

MY HEALTH LA (MHLA)

Overview for DHS

**Amy Luftig Viste
MHLA Program Director**

**LOS ANGELES
COUNTY
DEPARTMENT OF
HEALTH SERVICES
(DHS)**



Table of Contents

1. What is the My Health LA (MHLA) Program?
2. Who is eligible for MHLA?
3. How do people enroll into MHLA?
4. How do I identify a patient has MHLA and what do I do after I see the patient?
5. How do I refer uninsured patients to MHLA?
6. MHLA Resources

1. What is the *My Health LA* (MHLA) program?

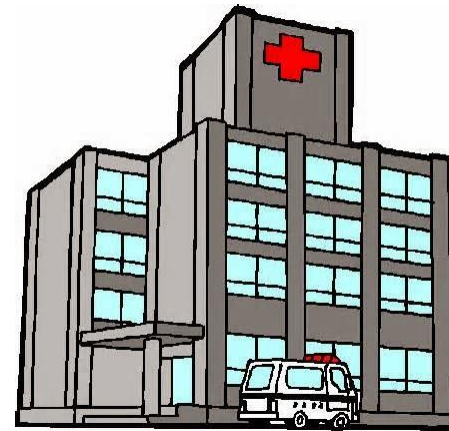


DHS: Our Mission

DHS's Mission: To ensure access to high-quality, patient-centered, cost effective health care to Los Angeles County residents through direct services at DHS facilities and **through collaboration with community and university partners.**

What is My Health LA (MHLA)?

- Primary Care Program for low-income uninsured population in Los Angeles County based at CP clinics
- MHLA is not insurance.



What is My Health LA (MHLA)?

- Funded by Los Angeles County Board of Supervisors (\$61 million each year):
 - \$5 million dental services (grant funds)
 - \$56 million medical /pharmacy
- Similar to the *Healthy Way LA* Unmatched Program – but different!

MHLA Brief History

- MHLA evolved from the Public Private Partnership (PPP) and most recently the Healthy Way LA “Unmatched” Program.
- Eligibility rules are similar to DHS ATP with no liability program, income at/below 138% FPL.
- MHLA launched on October 1, 2014.
- 102,000 enrolled as of April 8, 2015. The program capacity is about 146,000.

MHLA Program Basics

- MHLA contracts with **Community Partner Clinics (CPs)**. There are 54 CPs in the MHLA Network (representing 184 clinic sites). These are FQHC and FQHC Look-Alike Clinics.
- Participants receive a Member ID Card & Handbook.
- Patients select **One** Primary Care Medical Home – at a Community Partner Clinic (CP).

Primary Care Medical Homes

- MHLA Participants will select a Medical Home when they enroll, and keep their medical home for 12 months
- A Participant can change their medical home within thirty (30) days of enrollment or for other limited reasons.

Primary Care Medical Homes

- A MHLA enrolled person may not also have a PCP at DHS. If they do, they will be disempaneled from DHS (but they can continue coming to DHS for specialty, emergency and urgent care).
- DHS patients who have been disempaneled and enrolled at a CP clinic will receive their primary care at their Medical Home. Any existing DHS primary care appointment will be cancelled.
- MHLA patient should not be seen or scheduled within the Continuing Care Clinics (CCC).

MHLA Program Basics

- Pharmacy services (related to Primary Care) will be provided by the clinic's dispensaries or their contracted pharmacies. This will change in October when MHLA moves to a retail pharmacy network.
- Specialty Care (via RPS or eConsult), In-patient, Emergency & Non-Primary Care Urgent Care are covered at DHS facilities only. Pharmacy prescriptions related to services received within DHS will be provided by DHS.
- Mental Health, Substance Abuse not covered.

Quick Facts

- Do not charge or bill a MHLA enrolled patient for services rendered at DHS.
- Do not do an ATP screening for an actively enrolled MHLA participant.
- Do Not fill prescriptions (including DME) written by non-DHS providers.
- Do Not turn away a MHLA patient who is presenting for a scheduled specialty care appointment.
- Do screen MHLA patients for Restricted Medi-Cal and HPE.
- Do fill prescriptions written by a DHS provider at a DHS facility at no cost to MHLA enrolled patients.
- Do refer MHLA participants back to their primary care Medical Home after a visit at DHS.
- Do let the MHLA program know if CPs are routinely sending MHLA patients to DHS for Primary Care.

