



Issue 63

The CP Connection

The Community Partner Newsletter

November 2020



Community Partners,

Happy Thanksgiving all. We are grateful to you for caring for My Health LA participants and for doing so with such compassion and dedication. We are all closely watching the COVID-19 surge and will let you know if there are any changes to how DHS hospitals and clinics provide care.

We wanted to share one update — DHS is running the sleep labs at reduced capacity. To better meet patient needs during the pandemic, DHS is expanding the use of home studies and APAPs when appropriate. We are also trying to ensure that patients who need sleep studies most receive them in a timely way. We are sending pending sleep study results back to clinics and are asking you to re-evaluate the patients and submit a new eConsult request if you believe there is still a need.

I also mentioned last month the drop in enrollment in MHLA. While we have seen some people re-enroll, we want your help in doing some targeted outreach. We will be having a call at 2 p.m. on December 9 to review the recent enrollment data, how to determine who was disenrolled and how to conduct remote enrollment. Please join us via MS Teams [Click here to join the meeting](#). **Or call in (audio only) +1 323-776-6996,,584315702#. Please reach out to your program advocate with any questions.**

Thank you and stay safe. — Anna Gorman

Covid-19 Vaccine Trial Volunteer Opportunity

Ray Plaza, Program Advocate

Volunteers are invited to participate in a COVID-19 vaccine trial at two locations, UCLA Health and Harbor-UCLA. The study is enrolling people who have not had COVID-19 and who are at high risk of getting it or getting very sick with it.

That includes people with medical conditions, people of color, people age 60+, and essential workers.

To apply, people should fill out a submission form online or call (310) 222-3848 or (310) 794-3788. Read more at Stop COVID LA (<https://helpstopcovid.la/>).

Featured in This Issue:

- ◇ **Covid-19 Vaccine Trial Volunteer Opportunity**
- ◇ **Mental Health Prevention Robocall**
- ◇ **12/1 and 12/4 Spanish-language Grief and Holiday Workshops**
- ◇ **Important: Address/Telephone Verification Pop-Ups**



Visit us on the MHLA [website](#)!

Mental Health Prevention Robocall

Ray Plaza, Program Advocate



Beginning November 16, MHLA delivered a recorded message to MHLA households to announce the availability of the mental health prevention services provided in MHLA clinics. Calls were made in Spanish or English based on language preference selected during enrollment. We hope the message will raise awareness about the services. The English- language version of the message was:

Hi, We are calling from My Health LA. Many people are feeling sad or worried right now. Sometimes people don't get the help they need because they don't know where to start.

My Health LA has new services for you during this difficult time. Your clinic can connect you with someone trained to help you.

You may learn how to better manage stress or better cope with sadness. You also may learn new ways to express your feelings --- or new exercises to help you relax. The clinic will first ask some questions to figure out the best way to help.

Ask your clinic about new mental health prevention services. The services are free and may be in person or over the phone. Some services are also done in a group.

If you are struggling with alcohol or drug use, call 1-844-804-7500. If you are having an emergency, call 911.

We are all in this together and we are here for you. Press 1 to be connected to your clinic. Press 2 to end this call. Thank you.

12/1 and 12/4 Spanish-language Grief and Holiday Workshops

Ray Plaza, Program Advocate

The OUR HOUSE Grief Support Center is offering a free grief workshop in Spanish to bereaved adults. It will help Spanish-speaking adults have a better understanding of the grieving process, learn ways to cope during the holiday season and hear about ways to honor and remember their loved ones during the pandemic. Dates and Times: in early December

♦ **Tuesday, Dec 1, 6:30-8:00pm**

♦ **Friday, Dec 4, 10am-11:30am**

People can RSVP by calling (310) 231-3196.

Note – This is not related to the new MHLA Mental Health Prevention Services.

Important: Address/Telephone Verification Pop-Ups

Tom Lau, Eligibility Review Unit

While it is understandable that Pop-Ups may be a nuisance, and the expression "X it and forget it." illustrates the impulse to never deal with them, one Pop-Up in particular that should not be ignored.

When accessing a One-e-App application please validate the contact information on the Address/Telephone Verification Pop-Up with the participant.

Why is this important? First, it will reduce the piles of returned mail with vital membership information that participants should be getting but aren't.

Also, when MHLA makes automatic calls and texts to participants with important program information, we rely on correct phone numbers.

Lastly, with the recent decrease in enrollment and renewals during COVID-19, we ask Community Partners to conduct focused outreach to those participants disenrolled and coming up for renewal. Accurate addresses and telephone numbers are critical in this effort.

Thank you for your continued effort in keeping participants' contact information current!



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.

