Community Partners:

I love the start of a new year. New calendars, new resolutions, new goals. My Health LA has had a great start to 2020 and we hope you have too! I wanted to share a few program updates.

• After months of planning, we have finished the contract amendment to expand MHLA to include mental health prevention services. You should be receiving the amendments in February, and we will have an all-provider meeting to go through the details. Reminder: All CPs will receive the additional funding and all CPs will be required to provide the new services.

• CCALAC's Clinical Advisory Group provided some valuable feedback on the best ways to reduce avoidable emergency room visits. We will be sending data reports to you in February with lists of your MHLA participants. Please let us know if it's helpful.

• We are working closely with the eConsult team to address issues that arise. Please join our bimonthly calls – they are a great chance to troubleshoot and raise questions. Also, we will soon send out a Survey Monkey on teleretinal screening to learn more about that service. We look forward to your responses.

• Four CPs will soon have substance use disorder counselors at their clinics. Thanks to Bartz-Altadonna Community Health Center, Northeast Valley Health Corporation, Community Health Alliance of Pasadena and Comprehensive Community Health Centers for being our pilot clinics for this exciting project with the Department of Public Health.

Thank you for everything you do for MHLA participants! — Anna Gorman

MHLA Annual Report Released

MHLA has released the FY 18-19 MHLA Annual Report. Here are some of the highlights:

• MHLA ended its fifth programmatic year with an enrollment of 142,105 uninsured Los Angeles County residents.
• 72% of MHLA participants renewed or reenrolled in the program.
• 70% of participants had a primary care visit.
• Participants had an average of 3.57 primary care visits per year.
• 36,186 unduplicated MHLA patients accessed 162,920 specialty care visits.
• 7% of all MHLA participants had an emergency department (ED) visit.
• A total of 570 MHLA participants accessed SUD services.

*The complete MHLA Annual Report is posted on the MHLA website at: http://dhs.lacounty.gov/mhla. For access to the "For DHS and Community Partners" link use: **Username**: mhlacpp **Password**: Lacounty1

Featured in This Issue:

◊ **MHLA Annual Report Released**

◊ **FAQ: eConsult**

◊ **MHLA and LANES Working Together!**

◊ **MHLA Comprehensive Eligibility Training 2020 Calendar**

◊ **OEA Enrollers - Upload Supporting Documents Before Completing the Application!**

FAQ: eConsult

Q. Is In-Home Supportive Services provided via eConsult?

A: No. In-Home Supportive Services is not covered

Q: How do I contact the eConsult team?

A: The eConsult team should be contacted via the Enterprise Help Desk at 323-409-8000 or helpdesk@dhs.lacounty.gov. Please only use dhseconsult@dhs.lacounty.gov when you need to request an eConsult second opinion.

MHLA & LANES Working Together!

My Health LA has teamed with the Los Angeles Network for Enhanced Services' (LANES) health information exchange to enhance the sharing of patient clinical data with other providers in Los Angeles County. Through LANES, MHLA clinics can receive secure and HIPAA-compliant electronic information about a MHLA patient's visit to a DHS specialty care provider or ER, as well as from other providers in the Los Angeles County provider ecosystem.

Some highlights from the MHLA– LANES collaboration:

- A total of 24 MHLA Community Partners have signed the contract to join LANES.

- LANES is the only regional HIE that provides a unique combination of high quality clinical data, DHS, behavioral health and clinic data.

- LANES can add organizational value in terms of quality and cost savings.

- LANES' dedicated clinical implementation resources help you achieve your clinical and organizational goals.

CPs can reach out directly to LANES by contacting Ray Plaza at raplaza@dhs.lacounty.gov or LANES CEO Ali Modaressi ali.modaressi@lanesla.org.

MHLA Comprehensive Eligibility Training 2020 Calendar

DATE	TIME
April 23 & 24, 2020	9:00 a.m. – 4:00 p.m.
July 23 & 24, 2020	9:00 a.m. – 4:00 p.m.
October 22 & 23, 2020	9:00 a.m. – 4:00 p.m.

RSVP to Linda Romero at lromero2@dhs.lacounty.gov. You will then receive a confirmation e-mail. Please bring that to the training. Only staff with a confirmation RSVP will be allowed in the training as space is limited.

OEA Enrollers - Upload Supporting Documents Before Completing the Application!

Remember the old saying that all mothers have eyes in the back of their heads? In these days of advance computer software, improperly submitted applications are automatically flagged by the MHLA audit team.

When an application is submitted without supporting documents, our system will flag it. Auditors will verify if proper and legible documents were submitted. If not, the application will be denied.

Enrollers - Always fax or upload all necessary documents before submitting the application. Doing this afterwards can jeopardize the applicant's eligibility.

In the event you cannot upload required documents for the application, please indicate that the documents are Not Received in the Additional Information (Step 6) screen. This will place the application in pending status until documents are available for uploading. The application should be saved, and documents should be collected and uploaded as soon as possible.

The CP Connection
The MHLA Community Partner Newsletter

Anna Gorman Partnerships Director
Raymond Plaza Newsletter Editor

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

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