

Healthy Way LA

AKA The Coverage Initiative

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What is HWLA?

- A health care program for low-income, uninsured adults in Los Angeles County
- A 3 year program developed with funding from State of California (up to \$54 million per year)
- Covers outpatient visits (at a CHC, health center, MACC, or PPP clinic) only – no hospital costs
- 10 Counties received a Coverage Initiative award
- Implementation by September 1, 2007

Who can enroll in HWLA?

DHS/PPP patients who are:

- Adults (19-64 years)
- Los Angeles County residents
- Legal permanent residents for ≥ 5 years or US citizens
- Low income ($\leq 133\%$ Federal Poverty Level)
- Not eligible for Medi-Cal, Healthy Families, or Access for Infants and Mothers (AIM)
- No private health insurance within 3 months of HWLA application

Enrollment continued...

AND be in one of three groups:

(1) Diagnosed with hypertension, diabetes, congestive heart failure, asthma, chronic obstructive pulmonary disorder (COPD), or dyslipidemia

OR

(2) Had at least two visits to a DHS/PPP clinic within past year

OR

(3) 63-64 years of age

What are the benefits of HWLA?

- Assigned medical home
- Routine & preventive health services, such as flu vaccine
- Additional specialty care slots
- Chronic disease management
- Health education services
- Nurse advice line 24/7 and holidays
- Customer service 24/7 and holidays
- Member Handbook and ID Card
- Case management pilot program for homeless patients (available in 2008)

Chronic Disease Management

- Intensity of care based on disease severity
 - Nurse care for patients with less severe disease
 - Telephone case managers for patients discharged from hospitals
 - Disease management program for patients with more severe/complicated disease

Health Education Services

- Group orientation on benefits of HWLA
- Health risk assessment
- Promotion of healthy living
- Management of chronic diseases, such as asthma, diabetes, and heart disease
- Smoking cessation

Nurse Advice Telephone Line

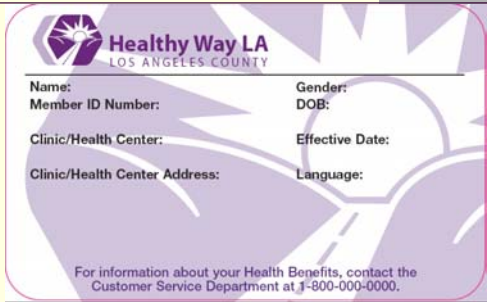
- 24 hours a day, 7 days a week, and holidays
- Accessible through Customer Service
- Provide advice on medical condition
- Assist with urgent and next-day appointments
- Assist with appropriate use of clinic services

Customer Service

- 24 hours a day, 7 days a week, and holidays
- Assist patients with questions or complaints
- Transfer patients to Nurse Advice Line
- Operators speak many languages
- Operated by Office of Managed Care (OMC) Member Services staff, which provides same service for Community Health Plan (CHP)
- Staffed by 5 agents and 1 supervisor

1 (877) 333-4952 or 1 (877) 333-HWLA

ID Card - Front



Helping DHS Patients *and* DHS Safety Net

- Enrolling patients already using our system (targeting about 94,000 patients)
- Patching the DHS Safety Net
 - Money supports DHS health care system by maintaining current level of services and adding additional HWLA benefits
