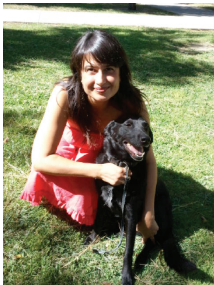




MHLA NEWSLETTER

Published by the My Health LA Program Office.



WELCOME TO MY HEALTH LA! FROM AMY LUFTIG VISTE, PROGRAM DIRECTOR

Greetings from the My Health LA Program Office! This is our first issue of the My Health LA Newsletter for Community Partners and DHS staff. Our goal with this newsletter is to

share regular information on an ongoing basis about the My Health LA program, introduce key program staff, and provide an opportunity for us to learn more about the work that you and your staff are doing to build and grow this program. It will hopefully be more fun than receiving a Provider Information Notice (PIN) or a Provider Bulletin! (although you'll continue to get those, too...). A special thanks to Norma Casas, who many of you know, who will be taking the lead on putting this publication together.

I know there are lots of changes ahead, and lots of questions, so I look forward to staying in touch. Please don't hesitate to let us know if you have any news or items you would like for us to put into this publication (email Norma at ncasas@dhs.lacounty.gov). The launch of the My Health LA program on October 1st is a huge milestone for DHS, our Community Partners, and this program. Much work has gone into the Public-Private-Partnership (PPP) Program, and the HWLA Matched and Unmatched Programs, and now My Health LA! I'm thrilled to be here helping to make the newest iteration of this program work for you, our clinic partners, our DHS staff, and most importantly our MHLA patients.

MY HEALTH LA! WHAT IS IT?

My Health LA (MHLA), formerly the HWLA Unmatched program, is a primary health care program for the uninsured. In order to be eligible for MHLA, an enrollee must live in Los Angeles County, be age 6 or older, have an income at or below 138% of the federal poverty level, and be ineligible for or lack health insurance. It is important to remember that MHLA is not health insurance!

DHS, in collaboration with over 50 Community Partner Clinics, is one of the only counties in the nation that has

committed to making health care services available to all of its residents. Building on the Healthy Way LA Unmatched and PPP programs, as well as historic and brand new relationships with its community clinic partners, MHLA has evolved into a new program that prioritizes continuity of care, medical home selection, more efficient use of health care resources and administrative simplification! MHLA will be offered at over 164 participating nonprofit community clinics that successfully completed the County's solicitation process in April 2014. Specialty, urgent, and emergency care services will be provided at DHS facilities at no cost to enrolled participants. And because MHLA participants are enrolled through One-e-App – and therefore able to be looked up in real time at any DHS facility – for the first time in the history of this program, an Ability-To-Pay (ATP) Application does not need to be completed when a MHLA participant comes to DHS for care! This is a great example of how the MHLA program is already succeeding at better efficiency and simplification.

ONE-E-APP NEWS!

One-e-App is the web-based system selected by the Department of Health Services (DHS) for MHLA. It is the program that will determine an enrollee's eligibility for the MHLA program right then and there. No more waiting for an application to be dispositioned, no more matched pending!

Beginning on August 4th, eight Community Partner "pilot sites" volunteered to test the One-e-App system. Many patients were pre-enrolled into MHLA from August 4th through August 31st by the pilot sites. Numerous One-e-App trainings occurred in August, including trainings for clinic "One-e-App Training Leads," who are intended to be DHS's One-e-App contacts at your clinic. On September 1, 2014, all community partner clinics began pre-enrolling in MHLA! One-e-App trainings for all enrollers occurred in August and September.

Thank you to our eight pilot enrollment agencies for testing the One-e-App system! Together they pre-enrolled over 2,000 patients from August 4th through August 31st.

THANK YOU, ONE-E-APP PILOT SITES!

1. Family Health Care Centers Of Greater Los Angeles
2. Northeast Valley Health Corporation
3. QueensCare Health Centers
4. St. John's Well Child And Family Center
5. The Children's Clinic Servicing Children And Their Families
6. The Northeast Community Clinic
7. Venice Family Clinic
8. Westside Family Health Center

DHS ORIENTATIONS AND COMMUNITY PARTNER TRAININGS

MHLA trainings have occurred for both Community Partners and DHS staff throughout the months of August and September. MHLA Eligibility and Enrollment Trainings and One-e-App Trainings for Community Partners were held throughout the month of August. More Eligibility and Enrollment Trainings will be scheduled soon. On September 15th & 17th, the MHLA program hosted all day MHLA Contract Program Trainings at the auditorium in Alhambra. Over 300 clinic staff attended and we are pleased to share that reviews of the trainings were overwhelmingly positive! The MHLA Program Reference Manual, distributed at the program trainings, can be found on the MHLA website under "For DHS & Community Partners". In addition, MHLA Orientations were held for DHS staff during the month of August focusing on what to do when a MHLA patient comes to DHS. Revenue Management also issued PFS Memo 29-14 in early September providing guidance on this new program. PFS Memo 29-14 can be found at the MHLA website under the "For DHS & Community Partners", DHS Facilities tab. Lots of trainings, more to come!

WEBSITE

On August 1st, DHS "soft launched" the MHLA website for participants and providers. To view the new website, visit <http://dhs.lacounty.gov/MHLA>. The full launch of the website will be on September 29, 2014. A new exciting feature on the website is the 'Find a Clinic' search function where individuals can locate the nearest Community Partner Clinic and obtain phone numbers, hours of operations, and other important information.

Community Partner Clinics and DHS Facilities have their own section too! Staff can log-in to the "For DHS & Community Partners" section using the username: mhlacpp and password: Lacounty1. In this section, you will find the MHLA Reference Manual, updates, the open/closed list, this newsletter, pharmacy information, and other valuable tools.

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My Health LA

My Health LA (MHLA) is a new Los Angeles County Department of Health Services funded health care program in the fall of 2014. It is a no cost primary health care program available to low income residents of Los Angeles.

If you want to be added to the distribution list for this newsletter, please email Deborah Ross at deross@dhs.lacounty.gov

SPOTLIGHT ON MAYRA PALACIOS



Meet Mayra Palacios! Mayra is the Program Manager for the MHLA program. She has a long history at DHS (since 1984) and has acquired boundless knowledge in her many positions at DHS including LAC+USC Medical Center, Mid-Valley Comprehensive Health Center, Consolidated Business Office,

Facility Planning, Audit and Compliance Division, Office of Ambulatory Care, and Managed Care Services. Mayra has been working with the Community Partners since 2009 overseeing the many iterations of the program, numerous contract amendments, new clinic infrastructure projects, and the development and implementation of the HWLA Matched and Unmatched Programs. Mayra is known among Community Partners staff as a reliable "go to" person for contractual and program questions- don't hesitate to ask her if you have a question about the MHLA contract! But as the MHLA contract person don't think she doesn't have her fun side, too - when not managing contracts Mayra can be found dancing salsa, riding on a motorcycle to a faraway camping trip, or leaving the country for some world travel. Next time you ask Mayra about a contract question, ask her about the last place she visited!