



Issue 50

The CP Connection

The Community Partner Newsletter

October 2019

Dear Community Partners,

Happy Halloween! I have now been here six months and am very impressed by all the work you all do for My Health LA participants. Please let us know about any projects underway at your clinics or any news we should highlight in the CP Newsletter.

While MHLA continues to provide critical services to more than 140,000 people, we have seen a decline in enrollment in recent months. We know the need is still there, so we hope you will keep encouraging people to apply and renew. We may be reaching out to clinics with significant drops in enrollment to learn more.

We also are working to reduce emergency room visits among MHLA participants. Watch out for emails from us with information about your MHLA participants who have gone to DHS emergency departments and haven't had follow-up primary care visits. Thank you for continuing to partner with us!



MAT Waiver Trainings in November

DHS is holding several additional free Medications for Addiction Treatment (MAT) waiver trainings in November. 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. We hope you will take advantage of this opportunity.

Tuesday, November 19, 2019, 5pm-9pm

Olive View-UCLA Medical Center
Main auditorium Room 1C119 - first floor
14445 Olive View Dr, Sylmar, CA 91342

Wednesday, November 20, 2019, 8am-12pm

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

Thursday, November 21, 2019, 5pm-9pm

Martin Luther King Jr Outpatient Center
Leroy Weekes Admin Building, Room 2G11
1670 E 120th St, Los Angeles, CA 90059

Member Services Line Open Longer

MHLA Member Services line is expanding its hours to 7:30 a.m. to 5:30 p.m. M-F. Participants can call 1-844-744-6452 with questions about available services and how and where to get care.

As a reminder, agents can help MHLA participants in multiple languages. Clinic questions should still go to the SME (Subject Matter Expert) line or to your Program Advocate.

Featured in This Issue:

- ◇ **More MAT Waiver Trainings in November**
- ◇ **FAQ: eConsult**
- ◇ **MHLA Services Are No Cost**
- ◇ **Ventegra's Customer Care Team (CCT)**
- ◇ **Locked out of One-e-App?**

eConsult DEXA Scan Cancellations

Due to a problem with scheduling bone density (DEXA) studies at certain DHS facilities, a large number of MHLA participants have not had their scans scheduled.

The eConsult Team found a solution to this issue and is working to schedule all DEXA studies requested Jan. 1, 2019 and after. Participants will be able to receive their studies at either Hudson or Long Beach Comprehensive Health Centers. Unfortunately, DHS needs to cancel all requests submitted prior to that date. MHLA has emailed Community Partners a list of requests from clinic agencies that are being cancelled. Please review the list and resubmit a request on behalf of that participant if clinically appropriate. We apologize for any inconvenience. If you have any questions, please contact the Enterprise Help Desk at 323-409-8000.

MHLA Services Are No Cost

Recently, MHLA has received some reports of participants feeling pressured to make a monetary donation during their medical visit. As a reminder, participants should never feel that receiving services at their MHLA clinic is dependent on making a donation. Please ensure participants understand that donations are strictly voluntary and that MHLA covered services are provided at no cost to our participants.



Article Suggestions? Please contact Ray Plaza at raplaza@dhs.lacounty.gov.

Ventegra's Customer Care Team (CCT)

REMINDER: Ventegra Customer Care Team's (CCT) is available for Community Partners to address MHLA pharmacy issues.

For example, if a clinic enrolls a participant and the participant needs medication on the same day, or if the doctor writing the prescription is showing as not eligible, etc. Please remember to call the CCT directly at (855) 444-7757 (then press 4) whenever you have pharmacy questions.

Locked out of One-e-App?

Entered one too many incorrect passwords and are now locked out of One-e-App? Don't fret. Follow these three options in this order.

Option 1. Your in-house System Administrator can reset your password. Your clinic's System Administrator is the go-to person for reclaiming access to One-e-App.

Option 2. If your System Administrator can't reset your password for whatever reason, send an email to the DHS help desk helpdesk@dhs.lacounty.gov with the following:

Subject Line: OEA Password Reset

Body of email must include:

- ◆ OEA account user contact information (email and phone number)
- ◆ OEA user account login name
- ◆ OEA user account facility name

Option 3. For urgent requests only, please contact the SME Hotline at (626) 299-4388.



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