**Webinar 04/18/2023 Script**

1. **Intro Slide (ANNA)**
2. **WELCOME**
3. **Overview**
	1. During this presentation, we will be going over the impact this Medi-Cal expansion will have on MHLA and our current plans
		1. Notably, what MHLA will be communicating and doing between now and when the Expansion goes into effect January 2024
	2. Also, we will be discussing what will happen to MHLA over the intervening months and after the expansion
	3. The overall message here is to help all MHLA participants to enroll in restricted Medi-Cal **BEFORE** January 1, 2024
4. **Final Medi-Cal Expansion**

For those not familiar with the details of the Medical 26-49 expansion, here’s a quick overview

* + 1. The rollout for the expansion goes into effect January 1, 2024.
		2. This will expand eligibility for Full Scope Medi-Cal to California residents ages 26 to 49 years old.
		3. As a point of emphasis: Full-Scope Medi-Cal is health insurance and will provide complete health benefits including medical, dental, vision, mental health services, medications, and more. For our participants, this will make Medi-Cal better and more comprehensive than MHLA.
		4. Like in the prior Older-Adult Medi-Cal Expansion, immigration status will not impact Medi-Cal eligibility
		5. Further details on this Medi-Cal expansion can be found on the State website
1. **Expansion and MHLA**

So, how does this expansion impact MHLA?

