



The CP Connection

Issue 60

The Community Partner Newsletter

August 2020

Community Partners,

As children go back to (virtual) school, many of us are juggling our work and home duties even more. We miss seeing as many announcements about backpack giveaways and back-to-school events.

DHS is continuing to do community education around COVID-19 and we encourage you to check out our online tool kit, <https://covid19.lacounty.gov/community-toolkit/>. There are flyers, graphics, videos and more (in multiple languages) that you can post on your websites or share via text or social media. Several clinics are also collaborating with DHS/OptumServe testing sites to conduct outreach and to link individuals to primary care. Thank you for being such great partners!

We are nearly done with the MHLA audits for FY 19-20 and will be sending out a Survey Monkey to get your feedback on the remote audit process. We may make some adjustments for the fall and would love your input. We are also working on the new audit tools for FY 20-21 and will get those out soon. We don't anticipate starting the new audit year until early October.

More clinics have contracted with LANES in the past few months. If you would like more information about LANES and how it can help you, please contact Ray at raplaza@dhs.lacounty.gov.

— Anna Gorman, Director of Community Partnerships and Programs



Featured in This Issue:

- ♦ **Deleting a Site? Please Keep Us Informed!**
- ♦ **Website Redesign Updates**
- ♦ **MHLA Enrollment Increases**
- ♦ **One-e-App Updates**

Deleting a Site? Please Keep Us Informed! **Lia Torres, Contract Administration**

This is a reminder that Community Partners must notify MHLA at least 90 days prior to closing a Clinic Site, Mobile Clinic, and/or Administrative Enrollment Site. Additionally, Community Partners must provide at least 60 days' advance written notice of the pending closure to all Participants who are enrolled in that site. The written notice must be approved by MHLA prior to sending it to the Participants. For questions, please contact Lia Torres at LTorres1@dhs.lacounty.gov or 626-525-5219.

Visit us on the MHLA [website!](https://covid19.lacounty.gov/)

Website Redesign Updates

Ray Plaza, Program Advocate

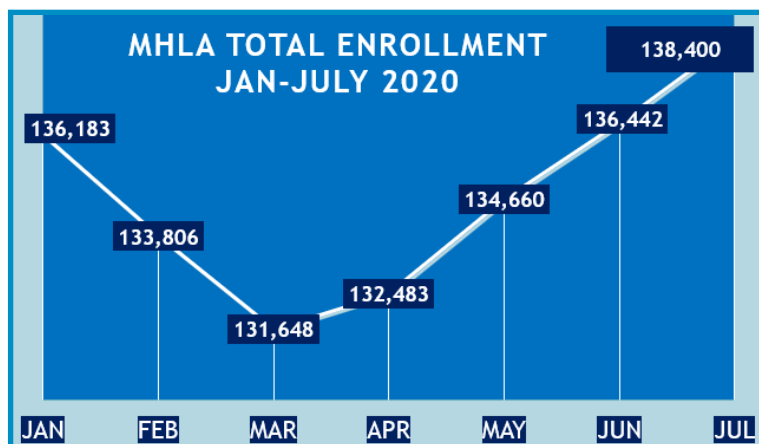


Last month we unveiled a new MHLA website for Community Partners. Due to sign-in difficulties on the new site, we are temporarily going back to the old [website](#). Currently, you can access it without a password.

Thank you for your continued patience as we continue improving our website. We are working on an overall redesign for later this year. Contact your Program Advocate if you have questions — Francia Nava at fnava@dhs.lacounty.gov or Ray Plaza at raplaza@dhs.lacounty.gov.

MHLA Enrollment Grows

Ray Plaza, Program Advocate



MHLA has experienced an increase in total enrollment from March through July 2020 to more than 138,000 participants. While some of our growth can be attributed to the automatic extensions, we also know there has been increased need for care and coverage during COVID-19. As a reminder, enrollment/re-enrollment and renewals by phone will continue until further notice.

Article suggestion? Please contact Ray Plaza at raplaza@dhs.lacounty.gov.

One-e-App Updates

Tom Lau, Eligibility Review Unit

Avoiding Duplicate Applications

Linked household members should never appear on two separate applications.

MHLA applications should be treated like grocery bags in an eco-friendly world. They should be re-used if possible. Never create a new application when the old one works perfectly fine.

Let's examine this scenario. A woman is in MHLA and her husband is part of the household on her application. Now he wants to apply himself. Should you create a new application for the husband? The answer is **NO**. The existing application should be modified. In this scenario, you would select **applying** for the husband.

If the enroller sees that the existing application is assigned to a different clinic, the participant should be advised to report the changes to the assigned clinic. Enrollers should never alter another clinic's application unless it is for a renewal. Participants can call Member Services to change medical homes. What if, oops!, the enroller did create a new application?

Once the mistake is discovered, the enroller should call the SME Line at 833-714-6500 so we can evaluate and determine the best solution.

MHLA Comprehensive

Eligibility & One-e-App Online Training

An eligibility/enrollment and One-e-App **online** training is scheduled for September 15, 2020 from 9 AM to 1 PM. Space is limited, so reserve your space by contacting Linda Romero at (626) 525-5701 or LRomero2@dhs.lacounty.gov.

Request Your Own Training

Community Partners can request their own MHLA training for new enrollers or as a refresher course for existing enrollers. Due to COVID-19, in-person trainings at the CP's own facilities have been temporarily replaced by informative live webinars conducted via Microsoft Teams.



The CP Connection

The MHLA Community Partner Newsletter

Anna Gorman
Raymond Plaza

Partnerships Director
Newsletter Editor

