

## Frequently Asked Questions (FAQ)

### 1) *Is MHLA sunseting on January 31, 2024?*

- A.** Yes, MHLA is sunseting on January 31, 2024. That is because all low-income Californians will qualify for Full-Scope Medi-Cal regardless of immigration status effective January 1, 2024. To prepare for that transition, My Health LA participants should apply for Restricted-Scope Medi-Cal as soon as possible—throughout 2023. That will make it easier to transition into Full-Scope Medi-Cal in January 2024. Please continue to encourage them to apply for Medi-Cal and assist them with the application if possible.

### 2) *What does the MHLA newsletter mean by “CPs will no longer have to process renewals”?*

- A.** All active participants have been extended until January 31, 2024. The One-e-App system’s logic has been changed so that the coverage end date for all eligible participants and new applicants, re-adds, and modifications will be January 31, 2024, regardless of when they applied.

### 3) *Can a participant request to be disenrolled even if they have been extended until January 31, 2024?*

- A.** Yes, participants can still disenroll voluntarily, such as if they want to receive both primary care or specialty care at DHS or if they become eligible for private insurance or Full-Scope Medi-Cal.

### 4) *Why won’t we be able to process MHLA Renewals?*

- A.** Since all participants were extended through the end of the program there will be no need to renew. Please continue to inform our participants that My Health LA will be ending on January 31, 2024. Encourage all our participants to apply for Restricted-Scope Medi-Cal as soon as possible – and please help them apply. That will make it easier to transition to Full-Scope Medi-Cal in January 2024.

### 5) *What happens to participants who are turning 50?*

- A.** The participants will continue to be eligible for the program until they turn 50. The system is programmed to disenroll anyone turning 50 on the last day of their birth month.



MHLA Program Advocates

(626) 525-5789



Subject Matter Expert (SME) Line

(833) 714-6500



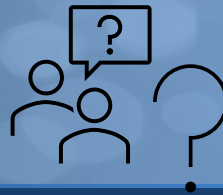
My Health LA

[dhs.lacounty.gov/my-health-la](https://dhs.lacounty.gov/my-health-la)



My Health LA

[myhealthla@dhs.lacounty.gov](mailto:myhealthla@dhs.lacounty.gov)



---

**6)** *The MHLA newsletter states that participants “will automatically be renewed until 2024.” Do we have to upload any documents?*

---

**A.** No, there is no need to upload documentation for the participants extended. Please continue the enrollment process currently in place for all new applicants, re-adds, and modifications.

---

**7)** *Will MHLA be sending correspondence to inform members of the recent changes and to apply for Medi-Cal?*

---

**A.** MHLA will be sending out quarterly flyers to inform members to apply for Medi-Cal. MHLA will also be contacting members via robocalls and text messages to encourage them to apply for Restricted-Scope Medi-Cal by December 31, 2023.

---

**8)** *When is the last day to enroll in the My Health LA program?*

---

**A.** The last day to enroll in MHLA is the end of this calendar year, December 31, 2023.

On January 1, 2024, all MHLA eligible individuals will be eligible for Full-Scope Medi-Cal and will no longer be eligible for MHLA. There will be no MHLA enrollment after December 31, 2023.

---

**9)** *Will participants continue to be allowed to request a Medical Home change?*

---

**A.** Yes, the Medical Home change policy remains, and participants may continue to request a Medical Home change until December 31, 2023.

---

**10)** *Who do we contact if the end date is not January 31, 2024 and the applicant is not turning 50?*

---

**A.** All participants should have the end date of January 31, 2024 unless they were disenrolled for a valid reason (i.e., they moved out of LA County, are over income or turned 50). If there is an error on the end date of an application, please contact the Subject Matter Expert Line (SME Line) or your assigned SME, so that we may review and take any action if necessary (833) 714-6500.



MHLA Program Advocates

(626) 525-5789



Subject Matter Expert (SME) Line

(833) 714-6500



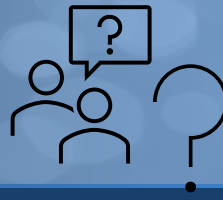
My Health LA

[dhs.lacounty.gov/my-health-la](https://dhs.lacounty.gov/my-health-la)



My Health LA

[myhealthla@dhs.lacounty.gov](mailto:myhealthla@dhs.lacounty.gov)



---

**11)** *What if a member wants to make a Medical Home change and it has been over 12 months that they've been enrolled? Can they still request a Medical Home change?*

---

**A.** Yes, a participant may continue to request a Medical Home change by calling Member Services to request a Medical Home transfer. CECs will no longer be able to process a Medical Home transfer due to the removal of the renewal process.

