



The CP Connection

Issue 48

The Community Partner Newsletter

August 2019

Community Partners,

We hope you all had a great summer and are ready for a busy fall with us at My Health LA. We are working hard on the behavioral health expansion. Many of you heard updates during the CCALAC roundtables, and we appreciate that so many clinics are willing to be part of a workgroup with DHS and DMH. We held a productive first meeting this week and look forward to more.

The FY 19/20 annual audits will start next month. The audit tools are posted on the MHLA website and the nurse auditors are finishing up their training with the dentist advisor, Dr. Lori Malinbaum, and the physician advisor, Dr. Susana Mendoza. Please take time to read through the audit tools, and the confirmation e-mail will be sent approximately a month before your scheduled audit.

In addition, this fall we are making another big push to get as many clinics as possible on LANES. This is the best way for you to learn about your MHLA patients who go to DHS for specialty care. Sign up now and get subscription fees waived for two years.

Finally, the new Public Charge Rule came out in August. We know this has created significant concern among immigrant communities. We hope you will distribute the flyer below to participants to let them know MHLA is not part of the rule.

— Anna Gorman, Director of Community Partnerships & Programs



Keep getting the help you need.

The public charge rule only applies to certain immigrants and benefits programs. **My Health LA is NOT part of the public charge rule.** Please keep participating in My Health LA.

If you have questions about public charge, call the Office of Immigrant Affairs at (800) 593-8222. If you have questions about enrolling in My Health LA, call (844) 744-6452.



Health Services



My Health LA

the community partner

A Thank You From Amy



Dear Community Partners,

It is hard to believe, but the time has come to officially transition the reigns of the MHLA program to Anna. I begin my new role as the Director of Strategic Initiatives for Population Health next week. It has been such a meaningful and joyful part of my life to work with this program, the clinics and the MHLA team who are the talent behind the success of this program.

I am impressed with how Anna is already implementing thoughtful and proactive new ideas for the program. I am still part of DHS and won't be far. Thank you for giving so much of yourselves to me, the program and to our patients. This is not goodbye! But thank you for years of challenging but always meaningful work on this program together.

—Amy Luftig Viste

Program Advocate **Ray Plaza** is the new editor of the CP Newsletter. Please contact him at raplaza@dhs.lacounty.gov with anything you'd like to see in the newsletter.

MHLA Not Part of Public Charge

The final Public Charge Rule was published in August and will become effective on October 15, 2019. The Public Charge Rule only applies to certain immigrants and benefit programs.

MHLA is not part of the Public Charge Rule. Please encourage your patients to stay in MHLA.

If participants have questions about the Public Charge Rule, they can call LA County – Office of Immigrant Affairs at (800) 593-8222. If they have any questions about enrolling in MHLA they can call MHLA Member Services at (844) 744-6452.

MHLA Audit FAQ

Q. When will the MHLA annual audits begin?

A. The annual audits for Fiscal Year 2019-20 will begin the second week of September.

Q. When will my agency be notified of when our audit is scheduled?

A. One month prior to your scheduled audit, you will receive an email with the following information:

- A confirmation letter.
- A list of the documents you must submit prior to your scheduled audit.
- Copies of the FY 2019-20 audit tools.
- A schedule of when and where the audit team will be each day of the audit. Location may vary if your agency has more than one site.

Q. Where can my agency see the Audit Tools and Pre-Audit Documents?

A. The FY 2019-20 Audit Tools and the Pre-Audit Documents are on the MHLA website. The MHLA Webpage is: <http://dhs.lacounty.gov/mhla>. For access to the "For DHS and Community Partners" link use: Username: mhlacpp Password: Lacounty1.



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The Community Partner Newsletter
of My Health LA

Anna Gorman
Ray Plaza

Partnerships Director
Newsletter Editor



Tips for Preventing Duplicate Person Identification Numbers (PID)

No one can legitimately be issued two driver's licenses (no matter how awful the photo is). In the same way, no one should be given two Person Identification Numbers (PID) in One-e-App.

When MHLA participants are given more than one PID, programmers have to merge the two profiles together to fix the error. Here are some tips on how enrollers can prevent the error from occurring:

- When beginning an application, use Search for an Application to see if the applicant already has a PID in One-e-App. Typos made by previous enrollers on information like names and DOB's are common, so use a scored match instead of an exact match.
- For suspected matches, look at the application summary and uploaded documents like photo IDs to see if it is the same person.
- Always ask if the applicant applied for MHLA in the past. If yes, there is already a PID. Even if the answer is no, search anyway.
- Refer to the OEA training manual for more details

One-e-App Changes Coming

Alluma (formerly SIS) is upgrading its hardware and software to make sure that OEA is secure and up-to-date. **The latest upgrade requires the use of Chrome or of Internet Explorer (IE) version 10 and above.** Here is what you need to know:

- If your agency uses Internet Explorer (IE) version 9 or lower, you will not be able to access OEA.
- OEA will not work well if the "compatibility mode" on IE is on. Please turn off compatibility mode on IE browsers.
- OEA-supported browsers: Internet Explorer 10 and above (recommended), or Google Chrome.
- All other browsers, including Mozilla Firefox, Microsoft Edge and Safari, will not work.
- Please make the changes as soon as possible. The upgrade is scheduled for October 1, 2019.