



The CP Connection

Issue 56

The Community Partner Newsletter

April 2020

Community Partners:

You all are doing so much to ensure patients are well cared for during these challenging times: Opening screening stations, conducting testing, providing food assistance, offering telehealth and doing contact tracing. And that's on top of everything you were doing before COVID-19. We hope you can take a minute to reflect upon your extraordinary work. I wanted to share a few COVID-19 updates:

Waiver: The 30-day waiver to allow enrollment/re-enrollment/renewals by phone has been extended until May 15. We will let you know if it gets extended past that. We don't have plans to do another automatic enrollment, so we encourage you to get patients renewed by June 30.

Website: The patient-facing COVID-19 information is up on the [MHLA website](#)* in English and Spanish (click on the red COVID-19). Some of the DHS expected practices on eConsults and DHS care are also posted under "For DHS and Community Partners".

Testing: Testing has expanded around LA County – please click [here](#) for latest information.

Audits: We do not have a date for resuming on-site clinical, dental and facility site review audits

Thanks again. — Anna Gorman

New MHLA Videos Posted to Website

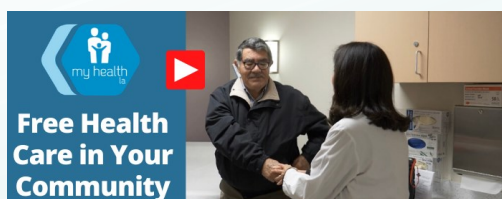
Ray Plaza, Program Advocate

During this crisis we are reminded again of the need for health care programs such as MHLA. Indeed, we anticipate that our Community Partners may experience increased demand for enrollment in the coming months. To assist in your outreach efforts, we've posted new MHLA promotional videos here and on the MHLA website*, produced in English and Spanish.

Please consider posting on your website or on social media and playing in waiting rooms. THANK YOU QueensCare Health Centers for allowing us to feature MHLA at work at their clinic!



AltaMed staff diligent at work during COVID-19.



Featured in This Issue:

- ◇ **Mental Health Prevention Training Videos Available Now**
- ◇ **New MHLA Videos Posted to Website**
- ◇ **Phone Enrollment/Renewal During COVID-19**
- ◇ **SASH Hotline Remains Open**

* The MHLA website is found at <http://dhs.lacounty.gov/mhla>.
 For DHS and Community Partners link:
 Username: mhlacpp and Password: Lacounty1

Mental Health Prevention Training Available Now

Anna Gorman, Director

Clinics can begin training now for the mental health prevention project. The first DMH video on stress management will be posted May 1. A second on trauma-informed care will be available later in May. A third on grief and loss will be posted later this summer. Each video is about one hour.

There are also training curriculums, as well as handout materials to be used with participants. Two additional options, Psychological First Aid and Skills for Psychological Recovery, are available too.

Everyone who will be providing services, and the mental health lead, must be trained. See the website for instructions on how to show us you have been trained. There are also videos on the PHQ-9 and the GAD-7 questionnaires. We highly recommend you watch them too.

To get to all the videos, go to the MHLA website* under "For DHS and Community Partners". Click on Mental Health. The mental health prevention services have been postponed until July 1.

SASH Hotline Remains Open

Francia Nava, Program Advocate

MHLA encourages Community Partners to continue referring patients needing substance use disorder treatment to Substance Abuse Prevention and Control (SAPC).

MHLA participants can receive outpatient, inpatient, recovery support, case management and other services. There are SAPC providers around the county. Please help your patients take advantage of the no-cost services.

The Substance Abuse Service Helpline (SASH) toll-free line is 1-844-804-7500. You can also visit the SAPC website at <http://sapccis.ph.lacounty.gov/sbat> to find treatment providers and read more about how services are being provided during COVID-19.

Phone Enrollment During COVID-19

Tom Lau, Eligibility Review Unit

During the COVID-19 outbreak, applicants are now allowed to enroll, re-enroll or renew their application over the telephone. This temporary waiver has been extended to May 15, 2020. In addition, all renewals due in March, April, and May 2020 will be automatically extended through June 30, 2020.

All telephone processing must have the Temporary Telephone Enrollment/Renewal Form uploaded with the application.

What other documents are needed? Here's a breakdown:

New Enrollments: Applicant have Emergency Medi-Cal?

Yes. Screenshot of Medi-Cal enrollment.

No. All required documents must be submitted within 30 days of telephone approval.

Renewals: Participant have any reported changes?

Yes. All required documents must be submitted within 30 days of telephone renewal.

No. None required.

The form and instructions can be downloaded from the MHLA website*.



St. John's staff help during COVID-19.



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Article suggestion? Please contact Ray Plaza at
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