PFS Memo 29-14 on MHLA

COUNTY OF LOS ANGELES- DEPARTMENT OF HEALTH SERVICES

REVENUE MANAGEMENT

September 9, 2014

PFS MEMO 29-14

TO: Directors, PFS Divisions

**FROM: *J.R.*
Jose Rios, Manager
Eligibility and Provider Services**

SUBJECT: MY HEALTH LA (MHLA)

For Implementation

Effective October 1, 2014

Attachment(s)

.. Sample - My Health LA Identification Card

COMMENT/CLARIFICATION/CHANGE

.. The intent of this memo is to provide information regarding the My Health LA (MHLA) Program that will start on October 1, 2014. This program evolved from the Public Private Partnership and was formally known as the Healthy Way LA – Unmatched Program.

The MHLA Program is not health insurance; it is a no-cost primary care program run by the County of Los Angeles that will serve the healthcare needs of eligible uninsured patients in Los Angeles (LA) County through a network of 50 Community Partner (CP) agencies representing approximately 165 sites. DHS will not be enrolling patients into MHLA. However, DHS can refer non-empaneled patients to apply for MHLA at a CP site.

.. To be eligible for the MHLA Program, a patient must:

- Enroll in and receive their primary care from a CP clinic;

PFS Memo 29-14 on MHLA

- .. CP Clinics will refer MHLA patients to DHS for specialty care. Specialty Care appointments should be honored and not cancelled.
- .. Eligibility verification for the MHLA Program shall be done through the 270/271 process or Patient Management System (PMS) each time a MHLA participant presents at DHS for specialty, emergency or urgent care services.
- .. MHLA participants may or may not produce their MHLA ID Card when they arrive at a DHS facility for specialty, emergency or urgent care services. Having the MHLA ID Card is not a requirement. Therefore, MHLA participants without their ID card should not be turned away; instead, DHS staff will verify MHLA eligibility using the 270/271 process.
- .. Always screen for Hospital Presumptive Eligibility (HPE), insurance code 402. MHLA participants with active HPE will not be disenrolled from MHLA.
 - If staff determines that a MHLA participant is not eligible for HPE due to prior HP eligibility within a year or does not have restricted Medi-Cal, the visit should be coded ATP, with a zero liability for income at or below 138% FPL (insurance code 350). Do not take an ATP if a patient is actively enrolled in MHLA. The financial screening has already been completed by the CP clinic.
 - During HPE screening or through patient self-declaration, if it is found that a MHLA patient's income is now above 138% FPL, follow the same steps as a new patient's screening process including evaluating for Medi-Cal using the Medi-Cal Linkage Checklist. If there is no potential Medi-Cal eligibility, evaluate for ATP with Liability to cover the patient's visit, and also notify MHLA Member Services (1-844-744-6452) that the patient is no longer under 138% FPL.
 - Note: MHLA does not have an insurance code.
- .. DHS pharmacies will only fill medications that are written by a DHS provider in the course of an emergency, urgent care or specialty visit at a DHS facility. Prescriptions written by non-DHS providers must be filled by the CP Clinic Medical Home.

2. Who is Eligible for MHLA?



MHLA Eligibility Criteria

- Lack of/or inability to access health insurance, including full scope Medi-Cal or Covered California. Individuals with restricted Medi-Cal or Hospital Presumptive Eligibility (HPE) are eligible.
- Must be a current Los Angeles County Resident with proof of residency (or homeless attestation)
- Age 6 or older (all ages as of September 1, 2015)
- Household income at/below 138% of the Federal Poverty Level (FPL)

3. How does a patient enroll into MHLA?



How do CP patients Enroll?

- Eligible individuals enroll in My Health LA by visiting one of our 184 Community Partners' clinic sites.
- A web-based eligibility and enrollment system called **One-e-App** is used to process applications.
- A person is enrolled in MHLA as soon as the application is successfully completed in One-e-App. This provides for same day approval.
- MHLA enrollment information is updated and sent (nightly) to DHS' Patient Management System (PMS).

4. How do I identify a patient has MHLA and what do I do after I see the patient?



Screening MHLA Patients at DHS

- Once the visit at DHS is complete, instruct the patient to return to their assigned MHLA clinic/medical home for ongoing primary care.
- All primary care services for MHLA participants should occur at the patient's medical home - not at DHS.
- If you find that MHLA clinics are routinely referring MHLA patients to a DHS ER or Urgent Care for primary care issues, or to fill prescriptions written by a non-DHS provider, please let the MHLA office know!
pbarragan@dhs.laacounty.gov

ORCHID 271 Inquiry/Response

Eligibility Results

Transaction Info:
Interchange ID: [REDACTED]
Transaction Date: 04/08/15 11:07

Information Source Details

MEDI-CAL - LACDHS (Payer - Non-Person Entity)
Payer Id: [REDACTED]

← Patient has restricted Medi-Cal

Information Receiver Details

(Provider - Non-Person Entity)
Health Care Financing Administration National Provider Id: 1366450207
User Id: [REDACTED]

Subscriber Details

Member Identification Number: 000000000
Demographics:

Birth Date: 07/19/1936

ERROR: The request or an element in the request is not valid. Subscriber/Insured not found. Please correct and resubmit.

