# What is the **My Health LA** program?

- My Health LA is a NO-COST health care program for low-income residents of Los Angeles County who don not have health insurance.
- *My Health LA* is a program where members can get ongoing, quality health care from a team of health care providers at community clinics.
- *My Health LA* is a way for uninsured County residents to get healthy and stay healthy!

# Who is eligible for *My Health LA*?

My Health LA is for people:

- ✓ who live in Los Angeles County
- ✓ age 6 and older
- ✓ who meet the income requirement
- who lack or are not eligible for health insurance

*My Health LA* is **NOT** health insurance—if you have health insurance, do not drop it!

# How can I find out if I am eligible?

- Call Member Services at 1-877-333-4952 (MHLA). Member Services is open from 8 a.m. to 5 p.m. Monday through Friday.
- Call your medical home clinic in advance to schedule an appointment or to enroll. Make sure the clinic is accepting new patients.
- For more information, visit: dhs.lacounty.gov/MHLA



## What health care can I get though My Health LA?

- *My Health LA* members get **FREE** basic medical care that includes:
  - Ongoing Preventive Care and Health Screenings
  - Health Information and Advice
  - ✓ Specialty Care at Department of Health Services (DHS)
  - ✓ Hospital and emergency care at DHS clinics and hospitals
  - Prescription Medicines
  - Laboratory Services and Tests
  - Other Related Health Care Services
- *My Health LA* members can get care at one of 200 participating community clinics in Los Angeles County.

## What are some of the benefits of My Health LA?

- *My Health LA* is patient-centered care. Members will choose a Medical Home Clinic, and will receive ongoing care at that clinic throughout the year. You may only have one Medical Home clinic in the *My Health LA* program.
  - A Medical Home is a clinic where patients see a primary care doctor or a nurse who knows their patients and understands their medical history
- *My Health LA* members can choose a Community Clinic and can make their own appointments at that clinic.
- You don't have to wait until you are sick to get medical care you can get free check-ups and preventive care at your medical home clinic
- You get an ID card to show you are a member of *My Health LA*.
- You can call the toll-free Member Services line from 8 a.m. to 5 p.m. Monday through Friday. Agents can assist you in many languages.



## I want to enroll in *My Health LA* (MHLA)! What do I do?

#### How Do I Enroll?

You can enroll in MHLA by visiting a *My Health LA* Clinic. To find a clinic near you:

- Call MHLA Member Services at 1-844-744-6452 (MHLA) Monday through Friday from 8 a.m. to 5 p.m.
- Visit dhs.lacounty.gov/MHLA to find a map and list of MHLA clinics.
- Call the clinic in advance to schedule an appointment or to enroll.
- It is always free to apply for My Health LA!

#### What Should I Expect?

- An enroller at the clinic will ask you detailed questions about where you live, the size of your family, and how much income you, and possibly your family, makes.
- This information will be used to determine whether you are eligible for MHLA.
- The information you provide will not be shared with anyone. It is for the MHLA program only.
- The process could take between 15 minutes and one hour, depending on how many people in your family are applying.



## What Should I Bring With Me?

In order to apply for MHLA, you need to show personal identification (ID), proof that you live in Los Angeles County, and something that shows your income. For example:

#### Proof of who you are

- Driver's License or ID
- Resident Card
- Foreign passport or ID
- School ID
- Employment ID
- Other picture ID

#### Proof that you live in Los Angeles County

- California Driver's License or ID
- Utility Bills issued within the last 60 days
- Letter addressed to you in the last 60 days
- Other recent proof that you live in L.A. County

#### Your Income Information

- Copy of most recent paystub (in the last 45 days)
- Statement from employer about how much you make
- Last year's tax returns
- Statement of unemployment, veterans, social security benefits, etc.
- Other income information

If you have any questions on how or where to enroll, please contact MHLA Member Services at 1-844-744-6452 (MHLA).