

# My Health LA



August 27, 2019

# What is My Health LA?

- MHLA is a Primary Care Program for low-income uninsured and uninsurable residents of Los Angeles County.
- MHLA is not health insurance.
- Funded by Los Angeles County Board of Supervisors and DHS.

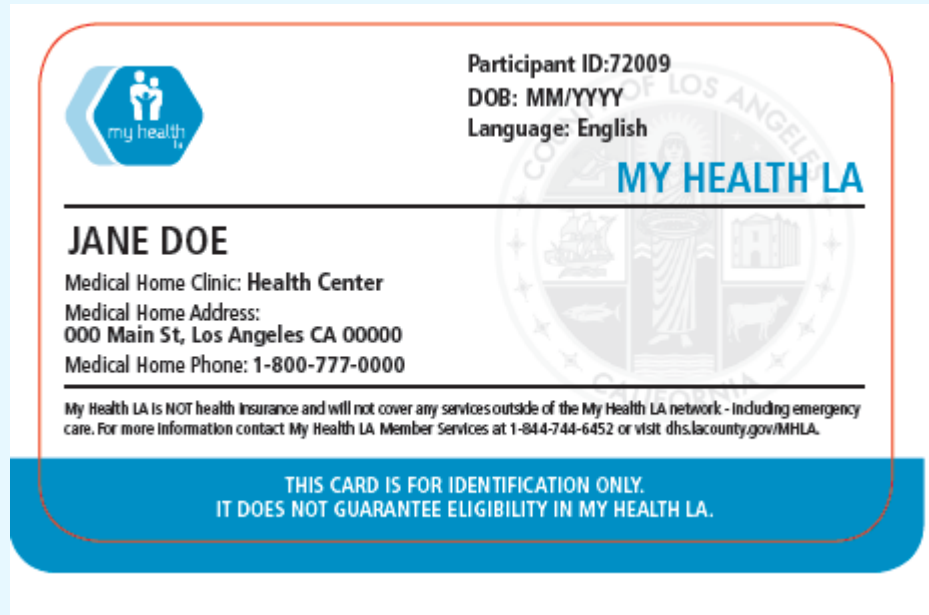


# Who Is Eligible?

- Uninsured and not eligible for public health insurance.
- LA County residents.
- Age 19 and older.
- Income at or below 138% of the Federal Poverty Level (FPL).



# MHLA ID Card



- Card is presented at medical home.
- Participants keep the same card until change medical homes.
- Can call member services for lost or stolen cards.

# Where Do Participants Get Care?

- Individuals enroll at MHLA at one of 52 community partner clinics.
- There are about 215 clinic sites.
- We contract with those clinics and conduct yearly audits to ensure compliance with contract and state and federal regulations.
- Website [dhs.lacounty.gov/mhla](https://dhs.lacounty.gov/mhla). Find a clinic (map).

# Medical Homes

- A medical home is the clinic where a participant receives all of their primary care.
- MHLA participants select a medical home when they enroll, and keep their medical home for 12 months.
- Participants must renew their MHLA at the end of the 12 months, and can change their clinic at that time.
- A participant can also change their medical home if they move or have a life changing event and need a new clinic.

# Monthly Newsletter for Clinics



**my health to** **The CP Connection**  
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**Connecting My Health LA Participants with Behavioral Health Services**

California has been at the forefront of expanding access to public behavioral health services, but our undocumented immigrants still face difficulties getting them. We continue to see significant barriers in their access to care. They often face harsh experiences in their migrations. The fears of immigration enforcement actions and family separations makes their anxiety levels worse.

