

# MHLA PROVIDER BULLETIN # 11 – Temporary Waiver on Enrollment

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June 12, 2020

Revised



This is to provide you with details about a Temporary Waiver that allows My Health LA (MHLA) Community Partners clinics to temporarily take applications by phone. To ensure MHLA Participants have access to coverage and to reduce possible exposure to COVID-19, MHLA is temporarily permitting applications for enrollment, re-enrollment and renewal to be taken and processed by phone in addition to at the Medical Home site. This is in effect from March 27, 2020 through June 30, 2020.

The Temporary Waiver also allows MHLA to extend eligibility past one year for identified participants. **All enrolled MHLA participants who are due for renewal in March, April, May, June, July and August 2020 will be automatically extended until August 31, 2020.** They will have to renew by August 31, 2020 or will automatically disenroll.

The temporary process for processing applications for enrollment/re-enrollment/renewals in MHLA by phone is as follows:

## ■ Taking Applications:

- A Certified Enrollment Counselor or authorized enroller (Enroller) must complete the MHLA Enrollment/Renewal Form with an applicant over the phone if the applicant cannot apply in person. The Enroller must attest to the information provided by the applicant by signing and dating the form.
- The Enroller must upload the Enrollment/Renewal Form into One-e-App on the same day of the application date and thoroughly document on case comment/notes that verification documents were requested. Failure to upload the Enrollment/Renewal Form may prompt auditors to deny the application.
- Enrollers are advised not to place any applications on pending status; all applications should be completed and processed.

## ■ Checking Eligibility:

- One-e-App will continue to be the system of record for Enrollers to determine applicant MHLA eligibility.
- The eligibility rules of MHLA remain the same. To be eligible, applicants must be at least 26 years old 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.
- Enroller must ask applicants if they are on Restricted Medi-Cal. The Enroller must verify Medi-Cal eligibility before taking the enrollment application and upload a printout or screenshot of the participant's Medi-Cal eligibility as proof of MHLA eligibility. If the applicant is not on Restricted Medi-Cal, the applicant will be required to provide all MHLA required documents, including income, residency and identity verification.

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## ■ Processing Renewals:

- Participants declaring no changes on the MHLA Enrollment/Renewal Form 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 or the application may be denied.

## ■ Documentation:

- My Health LA required documents include proof of current income, identity and L.A. County residency.
- Verification documents may be mailed, faxed, scanned and e-mailed, or submitted in person to the Enroller.
- Once the documents have been received, the Enroller must upload or fax the documents into the OEA system in order for OEA to store the electronic images of verification documents and retain key applicant personal information for auditing and renewal purposes.
- If CEC does not upload documents within 30 days, the application may be denied.

## ■ Informing Applicants:

- Enroller must advise applicant/participant about the importance of providing required verification documents within 30 days and that the application may be denied if they are not. Enroller should document thoroughly in the case comment/notes in One-e-App.
- Enroller must refer the applicant to apply for Medi-Cal if they currently are not in Restricted Medi-Cal.