Eligibility Details: Benefit Description

END OF MEDI-CAL RESPONSE - START LACDHS PATIENT MANAGEMENT SYSTEM RESPONSE

Eligibility Details: Active Coverage

Benefit Coverage Level: Individual
Service Type: Health Benefit Plan Coverage
Insurance Type: Health Maintenance Org (HMO)
Plan Coverage Description: MY HEALTH LA

← Patient has My Health LA

Member Id Number: [REDACTED] - MY HEALTH LA

Eligibility Begin: 08/04/2014

Eligibility End: 08/03/2015

Date of Last Update: 08/06/2014

← MHLA dates of coverage

Eligibility Details: Primary Care Provider

Plan Coverage Description: MY HEALTH LA

ST JOHN'S-DR KENNETH WILLIAMS

808 W. 58TH ST.

LOS ANGELES, CA 90037-3632

Service Provider Number: MHLA11DNOBY

Contact Information:

Telephone: (323) 541-1616

← Patient's Medical Home

Eligibility Details: Primary Care Provider

Plan Coverage Description: MY HEALTH LA

ST. JOHN'S WELL CHILD AND FAMILY CENTER

808 W. 58TH ST.

LOS ANGELES, CA 90037-3632

Service Provider Number: DNO

Contact Information:

Telephone: (323) 541-1616



MY HEALTH LA ELIGIBILITY VERIFICATION - 270/271 RESPONSE

OVMC LIVE
 X12 270/271 Eligibility/Benefit Data
 Printed: Wed Aug 20, 2014 2:46 PM

Patient: ██████████, FABIAN Mrun: ██████████
 Account#: ██████████
 Admit Dt: 01/28/2000
 Service: RECURRING OUTPATIENT
 Insurance: SELF PAY OUTPATIENT 000

PMS 270/271 Inquiry Response

 270 Request submitted: 08/20/2014 2:45 PM by SXD
 271 Response received: 08/20/2014 2:45 PM

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

INSURED OR SUBSCRIBER: FABIAN ██████████
 PATIENT ACCOUNT NUMBER: ██████████
 MEDICAL RECORD ID NUMBER: ██████████
 REQUEST REJECTED
 REJECT REASON: INVALID/MISSING INSURED ID
 FOLLOW-UP: PLEASE CORRECT AND RESUBMIT
 DATE OF BIRTH: ██████████ SEX: M
 PLAN DATE: 08/20/2014
 ISSUE DATE: 08/20/2014

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

SUBSCRIBER ELIGIBILITY/BENEFIT INFO: ACTIVE COVERAGE ← Active Coverage -
 COVERAGE LEVEL: INDIVIDUAL My Health LA
 SERVICES: HEALTH BENEFIT PLAN COVERAGE ID number and
 INSURANCE: HMO eligibility period
 REMARKS: MY HEALTH LA
 MEMBER IDENTIFICATION NUMBER: 07-6089-1488 - MY HEALTH LA
 ELIGIBILITY BEGIN DATE: 08/16/2014
 ELIGIBILITY END DATE: 08/15/2015
 LAST UPDATE DATE: 08/18/2014

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

PRIMARY CARE PROVIDER: NORTHEAST VALLEY-VALENCIA ← Participant's assigned
 SERVICE PROVIDER NUMBER: MHLA11CVHBR MHLA medical home,
 ADDRESS: 23763 VALENCIA BLVD. address, & phone number
 VALENCIA CA 913552105
 INFORMATION CONTACT:
 TELEPHONE: 6612871551

5. How do I refer uninsured patients to MHLA?



Referring Uninsured Patients to MHLA

Identifying a good candidate:

- Patient is uninsured
- Patient is not empaneled to a DHS provider
- Patient has ATP, Emergency (Restricted) Medi-Cal or HPE (and is not documented)
- Patient is not “OOP” (Out-of-Plan/Non-DHS)

Referring Uninsured Patients to MHLA

If you have an uninsured patient at DHS who does not have a primary care medical home and needs one, there are two ways to help them enroll in MHLA. (These are not mutually exclusive.)

1. Give the patient a fact sheet about MHLA which includes a number they can call to find a clinic near them.
2. Connect the patient to a primary care provider through the New Empanelment Referral Process (NERF). The NERF process is used to refer County patients to a CP if the patient is not currently empaneled to a DHS provider/facility.