*“Most of us have far more courage than we ever dreamed we possessed.”*

—Dale Carnegie

I am proud of the work at the My Health LA (MHLA) program. Our partnership with the Department of Public Health Substance Abuse Prevention and Control (DPH-SAPC) and the Department of Mental Health (DMH) improves the availability of behavioral health services to our participants. Over the last several months, we developed strategies for our partnership. Our aim is to improve our participants' accesses to mental health and substance use disorder (SUD) treatments. We aim to create materials for our patients in multiple languages and to find new ways to make use of the money from the Mental Health Services Act (MHSA). We plan on using MHSA to fund mental health in the primary care setting. We have more updates in this issue. I look forward to our progress in the coming months.

H&A wants to feature you in our newsletters. Please send articles and photos of you and your team to Newsletter\_Editor@h&a.org or call (310) 460-1234.

— Amy Lofgren-Vista, MHLA Program Director

# How Do People Enroll in MHLA?

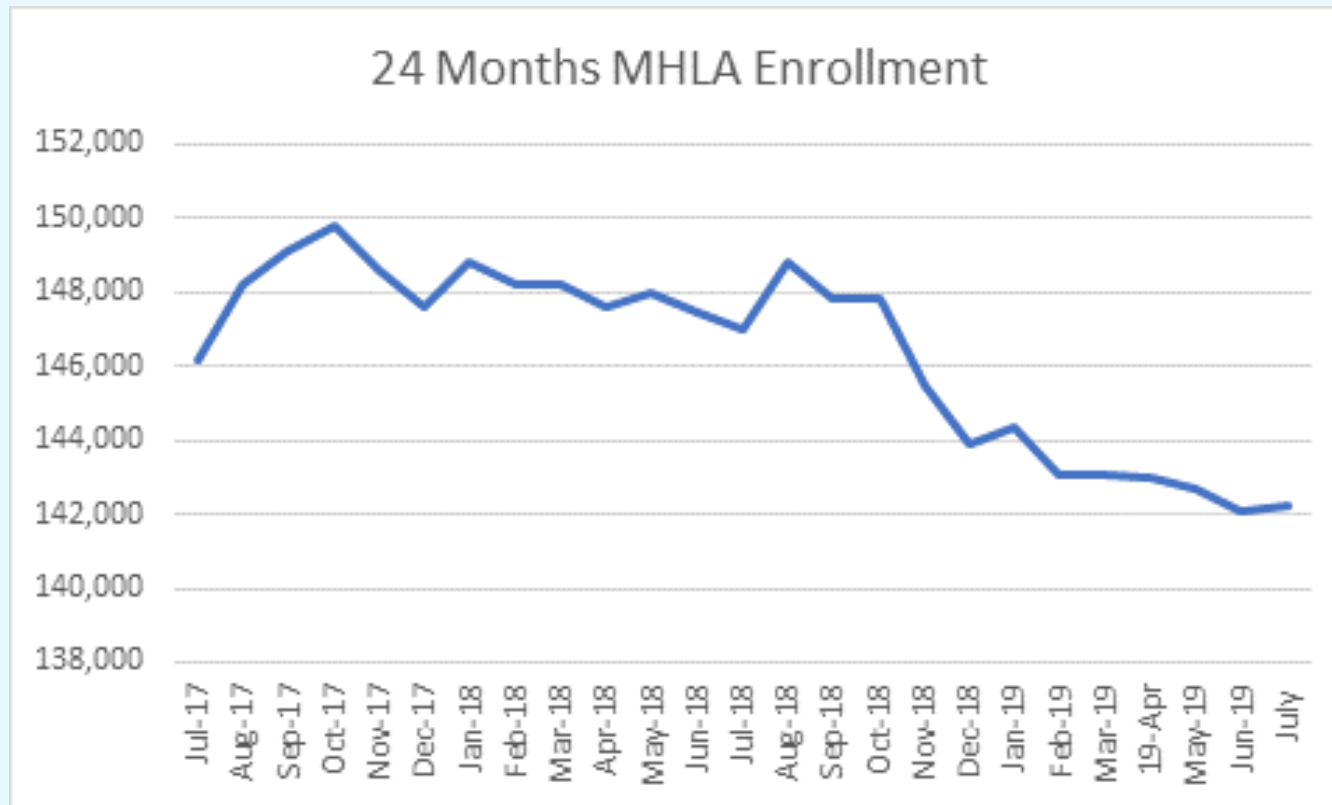
- Patients enroll at the clinics using the county's web-based eligibility and enrollment system called One-e-App.
- A person is enrolled in MHLA as soon as the application is completed in One-e-App – same day approval.