* + 1. As of this past March, we have roughly 70,000 participants in the program, all between 26 to 49 who will become eligible for Full-Scope Medi-Cal after this expansion.
		2. Because they will be eligible for Full-Scope Medi-Cal, our participants will no longer be eligible for MHLA and will be disenrolled from MHLA on January 31, 2024
		3. To prepare for this eventuality, we are advocating for them to enroll into Restricted Medi-Cal so that they will transition to Full-Scope Medi-Cal before the MHLA program sunsetting
		4. As such, all existing MHLA participants have already had their enrollment extended through to January 31, 2024 which is inclusive of the grace period from January 1 to January 31, 2024
1. **Contract Changes (Transition Slide)**
	1. Now, we will take the opportunity to discuss several key changes to our contract. There will be a lot of dates to keep in mind, but we will be active in communicating before these dates so no worries on remembering all of them
2. **Contract Changes (Part 1)**
	1. We will be sending out a contract amendment to our CPs this coming May (next month) for review and to be signed, so be on the lookout for that. We want to briefly go over some of those contract changes:
		1. First, right off the bat: LA County will sunset the My Health LA Program and its contract agreements with its Community Partners on January 31, 2024.​
		2. The final deadline to submit all encounter data is March 31, 2024
		3. On January 31, 2024 Ventegra will terminate its CP pharmacy dispensary and coverage of prescription claims services for the MHLA program
		4. Next, the final planned MGF payments will be made no later than April 30, 2024, and all planned dental payments will go out no later than June 30, 2024. We will go over this in more detail in a few slides.
3. **Contract Changes (Part 2) ​**
	1. 2023 will be the final year of our fiscal audits
	2. The contract amendment will also indicate that the MHLA Audit Team will end its own annual program monitoring on June 30, 2023.  ​
	3. Likewise, the MHLA Eligibility Review Unit monitoring will end December 31, 2023.
	4. For those who want to add a clinic site in the next few months, please keep in mind these dates:
		1. If you plan on adding a clinic site without an FSR, please do so by May 31, 2023
		2. If there is an FSR, the deadline to add a clinic site will instead be September 30, 2023
	5. No Medical Home changes shall be made after January 1, 2024​
	6. There are a host of finer details that are explained in detail in the Contract Amendment, so keep an eye out for that within the next few weeks.
4. **Finance**
	1. As mentioned, final payments will be made after the official sunsetting of the MHLA program.
	2. The Mental Health Prevention Services provided by County Department of Mental Health will continue paying until the end of the program. This includes the supplemental behavioral health payments.
	3. Finally, there will be no budget or funding for MHLA after ALL participants are transitioned or disenrolled off of the program
5. **Pharmacy and Claims (Transition Slide)**
	1. Next up: we have updates to the Pharmacy arrangements and details about claims processing.
6. **Pharmacy Changes**
	1. On the Pharmacy side of things:
		1. After May 31 of this year CPs will no longer be able to add additional pharmacy locations due to the time constraints of the review process. Please be mindful of this.
		2. As for formulary modifications, DHS Pharmacy Affairs will not accept any MHLA Formulary addition requests after August 15, 2023. However, any formulary adjustment due to manufacturer discontinuation will still be accepted. ​
		3. **Finally, CPs and contracted pharmacies have up to 60 days to submit claims after MHLA ends. So this day will be March 31, 2024**
		4. Because of these changes, we advise participants and CPs to plan ahead in filling prescriptions by January 31, 2024
7. **Claims and Payments**
	1. Now, onto Claims and Payments:
	2. The deadline to submit all encounter claims to AIA is March 31, 2024
	3. Dental claims must be submitted within 60 days from the date of service, but no later than March 31, 2024
	4. Likewise, Mental Health Prevention Services encounter data must be submitted to MHLA no later than March 31, 2024
	5. After the MHLA program sunsetting, planned MGF payments will be disbursed no later than April 30, 2024, while all planned dental payments will go out no later than June 30, 2024
8. **Key Dates and deadlines**
	1. Here are some of those key dates and others for your reference. This timeline infographic will be available on our website as well
9. **MHLA Program Eligibility Review Unit (CASSIETTA)**
	1. Now I will hand thing off to Ms Cassietta Dawson to go over details pertaining to the Eligibility Review Unit
10. **ERU Timeline (CASSIETTA)**
11. **Automatic Enrollment Extension (CASSIETTA)**
12. **OEA User Accounts and SME line (CASSIETTA)**
13. **MHLA ERU Audits, Training and OEA (CASSIETTA)**
14. **Specialty Care (Dr Evan Raff)**
	1. Now I hand things off to Dr Evan Raff, director of Specialty Care here at County Health Services
15. **Specialty Care Overview (Dr Evan Raff)**
16. **More On Specialty Care Categories (Dr Evan Raff)**
17. **eConsult after MHLA (Dr Evan Raff)**
18. **Messaging and Communications**
	1. There are a lot of things changing because of the Medi-Cal expansion
	2. Because of all the various key dates and changes that will occur, we will be active on the communications front with the CPs, program participants, and other partners
19. **Letters and Flyers**
	1. Between now and January 2024, we will send out flyers and letters to our participants
		1. We currently have a batch being sent out over the next 4 to 5 weeks to our participants notifying them of the Medi-Cal expansion as well as encouraging them to enroll in restricted Medi-Cal
	2. In addition, there will be at least two more mailing campaigns reminding our participants to enroll in restricted Medi-Cal before January 2024. These will be in addition to any State Mailing Campaigns
		1. April 30
		2. July 31
		3. October 31
20. **Flyer**
	1. This is the English version of the flyer we will be sending to our participants for the mailing campaigns.
	2. English and other language versions of this flyer is available on the MHLA “Program Info” web page for your reference or distribution.
21. **Other communications**
	1. Texts and Robocalls
		1. We will be sending out robocalls and texts periodically to MHLA participants similar to the prior Older-Adult Medi-Cal expansion
		2. These robocalls and texts will be sent in both English and Spanish to all of our participants
	2. Webinars
		1. There will also likely be another Webinar in Fall later this year
	3. We will also be incorporating feedback and suggestions from our Community Council meetings we will have with our participants
	4. Our webpage will host this information and more pertaining to the Medi-Cal expansion
22. **Webpage**
	1. To augment our messaging efforts, the MHLA website will host information on the upcoming Medi-Cal expansion
		1. The page can be found on our website under “Program Info”
			1. Contains information pertaining to the expansion that hosts several resources
			2. Frequently Asked Questions
			3. Flyers
			4. Provider Bulletins pertaining to the Medi-Cal Expansion
			5. Links to outside resources such as California DHCS, Baila, and OIA
		2. Will also host information on an upcoming Medi-Cal Enrollment Incentive Campaign
23. **What Should You Do Now? (Transition Slide)**
	1. In short, please begin enrolling MHLA participants into Restrictive Medi-Cal
24. **Incentive Campaign**
	1. To facilitate this, we will run an incentive campaign like the one we ran in the lead up to the Older Adult Expansion of 2022.
	2. The purpose of this incentive campaign is to encourage our CPs to enroll the MHLA participants into Restricted Medi-Cal prior to the Expansion in January 2024 by providing fiscal incentive based on increases in Medi-Cal enrollment in October 2023 compared to a baseline in April 2023.
	3. Details on reward levels, possible payments, and enrollment lists will be communicated as they are made available
25. **Need Help with Enrollment**
	1. **Your clinics will be a primary resource for enrollment into Medi-Cal.** However, if you require assistance or additional reference resources on enrollment, there are several available. Links to some of these are available on our website.
	2. One such resource is DPSS itself, which assists with the enrollment process itself including information on eligibility and application to Medi-Cal
26. **Other Resources**
	1. **BAILA** provides assistance on a variety of benefits including legal resources and guidance geared mainly towards immigrant families and individuals
	2. **CHOI** from LA County Public Health is a county-run group that advocates for increased health access and quality health care for Angelenos though a variety of Health Coverage Programs including Medi-Cal
27. **BenefitsCal**
	1. Is another resource for direct application for Medi-Cal benefits and coverage among other programs and even helps with assessing qualification for those programs.
28. **Public charge**
	1. Inevitably, questions about Public Charge are bound to pop up.
	2. As a refresher, changes to the “Public Charge” regulations means that enrollment into Medi-Cal will, have no effect on immigration status and vice versa. Medi-Cal benefits will not hurt an individual’s immigration status except for nursing home or mental health institution care.
	3. For consultation and additional reference or assistance, there are a plethora of available organizations that can answer more specific questions.
		1. Los Angeles County of Immigrant affairs: their phone number is 1(800-593-8222) or you can visit their page on public charge at oia.lacounty.gov/publiccharge
		2. Benefits Access for Immigrants Los Angeles or “BAILA”: can be reached at 1(888)624-4752 or on their website at [www.bailanetwork.org](http://www.bailanetwork.org). They have excellent resources geared more for immigrant applicants for Medi-Cal and can provide excellent insights
		3. Likewise, the Neighborhood Legal Services of LA County can be reached at 1(800)-433-6251 or at nlsla.org. They are an advocacy group for LA County residents in general in gaining access to a variety of benefits like Medi-Cal in Los Angeles