

March 27, 2020

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313 N. Figueroa Street  
6th Floor East  
Los Angeles, CA 90012

Tel: (213) 288-7819  
Fax: (213) 250-2958

[www.dhs.lacounty.gov](http://www.dhs.lacounty.gov)

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To: My Health LA Community Partners

**MY HEALTH LA (MHLA) PROGRAM SERVICES AGREEMENT  
30-DAY TEMPORARY WAIVER TO EXTEND  
ELIGIBILITY AND ALLOW REMOTE ENROLLMENT,  
RE-ENROLLMENT, AND RENEWAL ACTIVITIES**

In response to the spread of the novel coronavirus (COVID-19) within Los Angeles County (County), the Department of Health Services (Department) is hereby issuing a temporary 30-day waiver to allow (i) the extension of MHLA program eligibility beyond one year and (ii) permit specific enrollment, re-enrollment, and renewal activities to be performed remotely rather than in-person for MHLA Participants. The intent is to follow the recommendation made by the Los Angeles County Department of Public Health of encouraging social distancing to reduce the community transmission of COVID-19 within the County while still allowing Community Partners the flexibility to maintain services to MHLA Participants.

Attached (Attachment I) are the details of activities temporarily allowed by this waiver granted by the Department. Future information regarding this waiver will be communicated by the MHLA Program Office via Program Information Notices (PINs).

Except as expressly provided in this waiver, all other terms and conditions of the Agreement shall remain in full force and effect.

If you have any questions, you may contact Anna Gorman, Director of Community Partnerships & Programs, My Health LA at (626) 525-5396, or at [agorman@dhs.lacounty.gov](mailto:agorman@dhs.lacounty.gov).

JCA:pt

Attachment

## **GUIDELINES OF PERMITTED ACTIVITIES UNDER THE 30-DAY WAIVER**

### **Term of the Waiver**

The effective date to begin the temporary activities is March 27, 2020 and will end in 30 days on April 26, 2020.

### **Telephone Enrollment/Re-enrollment/Renewals:**

To ensure My Health LA (MHLA) Participants have access to coverage and to reduce possible exposure to COVID-19, MHLA is temporarily permitting applications for enrollment, re-enrollment and renewals to be taken and processed by phone in addition to the Medical Home site. MHLA is also extending eligibility past one year for identified MHLA Participants.

The following are the requirements of Telephone Enrollment/Re-Enrollment/Renewals:

1. A Certified Enrollment Counselor (CEC) must complete the MHLA Enrollment/Renewal Form with an applicant over the phone if the applicant cannot apply in person. The CEC must attest to the information provided by the applicant by signing and dating the MHLA Enrollment/Renewal Form.
2. For all applications, the CEC must ask individuals if they are on Restricted Medi-Cal. This will determine whether Participants will be required to provide documentation that proves eligibility for MHLA.

If individuals are on Restricted Medi-Cal, they will be required to provide information pertaining to their active Medi-Cal. The CEC must verify Medi-Cal eligibility before taking the enrollment application and upload it as proof of eligibility. CECs may request additional verification documents to be submitted within 30 days from new applicants and those applying for re-enrollment. If individuals are not on Restricted Medi-Cal, the CEC must request verification and individuals will be required to provide documentation within 30 days. Verification documents may be mailed, faxed, scanned and e-mailed, or submitted in person.

3. For renewals, Participants declaring no changes will not be required to provide documentation for the duration of their enrollment period. Participants declaring any changes must submit verification documents within 30 days. Verification documents may be mailed, faxed, scanned and e-mailed, or submitted in person.
4. The eligibility rules of MHLA remain the same. To be eligible for My Health LA, applicants must be 26 years old or older and the income must be at or below 138% of the Federal Poverty Level (FPL). The applicant must live in Los Angeles County and be ineligible for public insurance programs.

5. My Health LA required documents include:

- ID verification
- Residency verification
- Income verification

6. The CEC must refer the applicant to apply for Medi-Cal if they currently are not in Restricted Medi-Cal.

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