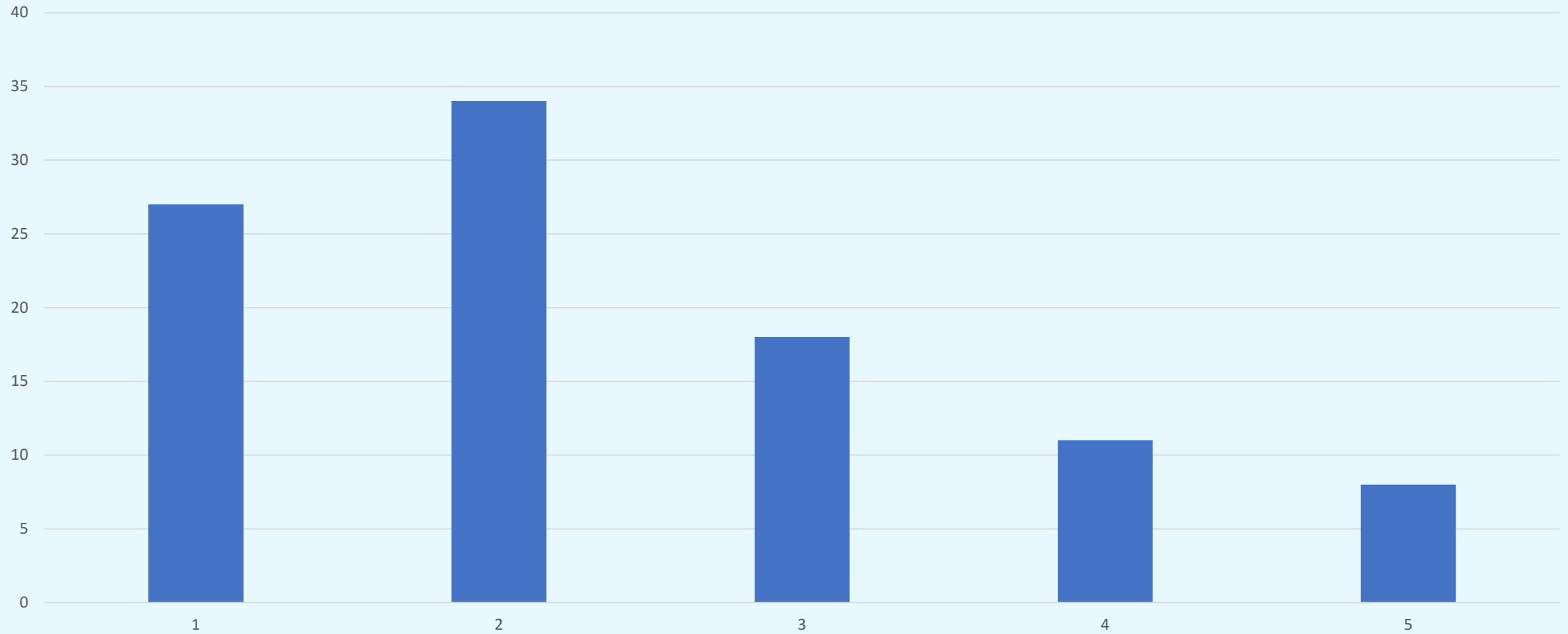


# Enrollment

- Enrollment: 142,300. Nearly 70% had primary visit last year.



# Geographic Breakdown



# What Does MHLA Cover?

- **Preventive Health Care.**
- Dental care at some sites (though not a benefit).
- Specialty, urgent, emergency care at DHS.
- Mental health care and SUD treatment.

