



# The CP Connection

Issue 69

The Community Partner Newsletter

May 2021

Community Partners,

More than 50% of LA County residents age 16 and up have received a COVID vaccine, the transmission and test positivity rate are continuing to drop and the County is lifting even more restrictions on June 15. Things are looking up, finally.

Congrats to about two dozen Community Partners for receiving grants from LA Care to increase vaccinations in hard-hit neighborhoods. Even with more people getting their vaccines everyday, there are undoubtedly gaps among the MHLA population. We appreciate all you are doing to get them vaccinated. If you haven't seen this [recent campaign](#) featuring some LA County clinicians and community health workers, please take a look. It's available in English and Spanish. CCALAC has also put together a customizable [vaccine toolkit](#) for clinics.

My Health LA enrollment has started to climb back up and we anticipate that it will continue to do so over the next several months. We are also excited that the State budget has included funding to expand full-scope Medi-Cal to people 60 and older regardless of immigration status. We will keep watching that, and in anticipation, we encourage you to help enroll MHLA participants in restricted Medi-Cal.

In other areas, we are redesigning the MHLA handbook and this newsletter (keep your eye out for the new version soon). We also are working with DHS to begin a mobile teleretinal diabetic retinopathy screening clinic and are exploring how to take on more teleretinal reads for those of you who have cameras. More details to come. The Eligibility Review Unit team is reaching out to CPs to discuss eligibility audit findings, and the annual audit team is finishing up the year's audits.

Thank you for your partnership, as always. Reach out anytime. — Anna Gorman

## Featured in This Issue

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## MHLA Dental Services

Ray Plaza, Program Advocate



As a reminder, MHLA-approved dental clinics are required to accept any enrolled MHLA participant as long as there is capacity. Participants do not have to be assigned with your agency for their medical home in order to be served for dental services. If you don't have dental services, you can refer participants to other CPs that do. A full description of MHLA dental service requirements are found on the MHLA website under For Community Partners/Program Info/Provider Notices & Contracts.

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

## New Texting Outreach to Participants

Ray Plaza, Program Advocate



In May, MHLA launched our new texting campaign to participants who have either been disenrolled or are coming up for renewal. Monthly messages will be sent in either Spanish or English, depending on participants' stated preferred language. The text encourages participants to contact their medical home clinic to schedule an appointment with an enroller to either renew or reenroll.

## New Mental Health Prevention Curriculum

Ray Plaza, Program Advocate



The new [DMH Grief and Loss curriculum](#) is now available for the MHLA Mental Health Prevention Program on the MHLA website. The curriculum focuses on grief and loss and is entitled "Intervention to Reduce Distress Due to Grief."

This curriculum is for MHLA participants needing help with ongoing distress from grief, who are unable to cope with grief, and/or who might be at risk for developing more severe mental health symptoms. It is really important right now as our participants are dealing with a lot of loss.

The participants may have experienced the passing of a loved one, loss of job or financial security, loss of home, loss of personal freedoms during the current COVID pandemic or other losses.

Training on the grief and loss curriculum is required before you can provide these services. To confirm this, you must watch the entire video and then fill out the Survey Monkey (SM) at the end. You will receive an email from

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

MHLA saying you have been approved to begin offering the grief and loss services.

**Note: When attempting to access the required Survey Monkey (SM) at the end of the video training. You must click the SM link that appears embedded in the last slide of the PowerPoint slide deck which will appear to the right of the video (you cannot click on the link in the actual video). If you have any problems in accessing the link in this manner then you may type the file path of the SM link into your browser, doing so one character at a time as a copy and paste of the link into the browser may not work.**

Please remember as with the other Prevention training and services, ongoing supervision is important to assist in identifying anyone with mental illness like Complicated Grief or depression who needs a higher level of care. Further information on Complicated Grief is available in a document entitled Annex 1 which is part of the Grief and Loss documents posted on the website.

## Multi-Tier Auditing Ensures Accuracy

Tom Lau, Eligibility Review Unit



The ERU uses a four-level process to ensure that all application denials due to enrollment errors are vigorously examined for accuracy. Once an application is denied, four managers would review each denied application a second time, and a decision is made to overturn the denial if they disagree with the initial findings. When Community Partners discover a denial has occurred due to an error that can be corrected, they should immediately contact the applicant to complete a new application. This will ensure patients will have no disruption in access to proper medical care.

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