---

**12)** *Will these new changes have an impact on updates or modifications?*

---

**A.** No, please continue the enrollment process currently in place for all modifications and updates.

---

**13)** *Will ERU continue to offer MHLA Comprehensive Eligibility Webinars?*

---

**A.** Yes, MHLA Comprehensive Eligibility Webinars will continue to be offered until further notice.

---

**14)** *Will ERU continue to audit the MHLA applications?*

---

**A.** Yes, The MHLA staff will continue to conduct eligibility audits and will evaluate and deny individuals who are not eligible for the program, such as for income, LA County residence or age ineligibility.

---

**15)** *Will there be any changes to the remote applications?*

---

**A.** No, MHLA enrollers will continue to take and evaluate new and re-add applications in person and remotely using the same MHLA requirements and guidelines currently in place.

---

**16)** *Will the participants continue to get renewal notices?*

---

**A.** No, MHLA participants should not receive any renewal notices. If they do, please ask them to disregard.

---



MHLA Program Advocates

(626) 525-5789



Subject Matter Expert (SME) Line

(833) 714-6500



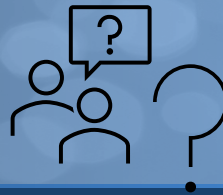
My Health LA

[dhs.lacounty.gov/my-health-la](https://dhs.lacounty.gov/my-health-la)



My Health LA

[myhealthla@dhs.lacounty.gov](mailto:myhealthla@dhs.lacounty.gov)



**17)** *What if there are concerns about member's immigration status. Who can we speak with about Public Charge?*

**A.** For questions about Public Charge, immigration status and applying for Medi-Cal, you can call:

- **LA County Community Health Outreach Initiative at (833) 540-0473**
- **BAILA Network at (888) 624-4752 or BAILANetwork.org**
- **LA County DPSS at (866) 613-3777 or Benefitscal.com**

**18)** *Is Restricted Medi-Cal the same as Emergency Medi-Cal?*

**A.** Yes, we use those terms interchangeably.

**19)** *When should we start screening participants for Restricted Medi-Cal?*

**A.** CPs should begin screening participants for Restricted Medi-Cal now.

**20)** *To choose a health plan, do participants need to call Health Care Options? Or who do they call?*

**A.** Yes, Call Health Care Options (HCO) Medi-Cal Managed Care at 1-800-430-4263 (TTY 1- 800-430-7077) open Monday through Friday, 8 a.m. to 6 p.m. PT, except holidays.

Additionally, DHS staff can help participants switch to DHS primary care, if so desired. They can contact MHLA Member Services at 844-744-6452 from 7:30 AM to 5:30 PM (Monday through Friday).

**21)** *Any chance there can be a partnership between California DHCS and health plans to align MHLA medical home with health plan PCP for some level of auto-assignment this time around?*

**A.** We encourage you to reach out to CCALAC, as they are inquiring with DHCS about this.

**22)** *If we had an audit this past January 2023, does this mean no further annual audits?*



MHLA Program Advocates

(626) 525-5789



Subject Matter Expert (SME) Line

(833) 714-6500



My Health LA

[dhs.lacounty.gov/my-health-la](https://dhs.lacounty.gov/my-health-la)



My Health LA

[myhealthla@dhs.lacounty.gov](mailto:myhealthla@dhs.lacounty.gov)



- A.** Yes, this Fiscal Year 2022-23 is the final year for clinical and FSR audits. Please note that MHLA can no longer accept any CP requests to add a new sites. Additionally, the Eligibility Review Unit will be conducting its eligibility audits/reviews through December 31, 2023. Also, CPs remain responsible for providing health care services as noted in the contract.

**23)** *What other ages are eligible for the new Medi-Cal expansion?*

- A.** The new expansion covers individuals 26-49. Individuals 19-25 and 50 and older are already eligible for Full-Scope Medi-Cal, regardless of immigration status.

**24)** *Will One-e-App Administrator Accounts be converted to “read only” as well?*

- A.** Yes, all non-DHS user accounts will be transitioned to “read-only” effective January 1, 2024.

**25)** *Will System Administrator accounts still have access to reset passwords for other agency accounts?*

- A.** No, all non-DHS accounts will be updated to “read-only” access. You can call the SME hotline: (833) 714-6500 and speak with someone in ERU to assist you.

**26)** *CECs run reports for active participants every 1st of the month. Do we need to contact the SME for this report on January 1, 2024?*

- A.** Yes, you may call the SME line to request a copy of the report.

**27)** *Do you know if the eConsult contract would have a fee?*

- A.** DHS will cover all fees for access and utilization of eConsult through August 31, 2024, under the contract with Safety Net Connect, the third-party developer and vendor for eConsult. After August 31, 2024, the use of eConsult will likely require a direct contract and fees with Safety Net Connect. Further information will be shared when more details are available.



