

MHLA PROVIDER BULLETIN # 14 – AUTOMATIC ENROLLMENT EXTENSION

January 25, 2023



This is to provide you with details on the new automatic enrollment extension for My Health LA (MHLA) Participants.

- Beginning February 1, 2023, the MHLA program will auto-extend all program participants through January 31, 2024.
- In 2022, MHLA transitioned a majority of its nearly 60,000 older adults who were eligible for the Medi-Cal Expansion into full-scope Medi-Cal.
 - Statewide, roughly 286,000 older adult Californians are now receiving full-scope Medi-Cal thanks to the expansion of comprehensive preventive care and other services to all income-eligible adults 50 years of age and older, regardless of immigration status.
 - This latest expansion of Medi-Cal coverage brings California closer to Governor Newsom’s promise of universal access to health care coverage, regardless of age or immigration status.
- On January 1, 2024, the State of California will proceed with the next phase of Medi-Cal expansion allowing for eligible individuals between the ages of 26 and 49 to apply for and receive full-scope Medi-Cal regardless of age or immigration status.
- Starting in 2023, MHLA will work internally and with the Department of Public Social Services (DPSS) to identify currently enrolled MHLA program participants age 26 to 49 that already enrolled in Restricted-Scope Medi-Cal to allow for a seamless transition to full-scope Medi-Cal for the January 1, 2024 expansion.
- To make this upcoming transition as streamlined as possible, MHLA encourages all Community Partners (CPs) to continue working with all participants not yet enrolled in restricted Medi-Cal to ensure they get enrolled in restricted Medi-Cal before December 31, 2023.
- **Automatic Enrollment Extension:**
 - Effective February 1, 2023, MHLA program current members, re-adds, and new applicants will be extended until January 31, 2024. Moving forward, MHLA participants will no longer be required to submit an annual renewal.
- **Eligibility and Enrollment:**
 - No changes will be implemented to the current eligibility and enrollment process. The MHLA staff will continue to conduct eligibility audits and will evaluate and deny individuals who are not eligible for the program. The auto-disenrollment

process implemented for the individuals turning 50 years old, as well as all other disenrollment options will remain the same.

- Participants can continue to contact member services for medical home transfers.

■ **Application Process:**

- MHLA enrollers will continue to take and evaluate new and re-add applications in person and remotely using the same MHLA requirements and guidelines currently in place.

■ **Monthly Robocalls and Texts:**

- Starting February 1, 2023, MHLA program participants will begin receiving robocalls and texts reminding them to apply for restricted Medi-Cal by December 31, 2023.

■ **Additional Communications:**

- MHLA program will develop and send out flyers in all threshold languages to the program participants explaining this process and stressing the importance to apply for restricted Medi-Cal.
- The link to the flyer(s) will be provided as soon as they are ready for distribution.

■ **Active Member Lookup Tool:**

- We encourage all clinics to reach out to those participants who have not applied for Medi-Cal and emphasize how important it is to apply for Medi-Cal.
- The Active Member Lookup Tool was designed to assist your clinic's System Administrator with Looking up the next renewal date for each participant.
- Here is the link to a training video on the tool: <https://youtu.be/xITs2cS1Pys>

■ **Participants Applying for Restricted Medi-Cal:**

- When assisting MHLA participants in applying for Medi-Cal, please remember to use the following resources as needed:
 - LA County DPSS at (866) 613-3777 or Benefitsca.com
 - LA County [Community Health Outreach Initiative](http://CommunityHealthOutreachInitiative.org) at (213) 749-4261
 - BAILA Network at (888) 624-4752 or BAILANetwork.org
- Additionally, please remember that DHS/Patient Financial Services staff can only take & process Medi-Cal applications for uninsured DHS patients when those individuals are receiving a service at one of the DHS facilities.
- Please do not send MHLA participants to DHS medical facilities to apply for Medi-Cal unless they are actively receiving a DHS service (e.g., specialty, urgent, emergency or inpatient care).

- MHLA will be announcing a new incentive program for all CPs to get their MHLA program participants enrolled in Restricted Medi-Cal this year. Details will be announced as soon as the program is finalized.

Please contact your [MHLA Program Advocate](#) if you have any questions. You can also contact the Subject Matter Expert (SME) hotline for questions regarding eligibility and enrollment at (833) 714-6500. To find out who your assigned Eligibility SME is, click [here](#). Thank you.