# Pharmacy



- Participants have prescriptions filled at their clinic dispensary or pharmacy, or a retail pharmacy in the MHLA Retail Pharmacy Network.
- Some patients can have the medication(s) mailed to home or clinic.

# Mental Health

DMH's many different types of mental health services are provided free of charge or at low cost (by referral):

- Individual Therapy
- Family Therapy (children services)
- Group Therapy
- Psychiatry/Medication Support
- Case Management
- Parenting Education (children services)
- Intensive mental health services



# Mental Health

MHLA participants can get services at:

- At medical home - Generally for “lower level” mental health issues.
- At DMH or DMH Contracted Clinic -- Generally for emergency mental health and severe mental illnesses.
- New project - DMH funding prevention services at medical homes.

NOTE: Legal status is not required to obtain SUD treatment.

# SUD Treatment

MHLA participants can get SUD treatment at:

- At medical home.
- By referral to SAPC helpline for treatment provided by DPH SAPC.
- Medical home referral to SUD treatment provider.

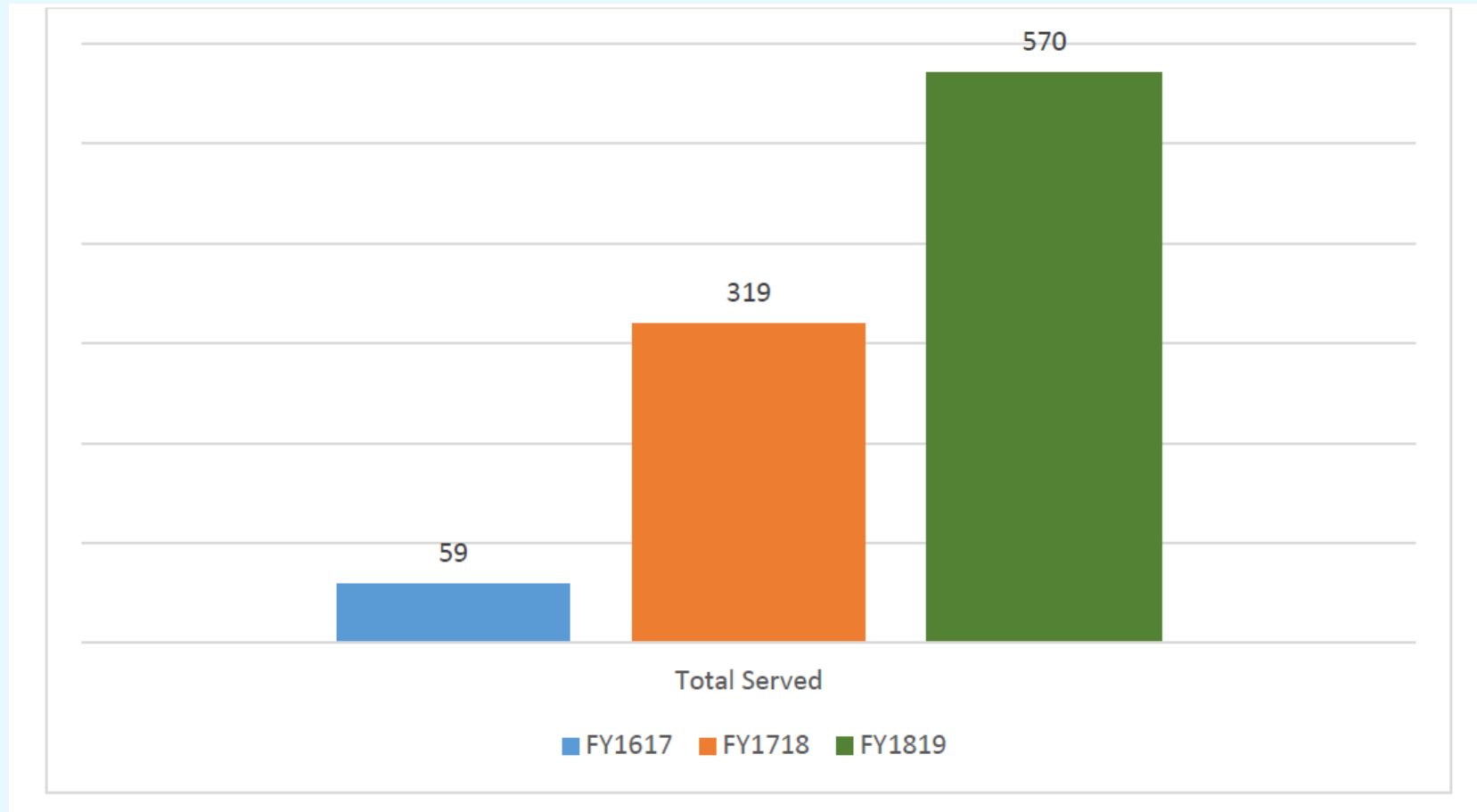
NOTE: Legal status is not required to obtain SUD treatment.

