My Health LA Program



DHS Orientations
August 2014

My Health LA (MHLA) Program Overview

- Name change; formerly Healthy Way LA "<u>Unmatched</u>" 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

MHLA Program Services

Community Partners

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

DHS Facilities

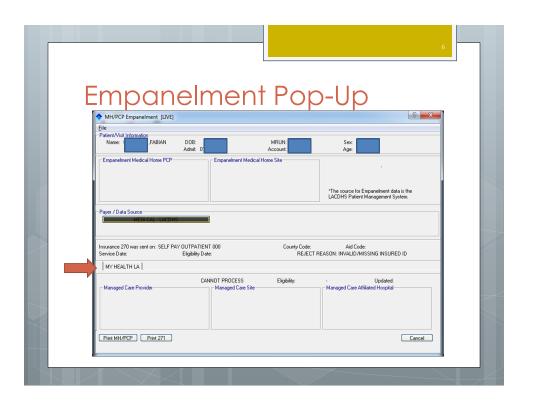
- Emergency Services at DHS Hospitals
- Urgent Care Services
- Specialty Referrals

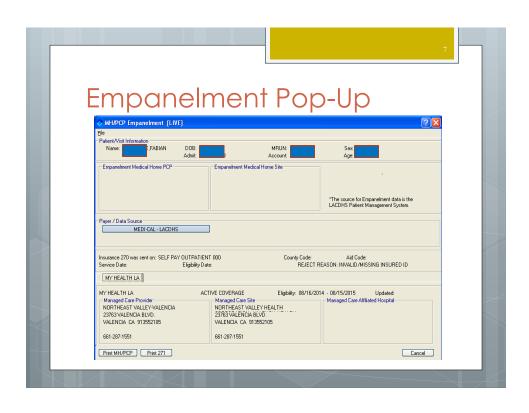
One Primary Care Medical Home

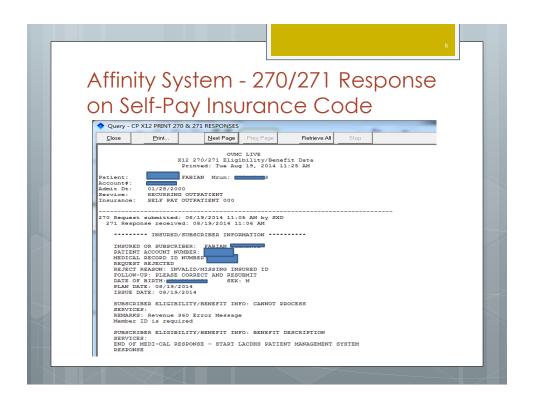
- Patient will select a medical home when they enroll into MHLA
- The patient must go to their assigned medical home for their primary care services
- If MHLA member has an upcoming primary care appointment at DHS, cancel the appointment, follow existing process to notify patient and direct them back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

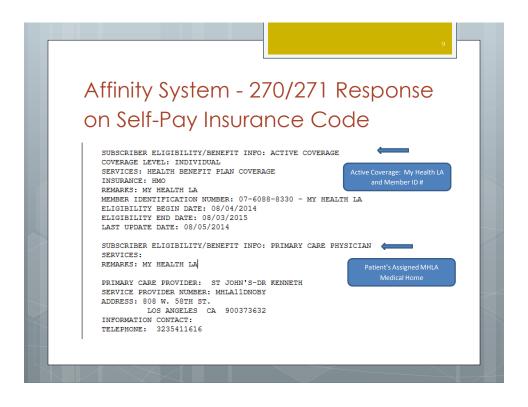
Verification & Screening

- 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









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





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

