behavior that could reasonably be thought of as threatening or intimidating;
- ◇ Physical actions against patients and staff at any **Medical Home Clinic** or Los Angeles County clinic or hospital; and
- ◇ Carrying weapons on any of the properties of any clinic or hospital.

## How can I get help in another language?

### Materials in other languages

- You can get My Health LA (MHLA) materials in many different languages, including English, Spanish, Armenian, Chinese, Korean, Tagalog, Thai, and Vietnamese. **Call MHLA Member Services at 1-844-744-6452 if you need them.**
- Call MHLA Member Services if you need help understanding any MHLA material you received. MHLA Member Services can talk to you over the phone in your language.

### If you need an interpreter:

- Ask your **Medical Home Clinic** for an interpreter before your appointment.
- Call MHLA Member Services at **1-844-744-6452** to get an interpreter at your **Medical Home Clinic**.

### Interpreters for people who do not speak English or who have problem hearing or speaking

- Doctors and other health care workers must understand you to give you the care you need.
- Laws like Civil Rights Act of 1964 and Americans with Disabilities act (ADA) of 1990 protect you. These laws protect you if you do not speak English, have a disability, or need help talking to your doctor.
- Your **Medical Home Clinic** cannot deny you services because you cannot speak English or have a disability.
- You have the right to free interpreter services. You can also get American Sign Language services.

An **interpreter** is a person who helps you understand what was said to you in the language you speak or in ways you understand. An interpreter also tells the other person what you said in the language that person understands.



### Before your visit, tell your Medical Home Clinic:

- If you need an interpreter or
- If you need extra time or help during your visit because of a disability.

## How can I get help for people with disabilities?

### Protection for people with disabilities

- The Americans with Disabilities Act (ADA) of 1990 is a law that protects people with disabilities from being treated unfairly.
- A **Medical Home Clinic** cannot deny you services because you cannot hear or see well or because you have a physical or mental disability.
- Call MHLA Member Services at **1-844-744-6452** if you cannot get the services you need.

A **disability** is a physical or mental condition that totally or seriously limits a person's ability in at least one major life activity.

## Is my Personal Information Confidential?

- At My Health LA (MHLA), we value your privacy. MHLA will only use your personal information to give you quality health care services.
- MHLA understands the importance of your privacy. You can trust us to keep your information safe.
- MHLA and Los Angeles County do not share information about patients or program enrollments to the United States Citizenship and Immigration Services (USCIS) or to law enforcement.



## Glossary of Terms

This glossary will help you understand words used in this My Health LA (MHLA) Handbook.

**Complaint** is a statement made by MHLA participants when they have problems or when they are not satisfied with the care or service they received through My Health LA (MHLA).

**Disenrollment** is when a participant leaves My Health LA (MHLA). This may be voluntary, where you asked for it, or involuntary, where it was not your choice.

**Dispensary** is a place in a medical home clinic where medicines are stored and given to participants of My Health LA (MHLA).

**Durable Medical Equipment (DME)** is medical equipment that your doctor prescribed you for your medical needs. DME is designed to be used repeatedly, serve a medical purpose, and be used at home.

**Eligible person** is someone who meets all the requirements to enroll into the program.

**Emergency care** is the help needed to immediately stop or relieve sudden and serious illnesses or pain, to immediately identify and treat injuries or life-threatening conditions, or to relieve or address fears or risks of death.

**Formulary** is a list of drugs or medicines approved by the My Health LA (MHLA) program. Your doctor will use this list when prescribing medicines to you.

**Included service** is the free health care that you can get through the My Health LA (MHLA) program.



**Life-threatening** is a situation where a disease, illness, or condition puts a person's life in danger if they are not treated right away.

**Medical home clinic** is the clinic where MHLA participants see a primary care doctor or a nurse who knows and understands the patient's medical history. Your **Medical Home Clinic** coordinates your medical care.

**Medical supply** is a health care item that can only be used one time.

**Member Services** is the My Health LA (MHLA) office run by the Los Angeles County Department of Health Services (DHS). This office helps participants with questions and problems. Staff at MHLA Member Services can help participants of MHLA in many languages.

**My Health LA (MHLA) network** is a group of doctors, specialists, pharmacies, Los Angeles County hospitals, Medical Home Clinics, and other health care professionals with which My Health LA (MHLA) has an arrangement to provide health care to MHLA participants. Medical Home Clinics and the Los Angeles County Department of Health Services (DHS), Department of Mental Health (DMH) and Department of Public Health (DPH) are all part of the MHLA Network.

**Non-formulary** is a medicine that is not listed on the My Health LA (MHLA) formulary and that requires a prior authorization or approval from MHLA before the doctor or pharmacist can give it to you.

**Non-included services** are services or treatments that a participant cannot get in the My Health LA (MHLA) program.

**Over the-counter (OTC) medicines** are drugs that one can buy at any pharmacy without a prescription.

**Participant** is a person who is actively enrolled in My Health LA (MHLA).

**Participant handbook** is what you are reading right now. It has information about the services My Health LA (MHLA) participants can get through the MHLA program.

**Pharmacy** is a place to fill prescribed medicines. It is the place where you get your medicines from a licensed pharmacist.

**Pharmacy network** is all the pharmacies that work with My Health LA (MHLA) to provide free medicines to participants of the MHLA program.

**Prescription** is a written or electronic order given by a doctor or other licensed health provider to a MHLA participant for medicines or Durable Medical Equipment (DME).

**Primary care** is the basic level of health care given at a medical home clinic. Primary care services include prevention, diagnosis, and treatment of illnesses and injuries.

