



Issue 58

# The CP Connection

The Community Partner Newsletter

June 2020

Community Partners,

We hope you are enjoying a bit of summer when you can. DHS is partnering with CCALAC and with many of you to expand COVID-19 testing capacity in L.A. County. We are turning to you for many reasons, including because you serve patient populations disproportionately impacted by COVID-19 and you are trusted partners in the community. Please reach out to me or CCALAC if you are interested in joining the County testing operations.

In addition, July 1 is the first day of the mental health prevention program. Two-thirds of clinics have been approved to start screening and providing prevention services July 1. Thank you for all you have done to help us get to here. COVID-19 has added stress and worry for MHLA participants and they will definitely benefit from the new services. Those who have not been approved, please complete the required training and continue preparing your clinics to start Aug 1. Stay safe and healthy.

– Anna Gorman, Director of Community Partnerships & Programs

## MHLA Audits Resume Remotely

**Roberto Belloso, Contract & Audit Administration**



MHLA appreciates our providers!

MHLA has resumed the annual audits. In mid-March, the program temporarily suspended all contract monitoring activities in response to COVID-19. To ensure the safety of all staff, MHLA resumed the reviews remotely. The Medical Record Reviews (MRRs) and Dental Record Reviews (DRRs) are being conducted over the phone and through screen sharing. The Facility Site Reviews (FSRs) and Dental Site Reviews (DSRs) are being conducted using a self-assessment/attestation, desk review and phone survey.

In mid-June, MHLA sent a confirmation letter to all CPs with pending annual reviews. The deadline for submission of the FSR and DSR documents and self-assessment/attestation was June 26. If you have not sent us your documents or have a pending Corrective Action Plan (CAP), one of our Contract Program Auditors will contact you. They are also scheduling the MRRs and DRRs. MHLA is finalizing the process for pre-site audits. MHLA would like to thank you for your support during the temporary changes to contract monitoring activities due to the ongoing COVID-19 pandemic.

### Featured in This Issue:

- ◇ **MHLA Audits Resume Remotely**
- ◇ **Temporary Process for Ordering of Positive Airway Pressure DME Due to Covid-19**
- ◇ **COVID-19 Telephone Processing and Patient Privacy**

\* The MHLA website is found at

<http://dhs.lacounty.gov/mhla>.

For DHS and Community Partners link:

Username: mhlacpp and Password: Lacounty1

## Temporary Process for Ordering of Positive Airway Pressure DME Due to Covid-19

Ray Plaza, Program Advocate

The COVID-19 pandemic has affected every aspect of the healthcare system including DHS's ability to offer in-lab sleep studies. CMS has offered a waiver allowing ordering of the Automatic Positive Airway Pressure (APAP) machine without a formal study for select high-risk patients. That process is being applied to MHLA patients too.

Under the process, eConsult remains the pathway for requesting evaluation for any patient with concern for OSA. A DHS specialist will screen the patient and then the sleep lab will make a recommendation if a patient is eligible for an APAP machine and send a message to the CP provider via eConsult.

Then the CP orders the APAP machine for a MHLA participant by filling out the MHLA APAP Request Form, available on the MHLA website\* under Specialty Referrals. APAP machines are only available to MHLA participants who are clinically eligible and interested (DHS Specialists will make those determinations and initial phone calls).

Before ordering the APAP, clinics must agree to call the MHLA participant twice in the first month after receipt of APAP machine and document if patients are compliant and if they have any other needs.

Community Partners must return the APAP Request Form with a written prescription and the sleep medicine note/letter for a APAP machine from the CP Primary Care Provider to the DHS vendor, Calox. Please send the form and associated documents via secure email to: [jlatourelle@caloxinc.com](mailto:jlatourelle@caloxinc.com).

If you have questions about the evaluation process, please submit them via eConsult. For questions after the patient has received the DME, please contact Calox directly.

## COVID-19 Telephone Processing and Patient Privacy

Tom Lau, Eligibility Review Unit

The due date for renewals for March, April, and May 2020 have been further extended from to August 31, 2020. Due dates for June and July renewals have also been extended from June 30, 2020 to August 31, 2020.

Additionally, the temporary waiver to allow telephone enrollment and renewals have been extended to July 31, 2020. Applicants have 30 days from new application or renewal approval by telephone to submit any required documents through mail, fax, or email. As a reminder, documents submitted in this manner pose a greater risk of breaching patient confidentiality since they are being sent remotely. Please ensure that all applicants' personal information is kept secure and private. For example, applicants should be instructed to black out sensitive information like account numbers on credit card and bank statements before sending.

The HIPAA (Health Insurance Portability and Accountability Act) privacy rule was enacted in 2002 to protect all individually identifiable health information that is held or transmitted. This includes any information that can reveal a patient's identity pertaining to health records as well as the past, present, or future payment for the provision of healthcare to the patient. This information includes the applicant's name, address, telephone number, and email address.



Comprehensive Community Health Centers' staff transport supplies.



### The CP Connection

The MHLA Community Partner Newsletter

Anna Gorman  
Raymond Plaza

Partnerships Director  
Newsletter Editor

Article suggestion? Please contact Ray Plaza at [raplaza@dhs.lacounty.gov](mailto:raplaza@dhs.lacounty.gov).