Referring Patients to MHLA

- The MHLA program has 2 fact sheets – in English and Spanish – that explain what MHLA is and how to enroll (and what to bring when enrolling).
- The Fact Sheets direct patients to the MHLA website where they can enter in their address and find “open” clinics near them.
- If they don't use the web, the fact sheet also directs them to call MHLA Member Services (844) 744-6452 M-F from 8 AM to 5 PM to help them find a clinic.

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 do 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
- ✓ Meet income requirements (see back of fact sheet)
- ✓ Lack or 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? Where I can enroll?

- Call Member Services at 1-844-744-6452 (MHLA). Member Services is open from 8:00 am to 5:00 pm 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. It is free to apply!
- 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 Primary 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 8:00 am to 5:00 pm Monday through Friday. Agents can assist you in many languages.



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

What is *My Health LA*?

The *My Health LA* program is a NO-COST health care program for low-income residents of Los Angeles County who do not have health insurance. MHLA is a program where participants can get ongoing, quality health care from a team of health care providers at community clinics.

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).



Referring Patients via NERF

- CP Clinics are contractually obligated to accept referrals of patients from DHS to enroll in MHLA.
- Clinics are sent a list of NERF patients approximately every two weeks – to contact and enroll.
- This process began on April 1, 2015 – so it is pretty new. However, you should start seeing patients referred to a PCP via NERF enrolling in MHLA!
- The MHLA office will be tracking who is referred via NERF and who actually enrolls.

DHS Primary Care Empanelment

As of March 2015:

- a total of **461,470** patients have been empaneled to a DHS provider.
- a total of **102,514** patients have been empaneled to MHLA CPs.

6. MHLA Resources



MHLA Website

My Health LA

Find A Clinic

For MHLA Members

For Community Partners

Partnering with DHS

Contact Us



For Members

Welcome Packet

Fact Sheets

Newsletter

For My Health LA Members

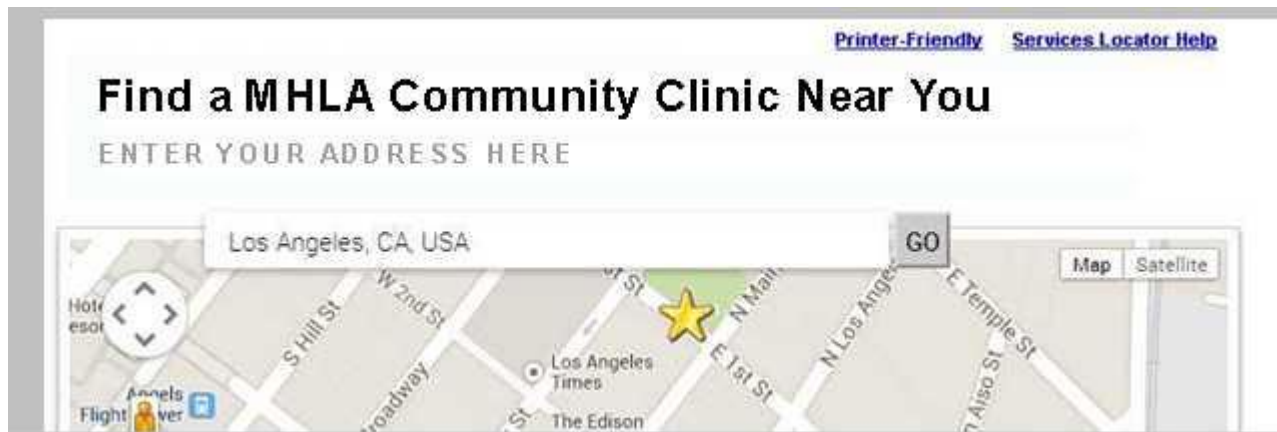
My Health LA provides no cost primary care services to:

- People who live in Los Angeles County
- Age 6 and older
- People with incomes below a monthly limit, click [here](#)
- People that do not have health insurance and cannot get health insurance

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

MHLA Clinic Search!

Find a MHLA Community Clinic Near You



<http://dhs.lacounty.gov/wps/portal/dhs/>

MHLA Materials: ID Card



Participant ID: 72009

DOB: MM/YYYY

Language: English

MY HEALTH LA

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 1-844-744-6452 or visit dhs.lacounty.gov/MHLA.

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

Questions?



Contact MHLA Operations

Philip Barragan, DHS Liaison for MHLA

pbarragan@dhs.lacounty.gov

(626) 299-3318

Amy Luftig Viste, MHLA Program Director

aviste@dhs.lacounty.gov

(626) 299-5396

Contact Revenue Management

Sofia Hurtado

shurtado@dhs.lacounty.gov

(213) 240-8277