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My Health LA Program



**DHS Orientations
August 2014**

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My Health LA (MHLA) Program Overview

- Name change; formerly Healthy Way LA “Unmatched” Program
- MHLA is not insurance
- Eligibility rules similar to DHS ATP with no liability program, income at/below 138% FPL
- LA County Residents ages 6 and older
- Program starts October 1, 2014

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MHLA Program Services

Community Partners

- Primary Care Services
- Pharmacy & Basic Diagnostic Services
- Assigned Medical Home

DHS Facilities

- Emergency Services at DHS Hospitals
- Urgent Care Services
- Specialty Referrals

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One Primary Care Medical Home

- Patient will select a medical home when they enroll into MHLA
- **The patient must go to their assigned medical home for their primary care services**
- If MHLA member has an upcoming primary care appointment at DHS, cancel the appointment, follow existing process to notify patient and direct them back to their medical home
- If a DHS empaneled patient enrolls into MHLA, program will automatically dis-empanel patient and sent a letter. All future primary care appointments should be cancelled

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Verification & Screening

- Verify using 270/271 process or PMS
- If MHLA enrolled member, screen for Hospital Presumptive Eligibility (HPE), Medi-Cal or other coverage as is current practice
- Participants with active HPE will not be disenrolled from MHLA
- An ATP does not need to be taken for a MHLA enrolled member. Financial screening has been done by Community Partner
- There is no MHLA insurance code

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Empanelment Pop-Up

The screenshot shows a software window titled "MH/PCP Empanelment (LIVE)". The window contains the following fields and sections:

- File**
- Patient/Visit Information**: Name: [REDACTED] FABIAN, DOB: [REDACTED], Admit: 0, MRUN: [REDACTED], Account: [REDACTED], Sex: [REDACTED], Age: [REDACTED]
- Empanelment Medical Home PCP**: [REDACTED]
- Empanelment Medical Home Site**: [REDACTED]
- Payer / Data Source**: MEDICAL - LACDHS
- Insurance 270 was sent on:** SELF PAY OUTPATIENT 000
- Service Date:** [REDACTED]
- Eligibility Date:** [REDACTED]
- County Code:** [REDACTED]
- Aid Code:** [REDACTED]
- REJECT REASON:** INVALID/MISSING INSURED ID
- MY HEALTH LA**: A dropdown menu with this text, highlighted by a red arrow.
- Managed Care Provider**: [REDACTED]
- Managed Care Site**: [REDACTED]
- Eligibility:** [REDACTED]
- Updated:** [REDACTED]
- Managed Care Affiliated Hospital**: [REDACTED]
- Buttons:** Print MH/PCP, Print 271, Cancel

Empanelment Pop-Up

MH/PCP Empanelment [LIVE]

File

Patient/Visit Information
 Name: [REDACTED] FABIAN DOB: [REDACTED] MRUN: [REDACTED] Account: [REDACTED] Sex: [REDACTED] Age: [REDACTED]

Empanelment Medical Home PCP: [REDACTED] Empanelment Medical Home Site: [REDACTED]

*The source for Empanelment data is the LACDHS Patient Management System.

Payer / Data Source
 MEDICAL - LACDHS

Insurance 270 was sent on: SELF PAY OUTPATIENT 000
 Service Date: [REDACTED] Eligibility Date: [REDACTED] County Code: [REDACTED] Aid Code: [REDACTED]
 REJECT REASON: INVALID/MISSING INSURED ID

MY HEALTH LA.

MY HEALTH LA ACTIVE COVERAGE Eligibility: 08/16/2014 - 08/15/2015 Updated: [REDACTED]
 Managed Care Provider Managed Care Site
 NORTHEAST VALLEY-VALENCIA NORTHEAST VALLEY HEALTH
 23763 VALENCIA BLVD 23763 VALENCIA BLVD
 VALENCIA CA 91352105 VALENCIA CA 91352105
 661-287-1551 661-287-1551
 Managed Care Affiliated Hospital

Print MH/PCP Print 271 Cancel

Affinity System - 270/271 Response on Self-Pay Insurance Code

Query - CP X12 PRINT 270 & 271 RESPONSES

Close Print... Next Page Prev Page Retrieve All Stop

OVMC LIVE
 X12 270/271 Eligibility/Benefit Data
 Printed: Tue Aug 19, 2014 11:25 AM

