

PROVIDER BULLETIN #17

Sunsetting of MHLA Pharmacy Services

November 21, 2023



The purpose of this notice is to notify all Ventegra network pharmacies about the sunsetting of the My Health LA (MHLA) program.

Beginning January 1, 2024, a new law in California will allow eligible adults, ages 26 through 49, to apply for Full-Scope Medi-Cal regardless of immigration status. As a direct result of this Medi-Cal expansion for all age groups, MHLA program participants will transition to Full-Scope Medi-Cal on January 1, 2024 and will be disenrolled from MHLA on January 31, 2024. MHLA will sunset and conclude all direct service operations.

BACKGROUND:

- The established pharmacy process will continue its normal operations for MHLA program participants until January 31, 2024.
- Last day for program participants to fill prescriptions, including refills, is January 31, 2024.
- MHLA Community Partner clinics are encouraged to ensure their participants have three months of prescription supply to carry them over until their new Managed Care Plan (MCP/Medi-Cal) takes over.
- DHS Central Fill will also cease providing MHLA services on January 31, 2024.

UNTIL MHLA ENDS:

- As MHLA participants fill or refill their prescripts, please advise them that the MHLA program is ending January 31, 2024.
- We've advised CPs to actively assist their MHLA program participants in transitioning to their new MCP plan pharmacy.

AFTER MHLA ENDS:

- All MHLA final pharmacy claims must be submitted by January 31, 2024, and claim reversals must be submitted on or before March 31, 2024.
- The existing MHLA pharmacy payment process will remain operational until all final payments are made.

ASSISTANCE:

- For pharmacy claims processing questions, please contact Ventegra's Customer Care Team (CCT) at 855-444-7757.
- Ventegra's CCT line will remain operational through March 31, 2024.
- After the MHLA program sunsets on January 31, 2024, there will be minimal MHLA staff to facilitate between CPs and pharmacies.
- The MHLA website (dhs.lacounty.gov/MHLA) will remain live through 2024.
- The MHLA Senior Program Manager will be available through March 2024 for any urgent, final questions: Philip Barragan, Pbarragan@dhs.lacounty.gov.

LA County DHS wishes to thank all Ventegra network pharmacies for helping make the MHLA program a success by providing much needed services to this most vulnerable disenfranchised population. Your time and effort have made a sincere difference to thousands of MHLA program participants.