

PROVIDER BULLETIN #18

How to get Medical Records via LANES (Los Angeles Network for Enhanced Services) Health Information Exchange Network

December 15, 2023



The purpose of this provider bulletin is to inform Community Partner (CP) clinics how to get medical records via LANES (Los Angeles Network for Enhanced Services) Health Information Exchange network system.

BACKGROUND:

- Some CPs have an existing contract with LANES that provides access to their MHLA participants' medical records from participating hospitals and health systems within Los Angeles County.
- CPs utilize LANES to retrieve MHLA participants' medical records after visits to DHS hospitals and clinics.
- Access to the medical records helps CPs coordinate primary and specialty care for their participants.
- When CPs experience issues with retrieving DHS specialty care medical records for MHLA participants, CPs request support from the MHLA program.
- MHLA program participants will be transitioning to Full-Scope Medi-Cal on January 1, 2024.
- The MHLA program is sunsetting and will end all program operations on January 31, 2024.
- To streamline the process and also to prepare for the sunset of MHLA, CPs with a LANES contract should request technical support directly from LANES.

DHS REPORTS NOT APPEARING IN LANES:

- There are instances when DHS medical reports will not appear in LANES:
 - The medical note is unread or unsigned. In this case, LANES will notify DHS and inform the CP.
 - Diagnostics and medical procedures logged into the DHS system by a 3rd party software (e.g., Sleep studies, pulmonary function tests, colonoscopies). Those reports will notate an image, but it will not be viewable. The clinic notes should still appear in LANES.
 - For all other reports, CPs may also request medical notes directly from the DHS facility where the participant received services.
 - Confirm which DHS facility the participant accessed services and confirm if the visit was completed.
 - Refer to the Community Partners' Request for Medical Records guidelines on the MHLA website, [Specialty Care & eConsult - My Health LA \(lacounty.gov\)](#) and follow the instructions for how to request records from DHS [hospitals](#) and [clinics](#).

REQUESTING TECHNICAL SUPPORT FROM LANES:

- If a MHLA participant has completed a health visit at a DHS facility and the medical notes do not appear in LANES, CPs can open a support ticket with LANES directly.
- CPs should provide the patient ID, date of service, the medical facility visited, type of medical service, and a brief description of what record is missing. Submit all of the information in a secure email to support@lanesla.org.
- CPs will need to include the name of their facility and their contact information so that a LANES support staff can respond to their inquiry.
- The LANES support team will be able to track the medical encounter and they will be able to provide support on their end.
- If the case requires DHS attention, LANES will follow-up with DHS and inform the CP.
- CPs may copy MHLA Program Advocate, Sothida Tan at stan4@dhs.lacounty.gov through 1/31/24 on support ticket emails to LANES.
- There will be no MHLA support for LANES past January 31, 2024 as MHLA is ending.

ASSISTANCE:

If you have any questions, please contact Program Advocate, Sothida Tan at stan4@dhs.lacounty.gov or Senior Program Manager, Philip Barragan at pbarragan@dhs.lacounty.gov.