**Prior authorization** is an approval for a doctor to prescribe a medicine that is not on the My Health LA (MHLA) formulary. Doctors must make special requests to give MHLA participants medicines that are not on the formulary.

**Referral** is a request from one doctor to another doctor to see the My Health LA (MHLA) participant to help them with their specific illness, condition, or treatment.

**Refill** (or a new supply of medicines) is a continuation of the medicines you are already taking. A refill is when you get another bottle or pack of medicines without a new prescription from the doctor.

**Renewal** means that a My Health LA (MHLA) participant must go to a medical home clinic every 12 months and show that he or she is still eligible for the MHLA program.

**Specialist** is a doctor or another health professional who has the knowledge and advanced education and training in a specific area of medical care to provide special medical care to My Health LA (MHLA) participants.

**Urgent care** is the attention or treatment of a condition, illness or injury that is not life threatening but that needs to be treated right away.

## Important Phone Numbers

MHLA Member Services: 1-844-744-6452 (MHLA)

Mental Health Counseling and Services: 1-800-854-7771

Substance Abuse Service Helpline (SASH):  
1-844-804-7500

Smoking Cessation Program: 1-800-NO-BUTTS

MHLA Pharmacy Services, Ventegra: 1-855-444-7757

Emergency Services: 911

## Disability Services

California Relay Services (CRS) is a telephone service that helps people who are deaf, hard of hearing, or speech impaired to place and receive telephone calls. Services are free for local calling areas and toll free numbers.

To use CRS: TTY/VCO/HCO to voice, dial 711 or dial 1-800-735-2929 directly for English or 1-800-855-3000 for Spanish.

Americans with Disabilities Act (ADA) information line:  
1-800-514-0301 (voice), 1-800-514-0383 (TTY).

## My Health LA (MHLA) Website

The My Health LA (MHLA) website is located at <http://dhs.lacounty.gov/mhla>. Visit the website and click on the blue tab labeled, "For MHLA Participants", where you can find more information about MHLA, including information about the clinics and pharmacies that are part of the MHLA program.





## Los Angeles County DHS Urgent Care Centers

### Edward R. Roybal Comprehensive Health Center

245 S. Fetterly Avenue  
Los Angeles, CA 90022  
(323) 362-1010

#### Urgent Care Hours:

8:00 a.m. – 4:30 p.m. Mondays – Fridays  
8:30 a.m. – 5:00 p.m. Saturdays;  
Sundays and holidays closed.

### El Monte Comprehensive Health Center

10953 Ramona Blvd.  
El Monte, CA 91731  
(626) 434-2500

#### Urgent Care Hours:

8:00 a.m. - 5:00 p.m. Mondays - Fridays

### H. Claude Hudson Comprehensive Health Center

2829 S. Grand Avenue  
Los Angeles, CA 90007  
(213) 699-7000

#### Urgent Care Hours:

7:30 a.m. – 12:00 a.m. Mondays – Fridays  
8:00 a.m. – 12:00 a.m. Saturdays, Sundays, and holidays

### Hubert H. Humphrey Comprehensive Health Center

5850 S. Main Street  
Los Angeles, CA 90003  
(323) 897-6000

#### Urgent Care Hours:

8:00 a.m. – 10:00 p.m.  
Open 7 days a week, including holidays

### High Desert Regional Health Center

335 E. Avenue I  
Lancaster, CA 93535  
(661) 471-4020

#### Urgent Care Hours:

8:00 a.m. – 12:00 Midnight  
Open 7 days a week, including holidays.  
No appointment necessary.

### LAC+USC Medical Center

1100 N. State Street, Building A, 2nd Floor, Room A2B  
Los Angeles, CA 90033  
(323) 409-3753

#### Urgent Care Hours:

8:00 a.m. – 6:00 p.m. Mondays – Saturdays  
Sundays Closed; open holidays on weekdays

### Long Beach Comprehensive Health Center

1333 Chestnut Avenue  
Long Beach, CA 90813  
(562) 753-2300

#### Urgent Care Hours:

7:30 a.m. – 7:30 p.m. Mondays – Fridays  
7:30 a.m. – 4:30 p.m. Saturdays;  
Sundays and holidays closed

### Martin Luther King, Jr. Outpatient Center

1670 E. 120th Street  
Los Angeles, CA 90059  
(424) 338-1449

#### Urgent Care Hours:

7:30 a.m. – 11:00 p.m. Open 7 days a week  
7:30 a.m. – 3:30 p.m. Holidays

### Olive View Medical Center

14445 Olive View Drive  
Sylmar, CA 91342  
(747) 210-4312

#### Urgent Care Hours

8:00 a.m. – 8:00 p.m. Mondays – Fridays  
8:00 a.m. – 4:00 p.m. Saturdays and holidays;  
Sundays closed

### South Valley Health Center

38350 40th Street East  
Palmdale, CA 93550  
(661) 225-3050

#### Urgent Care Hours:

7:30 a.m. – 12:00 Midnight  
Open 7 days a week, including holidays

## Los Angeles County

## DHS Emergency Hospitals

### Harbor-UCLA Medical Center

1000 W. Carson Street  
Torrance, CA 90502  
(310) 222-3528

### LAC+USC Medical Center

1983 Marengo Street  
Los Angeles, CA 90033  
(323) 409-6681

### Olive View-UCLA Medical Center

14445 Olive View Drive  
Sylmar, CA 91342  
(747) 210-3000



**Wellness.**  
**Collaboration.**  
**Compassion.**