



Issue 49

The CP Connection

The Community Partner Newsletter

September 2019

Dear Community Partners,

Happy fall! We are working on several initiatives here at My Health LA, including the transition of the young adults to Medi-Cal. We are sending you a list of the young adults who will be eligible for full-scope Medi-Cal. We hope you will help get as many as possible enrolled in restricted Medi-Cal before the end of the year.

We are also improving communications around eConsult and specialty care. Remember, eConsult is a web-based platform that allows CP providers to consult with specialists at DHS on behalf of MHLA patients. In many but not all cases, the conversation will result in a face-to-face appointment. Please participate in our next call with the eConsult team on Wed, Oct. 16 at 11 a.m. **Call-in:** 1-323-776-6996, **Conf. ID:** 45812365#.

L.A. County is gearing up for the U.S. Census. We look forward to partnering with you to ensure all of MHLA participants and their families are counted. For more information, check census.lacounty.gov.

Just one more reminder — we continue to receive a lot of returned MHLA mail. Please verify MHLA participants' addresses and phone numbers in One-e-App **every time** they come in for a visit. That also will help for next year, when we hope to text MHLA participants about their renewals. As always, please feel free to contact me at any time.

— Anna Gorman, Director of Community Partnerships & Programs



MAT Waiver Trainings

We had great attendance at the recent Medications for Addiction Treatment (MAT) waiver trainings held at CCALAC. Thank you to all who sent staff, and thanks to CCALAC for your help and space. DHS is holding several additional free MAT waiver trainings over the next few months. There is space in all of them, and your providers are invited to attend.

The dates are below. To register, email la.california.bridge@gmail.com. Be sure to specify which of the sessions below you would like to attend – and if your plans change, do let them know. We hope you will take advantage of this opportunity!

Thursday, October 10, 1pm-5pm

Hubert Humphrey Comprehensive Health Center
Conference Room B (2nd floor)
5850 S Main St, Los Angeles, CA 90003

Thursday, October 17, 2019, 5pm-9pm

Harbor-UCLA (Carson)
Room SE-L109, by the ambulance bay entrance
1000 W Carson St, Torrance, CA 90509

Featured in This Issue:

- ◇ MAT Waiver Trainings
- ◇ FAQ: eConsult
- ◇ MHLA Training Feedback Surveys
- ◇ Upcoming Methamphetamine Campaign

FAQ: eConsult

Q: How do I request DME using eConsult?

A: CPs are required to provide basic DME supplies, such as canes, crutches and diabetes supplies. Advanced DME supplies can only be ordered by a DHS provider so an eConsult should be submitted to the appropriate specialty clinic.

Q: How do I refer for an allergy clinic?

A: Routine allergy services are not provided at DHS. There is an anaphylaxis portal for patients who have had an episode of anaphylaxis. Otherwise a patient can be referred to ENT, Dermatology or Pulmonary if there are appropriate allergic symptoms.

Q: Is wound care provided via eConsult?

A: No. CPs must provide basic wound care supplies.

Q: What if I disagree with the reviewer's eConsult response?

A: CPs can ask the eConsult reviewer to forward the eConsult to another reviewer. If there are issues with eConsult or specialty reviewers, CPs can request a second opinion by emailing DHSeConsult@dhs.lacounty.gov.



Article Suggestions?

Please contact Ray at raplaza@dhs.lacounty.gov.

MHLA Training Feedback Surveys

"I never teach my pupils. I only attempt to provide the conditions in which they can learn." ~ Albert Einstein

Effective teaching entails more than lecturing behind a podium. At the end of the MHLA Comprehensive Eligibility Training, students provide feedback so MHLA can foster conditions for learning that Einstein spoke about.

Changes implemented from student surveys:

- ◆ Trainings were switched from a large auditorium setting to a smaller room with desks.
- ◆ A non-interruption policy implemented for questions to be asked at the end of the training.
- ◆ Fifteen-minute breaks are now included in addition to the lunch period.

As you can see, we take student feedback very seriously and attentively consider the opinions in every survey. We will make every effort to implement suggestions made.

Upcoming LA DPH Methamphetamine Campaign

LA County Department of Public Health Substance Abuse Prevention & Control has asked for MHLA's help in their effort to address methamphetamine use in LA County. Fraser Communications will conduct in-depth interviews with active users and those in long-term recovery.

The interviews may be done in-person or by phone, and Fraser will assist with transportation. Incentives will be available to those who participate. If you have patients who may be interested in being part of the interviews, please contact JMonji@ph.lacounty.gov.



The CP Connection

The MHLA Community Partner Newsletter

Anna Gorman
Raymond Plaza

Partnerships Director
Newsletter Editor