# SUD Treatment

- DPH provides many different types of SUD treatment services **free** of charge.
  - Outpatient Treatment
  - Residential Treatment
  - Detoxification Services and Withdrawal Management
  - Opioid Treatment Programs
  - Medications for Addiction Treatment
  - Recovery Support Services
  - Case Management



# MHLA Participants Served at SUD Treatment Programs: 570



# Primary Drug Problem

- Methamphetamine: 55.5%
- Alcohol: 33%
- Marijuana: 5.5%
- Other Drug: 3.1%
- Heroin: 1.5%
- Cocaine: 1.3%
- Prescription drug: .2%

# New Projects

- Materials in 8 languages.
- Offering training to MHLA clinics for X-Waiver certification.
- **MHLA mobile unit to offer primary care at SAPC providers.**
- **SAPC providers being located at primary care clinics.**
- **SAPC providers enrolling MHLA participants.**



# **When you see a MHLA participant:**

- Don't forget to note that they are MHLA.
- SAPC instructions on where to check.

# Want more info? MHLA Website



The screenshot displays the Health Services Los Angeles County website. At the top left is the logo for Health Services Los Angeles County. To the right of the logo are links for "Emergency Care", "My Wellness Login", and "lascounty.gov | Select Language | Text Only | A A". Below these is a search bar with the placeholder text "Enter a search term" and a "Search" button. A "Subscribe to The Pulse" button is located below the search bar. A blue navigation bar contains the following menu items: "My Wellness", "Health Coverage Options", "Find Clinic / Hospital", "Our Services", "Patient Resources", "Health Reform and You", and "More DHS". Below the navigation bar is a breadcrumb trail: "Home > More DHS > Departments > My Health LA (MHLA)". The main heading is "My Health LA". On the left side, there is a vertical menu with the following items: "My Health LA (MHLA)", "Find A Clinic", "For MHLA Participants (Para participantes de My Health LA)", "For DHS and Community Partners", "Partnering with DHS", "MHLA Reports and Resources", "Events and Program News", and "Contact Us". To the right of the menu is a photograph of a woman, a man, and a doctor in a white coat smiling and talking. Below the photograph is the heading "My Health LA (MHLA)" followed by a paragraph: "My Health LA is a no-cost health care program for people who live in Los Angeles County. It is for people who are age 19 and older and whose family meets certain income levels (click here). My Health LA is free to individuals and families who do not have and cannot get health insurance." Below this paragraph is another paragraph: "Health care services are provided by non-profit clinics called 'Community Partners.' There are 210 Community Partner clinics in My Health LA. Click here to find a clinic near you. Please call the clinic to make an enrollment appointment and to make sure the clinic is taking new patients at this time."

# MHLA participants with questions?

- Take questions from members.
- 1-844-744-6452 (MHLA).
- Interpreters available for callers.



# Questions



# Thank you!

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