

MY HEALTH LA (MHLA) Updates

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LOS ANGELES
COUNTY
DEPARTMENT OF
HEALTH SERVICES
(DHS)



MHLA: Background

- Even after implementation of health insurance provisions of the ACA there are those who remain uninsured
- Los Angeles County (LAC) has a long history of providing services and supporting services for this population (either directly or via partnerships)
- For almost 20 years, LAC Department of Health Services (LACDHS) has partnered with community-based clinics to provide primary care services to uninsured residents
- My Health LA (MHLA) continues this partnership

What is MHLA?

- Health care program for low-income uninsured people in Los Angeles County
- MHLA is not health insurance – individuals enrolled in MHLA are still uninsured
- Goal is to provide enrollees with access to coordinated care through a medical home model
- Individuals in MHLA pay no cost



MHLA Eligibility

- Uninsured and those who lack access to a full-scope health program
- Those not eligible for publicly-supported health insurance (e.g., Medi-Cal, Covered CA)
- Los Angeles County residents
- Age 19 and older (as of May 2016)
- Household income at/below 138% of the Federal Poverty Level (FPL)

At or Below 138% Federal Poverty Level

FAMILY MEMBERS LIVING IN THE HOME	TOTAL MONTHLY INCOME MAXIMUM
1	at or below \$1,343
2	at or below \$1,809
3	at or below \$2,276
4	at or below \$2,743
5	at or below \$3,210
6	at or below \$3,677
7	at or below \$4,144
8	at or below \$4,611
9	at or below \$5,078
10	at or below \$5,545

MHLA Enrollment

- Applicants enroll into MHLA using a web-based eligibility and enrollment system called One-e-App
- One-e-App is used many counties throughout California
- A person is enrolled in MHLA as soon as eligibility has been determined - same day approval
- Personal information is not used for immigration purposes - it is only used to determine if applicant is eligible for MHLA
- No information regarding an applicant's medical condition is obtained in the MHLA application
- MHLA participants renew their eligibility every 12 months

MHLA Services

- Primary Care (CP Clinic)
- Diagnostics (CP Clinic)
- Pharmacy (CP Clinic or pharmacy – expanding soon)
- Specialty (DHS)
- Emergency (DHS)
- Urgent Care (DHS)
- Hospitalizations (DHS)
- Substance Abuse Services at SAPC Clinics (7/1/16)
- Mental health referrals (DMH)



Access to Dental

- Dental care is not offered under the MHLA program
- However, some clinics do offer dental services
 - If the clinic does offer dental, then a MHLA participant may receive free dental services using MHLA dental grant funding
 - Per-Clinic Limits to dental spending were recently eliminated by the Board of Supervisors.



MHLA Provider Network

- **Community Partners serve as medical homes (54 agencies with approx. 200 clinic sites)**
 - Primary care
 - Diagnostic
 - Pharmacy (until MHLA Pharmacy Plan implemented)
- **Los Angeles County Department of Health Services**
 - Specialty
 - Urgent care (if not provided by CP)
 - Emergency
 - Hospitalizations
- **LAC Departments of Mental Health & Public Health**
 - Mental health referrals (DMH)
 - Substance abuse referrals (DPH)

MHLA Medical Home

- A medical home is the clinic where a participant receives all of their primary and preventative care
- MHLA participants select a medical home when they enroll and will keep their medical home for 12 months
- A participant can change their medical home if they move, change in clinical condition, etc.



MHLA – Organized Delivery System

- Broad-based provider network
- Choice of medical homes
- Comprehensive services
- Common eligibility and enrollment system
- Identification card
- Participant handbook
- Centralized customer service



MHLA Participant Services



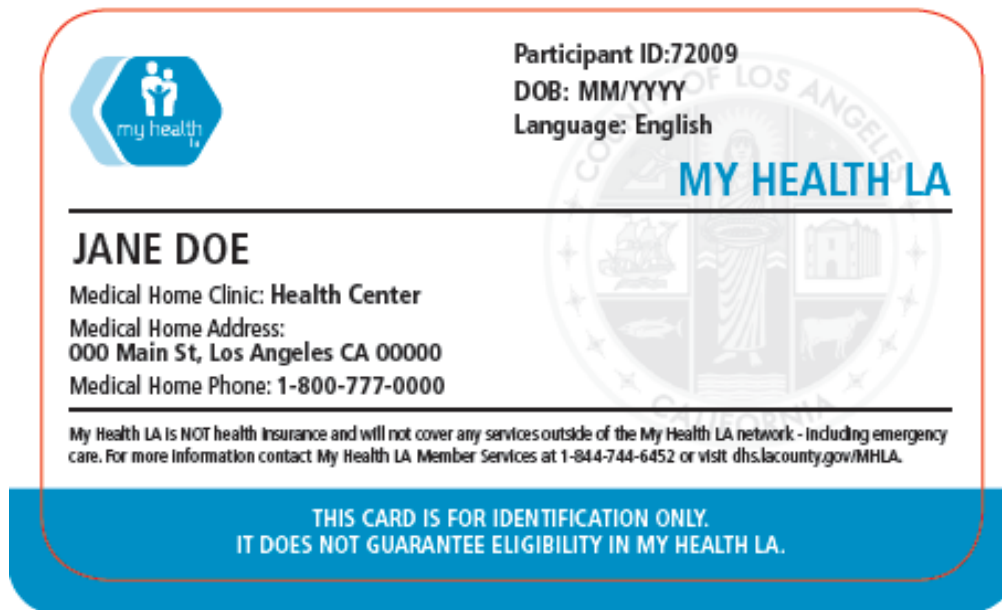
- Open to take questions
- 1-844-744-6452 (MHLA)
- 8:00 am - 5:00 pm, Monday to Friday
- Interpreters available for callers