Patient: [REDACTED] FABIAN Mrun: [REDACTED] 3
 Accounts: [REDACTED]
 Admit Dt: 01/28/2000
 Service: RECURRING OUTPATIENT
 Insurance: SELF PAY OUTPATIENT 000

 270 Request submitted: 08/19/2014 11:05 AM by SKD
 271 Response received: 08/19/2014 11:06 AM

***** INSURED/SUBSCRIBER INFORMATION *****

INSURED OR SUBSCRIBER: FABIAN [REDACTED]
 PATIENT ACCOUNT NUMBER: [REDACTED]
 MEDICAL RECORD ID NUMBER: [REDACTED]
 REQUEST REJECTED
 REJECT REASON: INVALID/MISSING INSURED ID
 FOLLOW-UP: PLEASE CORRECT AND RESUBMIT
 DATE OF BIRTH: [REDACTED] SEX: M
 PLAN DATE: 08/19/2014
 ISSUE DATE: 08/19/2014

SUBSCRIBER ELIGIBILITY/BENEFIT INFO: CANNOT PROCESS
 SERVICES:
 REMARKS: Revenue 360 Error Message
 Member ID is required

SUBSCRIBER ELIGIBILITY/BENEFIT INFO: BENEFIT DESCRIPTION
 SERVICES:
 END OF MEDI-CAL RESPONSE - START LACDHS PATIENT MANAGEMENT SYSTEM
 RESPONSE

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Affinity System - 270/271 Response on Self-Pay Insurance Code

SUBSCRIBER ELIGIBILITY/BENEFIT INFO: ACTIVE COVERAGE
 COVERAGE LEVEL: INDIVIDUAL
 SERVICES: HEALTH BENEFIT PLAN COVERAGE
 INSURANCE: HMO
 REMARKS: MY HEALTH LA
 MEMBER IDENTIFICATION NUMBER: 07-6088-8330 - MY HEALTH LA
 ELIGIBILITY BEGIN DATE: 08/04/2014
 ELIGIBILITY END DATE: 08/03/2015
 LAST UPDATE DATE: 08/05/2014

Active Coverage: My Health LA
and Member ID #

SUBSCRIBER ELIGIBILITY/BENEFIT INFO: PRIMARY CARE PHYSICIAN
 SERVICES:
 REMARKS: MY HEALTH LA

Patient's Assigned MHLA
Medical Home

PRIMARY CARE PROVIDER: ST JOHN'S-DR KENNETH
 SERVICE PROVIDER NUMBER: MHLA11DNOBY
 ADDRESS: 808 W. 58TH ST.
 LOS ANGELES CA 900373632
 INFORMATION CONTACT:
 TELEPHONE: 3235411616

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DHS Patient Referrals to MHLA

- New patients identified through centralized NERF process
- Patients, identified at DHS facilities, that are not empaneled and want primary care services or when patients call to make an appointment
- MHLA resources for referred patients:
 - List of MHLA Community Partner Clinics
 - MHLA Fact Sheet
 - Website <http://dhs.lacounty.gov/MHLA>
 - MHLA Member Services at 1-844-744-6452

MHLA Website

<http://dhs.lacounty.gov/MHLA>

My Health LA



- My Health LA
- Find A Clinic
- For MHLA Members
- For Community Partners
- Partnering with DHS
- Contact Us




My Health LA

My Health LA is a no-cost health care program for people who live in Los Angeles County. It is for people who are age 6 and older and whose family meets certain income levels ([click here](#)). My Health LA is free to individuals and families who do not have and cannot get health insurance.

Health care services are provided by non-profit clinics called "Community Partners". There are over 200 Community

MHLA Participant ID Card



Member ID: 72009
DOB: MM/YYYY
Language: English

JANE DOE
Medical Home Clinic: Health Center
Medical Home Address:
000 Main St, Los Angeles CA 00000
Medical Home Phone: 1-800-777-0000

My Health LA is NOT health insurance and will not cover any services outside of the My Health LA network - including emergency care. For more information contact My Health LA Member Services at 1-866-748-6812 or visit dhs.lacounty.gov/MHLA.

THIS CARD IS FOR IDENTIFICATION ONLY.
IT DOES NOT GUARANTEE ELIGIBILITY IN MY HEALTH LA.

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Member Services Support

- Open to members to take questions
- 1-844-744-6452 (MHLA) toll free number
- 8:00 am to 5:00 pm, Monday to Friday
- Interpreter Services available



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Questions?

