MY HEALTH LA (MHLA)
Welcome and Introductions
Topics of Discussion

• DHS Mission
• MHLA Overview
• MHLA Communications
• Member Services
• Complaints
• Questions?
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.
MHLA Overview
What is MHLA?

- **Primary Care Program** for low-income uninsured people in Los Angeles County

- **MHLA is not insurance.**

- Funded by Los Angeles County Board of Supervisors ($61 million each year):
  - $5 million dental services
  - $56 million medical /pharmacy

- Similar to the HWLA Unmatched Program – but different!
Patient Care and Program Services

- Primary and Preventive Health Care
- Medications
- DHS Specialty Care
- Emergency & Urgent Care at DHS facilities only
What is Primary Care?

- health evaluations
- routine and preventive services
- diagnosis and treatment
- laboratory services
- immunizations
- information and referral services
- prescribing medicines

- health advice and education
- health care maintenance
- chronic disease management
- basic radiology
- other related services
Who will Qualify for MHLA?

- Those not eligible for Covered California, Medi-Cal, etc.
- Does not have health insurance (i.e. uninsured)
- People who live in Los Angeles County
- Age 6 or older
- Household income at/below 138% of the Federal Poverty Level (FPL)
### Monthly Income Limit
At or Below 138% of the Federal Poverty Level (FPL)

<table>
<thead>
<tr>
<th>FAMILY MEMBERS LIVING IN THE HOME</th>
<th>TOTAL MONTHLY INCOME MAXIMUM</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>at or below $1,343</td>
</tr>
<tr>
<td>2</td>
<td>at or below $1,809</td>
</tr>
<tr>
<td>3</td>
<td>at or below $2,276</td>
</tr>
<tr>
<td>4</td>
<td>at or below $2,743</td>
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<tr>
<td>5</td>
<td>at or below $3,210</td>
</tr>
<tr>
<td>6</td>
<td>at or below $3,677</td>
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<tr>
<td>7</td>
<td>at or below $4,144</td>
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<tr>
<td>8</td>
<td>at or below $4,611</td>
</tr>
<tr>
<td>9</td>
<td>at or below $5,078</td>
</tr>
<tr>
<td>10</td>
<td>at or below $5,545</td>
</tr>
</tbody>
</table>
MHLA Clinic Network

- People may enroll at one of 50 Community Partner agencies representing 164 sites contracted with DHS.
Medical Homes

- A Medical Home is the clinic where a participant receives all of their primary and preventative care.

- MHLA Participants will 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, or have a life changing event that means they need a new clinic.

- MHLA only covers specialty care, emergency room care, and urgent care at DHS.
MHLA Patients at DHS

- **MHLA patients can go to DHS for no cost** specialty care, emergency care, and urgent care.

- **A MHLA participant does not need another financial screening at DHS.** However, they may be screened for Medi-Cal and other coverage programs.

- **DHS patients should not sign up for MHLA.** MHLA is currently for primary care at the community clinics only.
DHS Specialty Services

- Your medical home clinic will request a specialist referral from DHS (for example, cardiologist, podiatrist, etc.)

- The DHS referral office will contact the member by phone or by mail to schedule the appointment with the specialist.
Difference Between Community Clinics and DHS

- **Community clinics** are where people can go to apply for MHLA.
  - There are 50 community clinics with 164 locations that are contracted with DHS.
  - These clinics provide preventative and primary care services.

- **DHS** facilities are clinics and hospitals that belong to the LA County Dept of Health Services. MHLA participants can go to DHS facilities to receive urgent care, emergency, or specialty services.
Dental care is **not** offered under the MHLA program.

However, some clinics do offer dental services. If they do, MHLA participants may get free dental services, depending on availability.
Emergency and Urgent Care

- Patients should go to a DHS facility, if possible, if they have an emergency or urgent need.

- Patients who go to non-DHS hospitals will be subject to the payments and costs of those hospitals.

- Patients who receive emergency or urgent care services at DHS should receive those services at no charge.
Pharmacy
Pharmacy

Two phases

**Phase I**- From October 1, 2014 until Summer 2015, participants will access prescriptions at their Medical Home clinic (or contracted pharmacy)

**Phase II**- After Summer 2015, MHLA participants can get their prescriptions from any pharmacy in the DHS “network.” (A list of where those are will be provided)
MHLA Renewals

- MHLA Participants will need to renew their coverage every 12 months, in person, at their medical home clinic.

- Renewal may occur 90 days prior to renewal date.

- Reminder letters will be sent to patients 90, 60 and 30 days before the renewal deadline.

- The renewal will be done in One-e-App.
MHLA Disenrollment

- Participants who no longer meet program eligibility requirements, or who do not renew every 12 months, will be disenrolled from MHLA.

- Participants can voluntarily disenroll at any time, or re-enroll if they again meet program rules.

- Participants with full-scope active Medi-Cal Hospital Presumptive Eligibility (HPE) will not be disenrolled from the Program.
Member Services and MHLA Communications
MHLA Website

For My Health LA Members

My Health LA provides no cost primary care services to:

- People who live in Los Angeles County
- Age 5 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

Find a MHLA Community Clinic Near You

ENTER YOUR ADDRESS HERE
MHLA Communications

- MHLA ID Cards
- Participant handbooks
- MHLA Patient Newsletters
- Fact Sheets
- Website
- Reminder texts, mail, and phone calls
MHLA Materials: ID Card

Myl Health LA

Participant ID: 72009
DOB: MM/YYYY
Language: English

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.
Participant Handbook
Member Services
Member Services

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

Program Now Open!
Member Services

- Provide help and information
- Medical Home Changes
- Disenrollment
- Address and Phone Number Changes
- Process Complaints
- Replace Identification Cards
- Contact DHS patients who have enrolled in MHLA – disenroll if necessary.
MHLA Complaints
What Is a Complaint?

- If you are not happy with the care you received, are having problems with the quality of service and the problem is not resolved, you may file a formal complaint.
How To File a Complaint

- The participant may file a complaint by phone or in writing.

- Member Services can be reached at: 1-844-744-6452 Monday-Friday 8:00 am to 5:00 pm.

- The participant may write to MHLA Complaint Unit at 1000 South Fremont Ave., Bldg. A-9 East, 2nd Floor, Unit 4, Alhambra, CA 91803

- The complaint form will be available at MHLA Website: [http://dhs.lacounty.gov/MHLA](http://dhs.lacounty.gov/MHLA)
Time Frame to File a Complaint

- MHLA participants must file a complaint within sixty (60) days from the date of an incident.

- DHS will investigate the complaint and provide Written resolution to participant within 60 days.
When Does MHLA Start?
Where Can I enroll?

My Health LA Begins on **October 1, 2014**!

Visit the **My Health LA website** [http://dhs.lacounty.gov/MHLA](http://dhs.lacounty.gov/MHLA) or call **Member Services** after October 1, 2014 to learn where to enroll!
Questions?
Thank you!

1-844-744-6452 (MHLA)

http://dhs.lacounty.gov/MHLA