MHLA Member Services

- Provide help and information
- Medical home changes
- Disenrollment
- Address and phone number changes
- Process complaints
- Replace identification cards



MHLA Materials: ID Card



MHLA Enrollment – 143,100 Participants (as of 4/1/16)

- 60% Female
- 49% between 24 – 44
- 94% Latino
- 92% Spanish Speaking
- SPA 6, SPA 4 and SPA 2 highest enrollments
- 1% Identify as homeless

Adding Substance Abuse Services to MHLA

- Substance Use Disorder (SUD) treatment will be added as benefit to MHLA participants July 1, 2016 available through referral to a DPH/SAPC provider
- Services will be provided through existing network of SAPC contracted providers that hold a General Program Services (GPS) Contract
- MHLA SUD services will be billed through GPS Contracts



SUD Services Available July 1st

- Early Intervention (Screening, Brief Intervention, and Referral to Treatment) in Primary Care Settings
- Outpatient (maximum of 9 hours per week for adults, and 6 hours per week for adolescents)
- Intensive Outpatient (9-19 hours per week for adults, and 6-19 hours per week for adolescents)
- Residential
- Ambulatory Withdrawal Management
- Residential Withdrawal Management
- Additional Medication Assisted Treatment
- Case Management for SUD Treatment and Care Coordination with other Health, Mental Health, and Social Services

SUD Services Continued

- Other SUD services, such as Opioid (Narcotic) Treatment services (specifically, methadone maintenance for opioid addiction), and Recovery Support Services will be offered at a later date.

SUD Services Continued

- **ALL services** provided to MHLA enrolled participants must be provided **FREE OF CHARGE to the patient.**
- Currently, some providers charge sliding-scale fees for services, or for a slot on a waiting list for admission to treatment; these practices are not permissible within the MHLA program

Connecting MHLA to SUD Services

- **MHLA providers can refer participants to those SAPC providers that provide covered SUD services using existing/current referral channels.**
 1. MHLA Participants can self-refer to any MHLA-participating SUD site by contacting a Community Assessment Services Center (CASC) or the Los Angeles County DPH line at 888-742-7900.
 2. MHLA Community Partners can refer to DPH/SAPC Providers directly.
 - A Universal Consent form will need to be signed between the MHLA Clinic and the DPH/SAPC Clinic.

Capturing Utilization Information

- MHLA status will be captured in the LACPRS system.
 1. “Are you a MHLA Participant?”
 2. If Yes: “What is your MHLA Personal Identification Number (PID)?”
- SAPC clinics can call MHLA Member Services (M-F 8am to 5pm) if they have questions about a patient’s MHLA membership status. (1-844-744-6452)
- If MHLA membership cannot be confirmed, or the PID is not known, do NOT turn away the patient. Providers should make every effort to refer the patient to a MHLA Community Partner Clinic for enrollment.

Patient Communications

- The MHLA handbook, ID card and website have been updated to reflect the addition of SUD services to the MHLA program.
- Information on SUD services will also be included in the next MHLA Participant newsletter, currently scheduled for July 2016.
- An English/Spanish fact sheet is available to explain the new SUD services to participants

MHLA Website—Learn More



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>



My Health LA (MHLA) Drug and Alcohol Treatment Services



Do I need help with a drug or alcohol problem?

- In the last 3 months, have you felt you should cut down or stop drinking or using drugs?
- Has anyone annoyed you or gotten on your nerves by telling you to cut down or stop drinking or using drugs?
- Do you feel guilty or bad about how much you drink or use drugs?
- Do you wake up wanting to drink alcohol or use drugs?

If you answered yes to at least 2 of these questions, you may want to consider getting help. MHLA is here to help you!

The MHLA program is working with the Los Angeles County Department of Public Health's (DPH) Substance Abuse Prevention and Control Division (SAPC) to provide drug and alcohol treatment services for MHLA participants who may need it.

What drug and alcohol treatment services can I get?

Drug and alcohol treatment services are available free of charge to MHLA patients.

These services include, but are not limited to, the following:



Early Intervention—Screening, immediate help, and referral for treatment at your Medical Home Clinic.

Detoxification Services—This is a program to help get rid of alcohol or drug toxins in your body.

Residential—Sometimes called "Inpatient". This is where you stay at the treatment facility.

Outpatient—You get treatment for 6 to 9 hours per week.

Intensive Outpatient—You get treatment for 6 to 19 hours per week.

Case Management—This is a health assessment and care coordination with your Medical Home Clinic.

How can I get into treatment?

There are two ways you can access drug and alcohol treatment services:

1. You can call the Los Angeles County DPH line at **1-888-742-7900**. You will be transferred to a Community Assessment Services Center (CASC) closest to where you live.
2. You can also get a referral from your MHLA Community Partner Medical Home Clinic.

You can find more information at SAPC's website: <http://publichealth.lacounty.gov/sapc/findtreatment.htm>. You can also call MHLA Member Services at **1-844-744-6452** for general information.

All MHLA Program Participants will be receiving a new MHLA ID card with the MHLA Member Services and DPH phone numbers on it.

Billing/Claiming for SUD Services provided to MHLA Participants

- SAPC contracted providers should bill for MHLA SUD services through the General Program Services (GPS) their contracts.
- All services rendered are free of charge to MHLA participants, and for those who may not be enrolled in MHLA at the initial delivery of service, providers should make every effort to refer to a MHLA Community Partner Clinic for enrollment.

Questions?

