

My Health LA Medi-Cal Enrollment Incentive Project

Frequently Asked Questions

1. What is the purpose of the “My Health LA Medi-Cal Enrollment Incentive Project”?

The purpose of the project is to incentivize Community Partners (CPs) to increase their Medi-Cal enrollment for My Health LA (MHLA) participants assigned to their clinics.

2. Where is the MHLA “Provider Information Notice (PIN) 23-01 Medi-Cal Enrollment Incentive Project” posted?

The PIN is posted on the MHLA website here: dhs.lacounty.gov/my-health-la/provider-notices-contracts/ and in the [Medi-Cal Expansion](#) section of the website.

3. Do we need to sign up for this or does it just become part of our regular work with added reimbursement if we show the desired improvements?

No, all CPs are automatically participating. MHLA will calculate all Medi-Cal enrollment increases during the 6-month incentive period (May 1, 2023 through October 31, 2023). The Department of Public Social Services assisted MHLA in determining each CP’s Medi-Cal enrollment baseline percentages.

4. How is the 6-month incentive period calculated?

The 6-month incentive period is calculated by determining a baseline of all current MHLA members enrollment in Medi-Cal as of February 2023. CPs will have a 6-month term to increase the enrollment of their MHLA members into Medi-Cal through October 31, 2023. MHLA will calculate the percentage increase for the number of participants newly enrolled into Medi-Cal from baseline.

5. Does the CP need to conduct its own outreach to bring in MHLA patients back into the clinic?

Yes, we encourage CPs to do outreach to encourage MHLA participants to apply for Medi-Cal. Some possible ways to do such outreach are through text campaigns, phone calls or letters.

6. Can DHS support the CPs with an outreach strategy?

MHLA will be sending out flyers and making robocalls & texts to current members. Any additional outreach is the responsibility of each CP.

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7. What steps would we need to take (or what data submitted) to receive the incentive?

CPs do not need to submit any additional data. MHLA is working with DPSS to obtain the required data.

8. Will CPs receive different amounts of incentive payments?

Yes. The incentive payment is based on each CP's annual Monthly Grant Funding for FY 2022-23. CPs with higher Medi-Cal enrollment from the original baseline by October 31, 2023 will be eligible to receive the full incentive payment.

9. When will the incentive payment be distributed?

All incentive payments will be distributed to CPs by January 31, 2024, or earlier.

10. Will this quality incentive project be repeated?

No, this is the final incentive project for MHLA due to the sunseting of the program.

11. Will CPs be notified of their beginning total baseline and the amount of percentage increased required to receive full incentive payment?

Yes, CPs will be notified of their initial baseline Medi-Cal enrollment numbers on Thursday, May 4, 2023 via email. The full incentive amount for each CP is included in the email along with the Medi-Cal status list of the CPs' MHLA participants currently enrolled in Restricted Medi-Cal.

12. Is there an update on the incentive program for assisting MHLA participants (without Restricted Medi-Cal) to apply for Medi-Cal?

The MHLA Medi-Cal Enrollment Incentive Program is rolling out on May 1st now that MHLA has received the baseline data from DPSS.

13. Will MHLA be sending out lists of MHLA members who have/don't have Restricted Medi-Cal?

Yes, the Medi-Cal status list of the MHLA participants currently enrolled in Restricted Medi-Cal (and those that need to be contacted to enroll) is being sent out on Thursday, May 4, 2023.

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- 14. Under the Medi-Cal Enrollment Incentive Program—will CPs be incentivized for those MHLA members we are currently enrolling into Restricted Medi-Cal? Or will it be as of a specific date?**

Yes, May 1, 2023 to October 31, 2023 is the incentive project period.

- 15. Will CP clinics still qualify for incentives if baseline is high already?**

Yes, absolutely we don't want to punish you just because you're doing well. So yes, everybody is encouraged to continue enrolling participants into Restricted Medi-Cal.

- 16. When MHLA sends out the list of MHLA members who have/don't have Restricted Medi-Cal, can MHLA also include their Restricted Medi-Cal redetermination date? We don't want Restricted Medi-Cal cut-off if they need to renew before January 1, 2024 transition.**

Unfortunately, MHLA won't have that data.