



The CP Connection

Issue 65

The Community Partner Newsletter

January 2021

Community Partners,

During the COVID-19 surge, DHS hospitals were overwhelmed with the influx of new COVID-positive patients. To meet the needs, DHS had to shift staffing resources from outpatient clinics to the hospitals. More than 1,000 nursing staff were redeployed to the hospitals and many non-urgent procedures and surgeries were postponed. Thankfully, we are seeing fewer and fewer new patients each day and we are starting the long process toward recovery, which will have a positive impact on MHLA patients as well.

As we do that, DHS is continuing to vaccinate healthcare staff and patients 65 years and older in line with the LA County Department of Public Health guidance. We will continue to advocate for CPs during the vaccination rollout to ensure that My Health LA participants, all of your patients and your staff are able to get access to the COVID vaccine.

On another note, we had a good discussion with the CCALAC clinical advisory group about the emergency room data we have been providing to clinics over the past year. Each month, we send to your agency leadership a list of MHLA participants who visited DHS emergency departments in the previous month. The excel also says whether or not the visits were avoidable. Some of the CMOs said their clinics have reached out to the participants to schedule a follow-up primary care visit. We hope more of you will do the same. **If you would like someone else at the agency to receive that list each month, please email Kiet Van at kvan@dhs.lacounty.gov** and she will add them to the list. If you are having any trouble opening the list, notify Kiet as well.



Thank you for everything and please continue to stay safe. — Anna Gorman



MHLA Enrollment Remains Low

Ray Plaza, Program Advocate



MHLA data tracking shows enrollment at 123,921 participants as of December 31, 2020—still not where we want it to be. We are sending a letter to participants who haven't re-enrolled, and we are urging them to call their clinics to get reenrolled. We encourage your enrollers to continue reaching out to disenrolled participants and to help those who call in to re-enroll. If you need help determining who those participants are, please contact Linda Romero at (626) 525-5701 or lromero2@dhs.lacounty.gov.

Enrollment and re-enrollment can still be done by phone due to the pandemic. Many of our participants live in the communities hardest hit by COVID-19 and we want them to be covered during this time!

Featured in This Issue

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- ◆ Applicants with REAL IDs

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





DHS Expected Practices in eConsult

Stanley Dea, M.D.

Expected practices document the most up-to-date information on DHS-wide clinical practices that can be expected of DHS clinical providers. These practices help standardize the approach to various medical conditions and have been vetted and approved by DHS provider work groups and committees. The DHS expected practices can be found by clicking a link in the box in the upper left of the eConsult homepage called Clinical Library & Homepages. There are also direct links on the homepage of each specialty when submitting an eConsult.

Substance Use Disorder Treatment

Francia Nava, Program Advocate

Experts agree that the added stress brought on by the Covid-19 epidemic can contribute to substance use disorders. We encourage our CPs to continue referring participants who need substance use disorder treatment to our SAPC partners. They are here to help. The Substance Abuse Service Helpline (SASH) toll-free telephone number is 1-844-804-7500. You can also visit their website <http://sapccis.ph.lacounty.gov/sbat> to find treatment providers and read more about how services are being provided during Covid-19.

Covid-19 Vaccine Distribution

Ray Plaza, Program Advocate



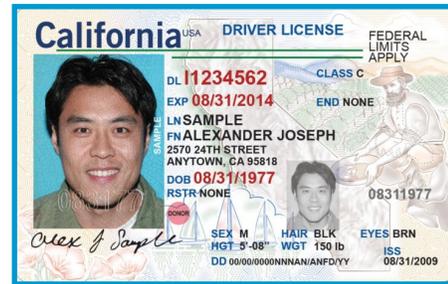
Our partner, the Community Clinic Association of Los Angeles County (CCALAC) is engaging with county and state departments of public health to ensure clinics are able to get the supplies you need to vaccinate staff and patients. CCALAC and DHS are also advocating for equitable vaccine

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

distribution that prioritizes the communities hardest hit by COVID-19. CCALAC and DHS are working on messages to share with patients around vaccine safety and how and when they will be able to get the vaccine. For questions on navigating the vaccine roll-out process, CPs can contact Erika Rogers at CCALAC at erogers@ccalac.org.

Applicants with REAL IDs

Tom Lau, Eligibility Review Unit



Any Californian who can prove their current legal presence in the United States is eligible to receive a REAL ID, including those in the category of Permanently Residing in the U.S. Under Color of Law (PRUCOL). Recipients of Deferred Action for Childhood Arrivals (DACA) or Temporary Protected Status (TPS) fall under the category of PRUCOL which can be eligible to full-scope Medi-Cal and therefore, not eligible for MHLA.

Exceptions: Applicants with Temporary Protected Status (TPS) who do not declare PRUCOL will not be eligible for full-scope Medi-Cal and therefore are eligible for MHLA. In such cases, enrollers should upload documents to prove that the applicant is not eligible for full-scope Medi-Cal (e.g., Employment Authorization Documents with a TPS category code and proof that applicant only has restricted Medi-Cal).

Californians with temporary legal status will have their REAL ID card expire on the same date as their U.S. legal presence document, and they can receive a new card with a documented extension of their legal status. If the applicant's legal status has not been extended and they have a REAL ID that expired, they may be eligible for MHLA.



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