



Los Angeles County – Department of Health Services
My Health LA (MHLA) Program

30-DAY TEMPORARY ENROLLMENT/RENEWAL FORM WAIVER
Q & A

1.	Q.	Who is being automatically renewed?
	A.	Participants who were due for renewal in March, April and May are being renewed until June.

2.	Q.	Will MHLA participants who were automatically renewed be notified of the extension until June 30? If so, how?
	A.	Yes. They are receiving a special notice telling them about the extension and urging them to renew by June 30. They will also receive their regular renewal notices. If the participant inquires about the duplicate notices, please help clarify for them.

3.	Q.	If a patient calls wanting to renew their MHLA, can we still process this renewal or will it appear as a modification (assuming we are less than 90 days out from June 30)?
	A.	The logic is still the same, renewals will only apply if done within 90 days of the end date.

4.	Q.	Are only CECs or authorized Enrollers allowed to conduct the telephone application or renewal?
	A.	Yes, only Enrollers are allowed to do this, and the temporary enrollment/renewal form must be signed by the Enroller.

5.	Q.	If an applicant is new to MHLA but has restricted Medi-Cal, are verification documents required? Or is proof of restricted Medi-Cal benefits sufficient?
	A.	A screenshot of the Medi-Cal active eligibility along with the temporary enrollment/renewal form should be uploaded.



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6.	Q.	For participants who receive unearned income (CalWORKs or SSI), what proof is accepted now since these offices are closed due to COVID-19? Old award letters or affidavits?
	A.	The most recent letter or a thorough and detailed affidavit will be accepted.

7.	Q.	What do you recommend we select as document type in OEA if documents have not officially been received?
	A.	You will need to select received and you can select whatever form the applicant declares they will be sending or providing (fax, e-mail, scan, mail).

8.	Q.	The bulletin states we are required to screen MHLA patients for Medi-Cal using IEVS. What happens when the patient does not have a BIC card, does not know their CIN number, and no has social security number. How do we look up the patient in IEVS?
	A.	Proof of Medi-Cal will make it easier for the applicant to be approved. Failure to provide you with the proof will require them to provide proof of identity, residency, and income.

9.	Q.	Where do we upload the temporary enrollment/renewal form in OEA?
	A.	This should be uploaded under permanent documents.

10.	Q.	Does temporary enrollment/renewal form have to be completed by hand or can it be typed?
	A.	The entries can be typed on the computer but the temporary enrollment/renewal form have to be signed by the CEC and date before upload.

11.	Q.	How will the applicant complete an affidavit?
	A.	The applicant can write the affidavit on a sheet of paper.

12.	Q.	Can the CEC use an electronic signature to sign the temporary enrollment/renewal form or does the form need to be signed by pen?
	A.	An electronic signature is allowed.



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13.	Q.	Do all applicants have to enroll by telephone during this period?
	A.	No, applicants can continue to enroll in person. Enrollment by telephone are for those who do not wish to leave the home due to the coronavirus outbreak.

14.	Q.	Can the participant add a spouse during the renewal process?
	A.	Yes, the same procedure will be used. The spouse will be approved if all eligibility requirements are met.

15.	Q.	When uploading the temporary enrollment/renewal form to One-e-App, what selection do we use from the dropdown box?
	A.	Use “affidavit.”

16.	Q.	Do we use the in-kind income form if the applicant has in-kind income?
	A.	The applicant can provide a written statement instead. The CEC should communicate what is require on the statement to ensure it is thorough and complete. The statement should have the date, address, information regarding in-kind income for housing, utility, or food, and must have a signature.

17.	Q.	What if an applicant has restricted Medi-Cal but has no proof?
	A.	The CIN number can be used to verify if they have restricted Medi-Cal. If this cannot be done, then they have to provide all verification documents in order to be approved.

18.	Q.	For renewals with no reported changes, is the submission of the temporary enrollment/renewal form all that is required?
	A.	Yes, only for telephone renewals but not for in-person renewals.

19.	Q.	For telephone renewals, is verification needed for a change of address?
	A.	Yes, any reported changes will require all required documents to be submitted.



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20.	Q.	For written statements, are separate statements needed to verify residency and income?
	A.	Yes, separate statement are required for each type of verification. However, if the applicant submits both types of verification on one document, we would not fault the clinic.

21.	Q.	Is the temporary enrollment/renewal form for the entire household or each member?
	A.	It is used for the entire household.

22.	Q.	Should the application be left pending, if a temporary enrollment/renewal form is submitted and verification is required
	A.	No, the application should be submitted as complete. The applicant has 30 days to submit all verification.

23.	Q.	If the applicant is not available, can the spouse answer the waiver questions on the telephone?
	A.	Yes.

24.	Q.	How can the applicant submit verification documents after completing the temporary enrollment/renewal form?
	A.	The documents can be mailed, faxed, or scanned and emailed. Clinics should ensure that the applicant's confidential information is protected when the documents are being submitted.

25.	Q.	If an in-kind income form has been submitted as verification for both in-kind income and residency, is a new form required if both the participant and the in-kind income provider moved together to another location?
	A.	Yes, a new form is required since there is a change of residency.