MHLA Program Advocates

(626) 525-5789



Subject Matter Expert (SME) Line

(833) 714-6500



My Health LA

[dhs.lacounty.gov/my-health-la](https://dhs.lacounty.gov/my-health-la)



My Health LA

[myhealthla@dhs.lacounty.gov](mailto:myhealthla@dhs.lacounty.gov)



---

**28)** *Is there a possibility to have a similar program in the future?*

---

**A.** Unfortunately, no. Most all MHLA program participants will have access to Full-Scope Medi-Cal on January 1, 2023.

---

**29)** *Does eConsult include specialty mental health services?*

---

**A.** Currently eConsult only provides "Advice Only" for medications regarding Mental Health. No face-to-face mental services are provided via eConsult. For Mental Health Services please contact the Access Hotline at 800-854-7771 or <https://dmh.lacounty.gov>.

---

**30)** *Is there a last day that specialty care referrals should be submitted for MHLA participants?*

---

**A.** Yes, do not submit new eConsults for MHLA participants after December 31, 2023.

---

**31)** *Will DHS continue to see uninsured patients who may not qualify for Full-Scope Medi-Cal?*

---

**A.** Yes, DHS will continue to see uninsured and Medi-Cal ineligible patients after the sunset of MHLA. For individuals over 138% of the Federal Poverty Level, DHS will determine what County No Cost/Low-Cost Programs (e.g., Ability to Pay, Discounted Payments) are appropriate for the patient. DHS will continue to be a 'safety net health system' for LA County and will continue to be here as a partner and provider.

---

**32)** *Where do I get a Continuity of Care request form for my patients and when can we submit them?*

---

**A.** Please reach out to your IPA or Managed Care Health Plan for more information.

---

**33)** *How will eConsult and specialty care referrals work for MHLA participants?*

---

**A.** The MHLA program is still fully operational until January 31, 2024, but we will stop accepting new eConsults for



MHLA Program Advocates

(626) 525-5789



Subject Matter Expert (SME) Line

(833) 714-6500



My Health LA

[dhs.lacounty.gov/my-health-la](https://dhs.lacounty.gov/my-health-la)



My Health LA

[myhealthla@dhs.lacounty.gov](mailto:myhealthla@dhs.lacounty.gov)



MHLA participants on December 31, 2023. If a MHLA participant needs specialty care, you may submit an eConsult before December 31, 2023, but if they are in a transition period for assignment to their Medi-Cal Managed Care plan, it is unlikely an eConsult will result in a DHS specialty care routine visit.

**34) *Can I submit an eConsult for patients who are ineligible for Full-Scope Medi-Cal and uninsured?***

- A.** Beginning February 1, 2024, CPs can submit eConsults for individuals who are both ineligible for Full-Scope Medi-Cal and uninsured. Patients should be advised they will be financially screened for eligibility and payor source by DHS to determine what County No Cost/Low-Cost Programs (e.g., Ability to Pay, Discounted Payments) are appropriate. Patients may have to pay for a portion of their care depending on their income and eligibility for the County’s low-cost assistance programs. Do not submit eConsults for individuals with Full-Scope Medi-Cal or Medi-Cal eligible patients. See MHLA Provider Bulletin #16 for details.

**35) *If an applicant applies or has Emergency/Restricted Medi-Cal, will this affect any dental treatment that they may be receiving?***

- A.** No, MHLA CPs should continue to review and enroll participants into Restricted Medi-Cal. Having Restricted Medi-Cal will not interfere with MHLA primary or MHLA dental care in any way. Dental care is not a “benefit” under the MHLA program. However, clinics who offer dental services should continue to offer these services to MHLA participants if they have the availability.

**36) *After MHLA ends on January 31, 2024, will there be staff available to provide assistance?***

- A.** After January 31, 2024, the MHLA Member Services Line (844-744-6452) will stay live with a voicemail message announcing the program has ended with redirects to DPSS for Medi-Cal and DHS Specialty Care Linkage (SCL) for specialty care questions. Two Senior Program Managers will be available for any remaining programmatic questions through March 2024: Marie Quesada ([mquesada@dhs.lacounty.gov](mailto:mquesada@dhs.lacounty.gov)) and Philip Barragan ([pbarragan@dhs.lacounty.gov](mailto:pbarragan@dhs.lacounty.gov)).

**37) *What about assistance for specialty care services? Who will provide support for eConsult?***

- A.** For all eConsult system questions or issues, submit a help ticket to the Enterprise Help Desk (EHD) at [helpdesk@dhs.lacounty.gov](mailto:helpdesk@dhs.lacounty.gov). Include in the subject line, “Attn: eConsult.” Provide as many details as possible, including an eConsult # regarding your inquiry. CPs can also call EHD directly at (323) 409-8000.



MHLA Program Advocates

(626) 525-5789



Subject Matter Expert (SME) Line

(833) 714-6500



My Health LA

[dhs.lacounty.gov/my-health-la](https://dhs.lacounty.gov/my-health-la)



My Health LA

[myhealthla@dhs.lacounty.gov](mailto:myhealthla@dhs.lacounty.gov)