



The CP Connection

Issue 54

The Community Partner Newsletter

February 2020

Community Partners:

The time has come! We are finally going to roll out the mental health prevention services at all MHLA clinics. Thank you to CCALAC and the clinic workgroup for all your work on this project. Your input and feedback has been incredibly helpful! There is a lot of fear and worry among our participants and we believe this will be a powerful first step toward helping them through that. To start, the services will include curriculums on how to manage stress and how to deal with trauma.

Your contract amendments will be arriving soon – please watch out for them. We will post important documents on the website, under the Mental Health tab in the section for CPs. We are also holding an all-provider training session with the Department of Mental Health from 9 a.m.—3p.m. on March 4 at the Alhambra. We will cover screening, coding, documenting, payments and more. If you haven't RSVPed, please contact Kiet Van at kvan@dhs.lacounty.gov. Because of space, we have to limit attendance to three people per CP. We will see you there!

Finally, I wanted to remind you all that MHLA young adults ages 19 through 25 will be disenrolled from the program on March 31. There are still more than 2,000 young adults who have not enrolled in Medi-Cal. We are sending you those names in the next few weeks. We strongly encourage you to enroll them in Medi-Cal or to refer them to DPSS or an organization that does enrollment.

Thank you for all your support and partnership! -- Anna Gorman

MHLA's Teleretinal Screening Survey

DHS receives high numbers of eConsults for MHLA participants with diabetes who need teleretinal screening. To learn more about teleretinal screening in the MHLA network, we are sending out a brief survey via email this month to CP Medical Directors.

Survey topics include:

- What volume of patients at your clinic require screening?
- Do you have cameras on-site at your clinics?
- Who reads your images?

Be on the lookout for the survey. Your medical staff can also complete it at this link: [Survey](#).

We'll keep you posted on the results!



QueensCare's Dr. Garcia confers with a colleague.

Featured in This Issue:

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FAQ: eConsult

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 a second opinion.

Q: How do I prepare patients for the eConsult face-to-face visits?

A: Please advise them to arrive early to go through financial screening. They also can be financially screened in advance of their visit. They should bring their MHLA card and their identification. Patients who do not agree to be screened may have to pay for their care.

New MHLA-SUD Services Available!

MHLA is excited to announce that substance use disorder (SUD) treatment will be available at several CP sites in February and March. Through the pilot project, MHLA patients will be able to receive individual and group counseling, case management, recovery support and other services.

The services will help meet the needs of people who have had difficulty accessing substance use disorder treatment. They are provided by contractors of the Department of Public Health division of Substance Abuse Prevention and Control (SAPC). These are our CP sites and their treatment partners:

- Bartz-Altadonna Community Health Center and Penny Lane Centers
- Community Health Alliance of Pasadena and Los Angeles Centers for Alcohol and Drug Abuse (LACADA)
- Comprehensive Community Health Centers and Cri-Help.
- Northeast Valley Health Corporation and both San Fernando Valley Community Mental Health Center and Bienestar Human Services.

A second pilot will allow SAPC providers to enroll participants directly into MHLA through One-e-App/ The participating SAPC providers are LACADA, Bienestar, Cri-Help, Van Ness Recovery House and California Hispanic Commission on Alcohol and Drug Abuse.

These SAPC providers will receive the *We've Got You Covered* and *MHLA One-e-App* trainings. The project will help connect SAPC patients to primary care at either MHLA CPs or DHS clinics. It also will expand SUD services to MHLA participants.

You may receive new participants who enrolled at the SAPC providers. Please welcome them!

OEA Address/Phone Verification Pop-Up



MHLA is trying to tackle the stacks of returned mail addressed to MHLA participants. The mail may get sent back because the participant moved and didn't report the new address or because the address was typed in incorrectly.

A new pop-up window on One-e-App will soon appear so we all can ensure participants' addresses are correct. Whenever enrollers access a case for renewal or modification, the window will prompt them to verify that the participant's mailing address and contact phone numbers are current.

Please use current documentation to check this information and update it if necessary. Read-only users who have information about a change of address can send a message to the case enroller's dashboard to update it.

In addition, validating phone numbers will ensure that participants will receive future calls and texts with important MHLA information.



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

