



Meeting Title: Navigators Project
Date: Monday, February 6, 2023
Time: 1:00 pm – 2:30 pm
Call in: Teams Meeting
Meeting Purpose: HNP Quarterly Stakeholder Meeting

ATTENDEES				
René Mollow (DHCS)	Yingjia Huang (DHCS)	Sysvanh Kabkeo (DHCS)	Brandon Roberts (DHCS)	Nancy Ojeda (DHCS)
Tina Coulson (DHCS)	Laura Pelaez (DHCS)	County Partners	Community-Based Organization (CBO) Partners	Advocates

1.	<p>Introduction</p> <ul style="list-style-type: none"> - If you are new to this meeting and would like to be added to meeting series or did not receive the meeting invite, please let us know via the chat. Please drop your name, email, and your organization.
2.	<p>Health Navigators Project Update</p> <p><u>Awards</u></p> <ul style="list-style-type: none"> - 35 awardees (12 CBO and 23 counties) received an Allocation Agreement from DHCS. The agreement solidifies the partner’s fund and participation for this project - As of February 23, 2022, all 35 partners have executed agreements <p><u>Workgroups</u></p> <ul style="list-style-type: none"> - DHCS has received multiple requests to provide additional demographic data beyond what is being collected, and are as follows: <ul style="list-style-type: none"> o Race/Ethnicity o Spoken Language o Sexual Orientation & Gender Identity (SOGI) - Advocates are requesting the data in order to evaluate the project and to ascertain if it is meeting the needs of various disadvantaged communities. - DHCS held two small workgroup meetings regarding project data to assess the requests and explore challenges associated with the workload. We are currently working with internal and external partners in an effort to see if we can collect, report, and routinely reproduce the information while also minimally impacting our Project partners. - DHCS will have internal discussions to ascertain the better approach to the request.
3.	<p>Public Health Emergency (PHE) Presentation</p> <ul style="list-style-type: none"> - Derek Soiu and Bonnie Tran, from the Policy Development Branch, will present on the updated continuous coverage requirement termination guidance and DHCS outreach campaign.

- PowerPoint Slide attached

Q & A

Q: Will the SB 260 end after the end of the unwinding?

A: It is not anticipated for SB 260 to end after the unwinding as the requirement under SB 260 is not dependent on a flexibility directly related to the continuous coverage requirement or ending of such.

Q: Will the 12-month postpartum “medically necessary” coverage public education be a link online or a mail-out?

A: California’s Provisional Postpartum Care Extension (PPCE) was sunset March 31, 2022, and was superseded by the provisions of the American Rescue Plan Act (ARPA) on April 1, 2022. All County Welfare Director’s Letter [22-23](#) reported this update. The DHCS Stakeholder News Update website reported this change on the [March 25, 2022](#) posting.

Q: Where can we go to sign-up to receive updated information?

A: DHCS encourages everyone to refer to the [DHCS Coverage Ambassadors Webpage](#) and join the [DHCS Coverage Ambassador mailing list](#) to receive updated toolkits as they become available.

Q: Will the printed materials be available to order by CBOs and can we customize?

A: Yes, there will be materials available to order and will also have customizable materials available.

Q: In regards to social media; Facebook, Instagram, Twitter, TikTok, etc., will there be DHCS accounts for each platform that Counties/contractors can share/like/link to? Will materials be provided to Counties/contractors to be shared on their social accounts? Or both?

A: Yes, DHCS has a Facebook and a Twitter account. Materials can be linked and shared. You can also share on your own accounts.

Q: Is Senate Bill (SB) 260 in an ACWDL?

A: Yes, it is available in [ACWDL 22-20](#)

Q: If we originally assisted the customer via CALHEERS, once SB 260 begins, will the consumers come back into our delegation batch?

A: If an individual or organization was listed in CalHEERS as the delegate, that delegation remains until either: 1) the delegation is actively modified or 2) the individual or entity is de-certified.

Q: How many people are projected to lose coverage without additional in-reach?

A: It is anticipated that approximately two (2) - three (3) million Medi-Cal beneficiaries will be affected by the ending of the continuous coverage requirement.

Q: Are the local counties’ DHSS offices reach for the massive numbers of Renewals that will need to be processed?

A: DHCS has been meeting with the counties throughout the continuous coverage requirement and will be providing support to the counties during the unwind.

Q: Is there any future work around getting CBO Agency BenefitsCal users the ability to assist beneficiaries with Medi-Cal Renewals?

	<p>A: Right now there is no functionality for CBOs in BenefitsCal. However, there is an effort to grant access to DHCS contracted CBOs underway. The exact date or timeframe for implementation of the change in access to BenefitsCal is not known at this time.</p> <p>Q: Where can I learn more about the undocumented Medi-Cal coverage? A: Please refer to the guidance: COVID 19 Public Health Emergency (PHE) Unwinding for Individuals who Aged out of the Young Adult Expansion during the PHE as well as MEDIL I 22-34.</p> <p>Q: Has the outreach vendor been announced yet? A: The vendor used for the Outreach campaign is GMMB (this is the vendor name and not an acronym).</p>
4.	<p>Project Impacts of the Continuous Coverage Unwind <u>Continuous Appropriations Act of 2023:</u></p> <ul style="list-style-type: none"> - Declared that the continuous coverage requirement ends March 31, 2023. - Resumption of normal operations and renewal activities begin April 1, 2023. - It is anticipated that an estimated 2-3M Medi-Cal beneficiaries will be affected by the resumption of redeterminations. - DHCS directed all project partners to enact their pre-continuous coverage end activities at this time and prepare for the continuous coverage unwinding by reviewing their work plans surrounding the continuous coverage unwind effort. - Although the Continuous Coverage Act of 2023 delinked Medi-Cal from PHE status, it was recently announced that the PHE is ending May 11, 2023.
5.	<p>Project Partners Proposed PHE Work Efforts: Select Health Navigators Project Partners shared their intended activities.</p> <ul style="list-style-type: none"> - Briefly describe who you are, and identify the intended target population - What are the specific strategies, approaches, and/or activities you intend to implement prior to continuous coverage requirement termination (“60 Days prior to PHE”) - What are the specific strategies, approaches, and/or activities you intend to implement for the continuous coverage unwinding phase (“12 month unwinding”)
6.	<p>Project Partner Contacts</p> <ul style="list-style-type: none"> - Once all allocation agreements are executed, DHCS intends to post more comprehensive partner information on the Health Navigators Project Webpage, such as: <ul style="list-style-type: none"> o Allocation Agreement amount o Intended target populations o Work Plans detailing Project work efforts - DHCS intends to have this information by the next Stakeholder Meeting - DHCS created a contact list of the active project partners, the counties they are serving, and the subcontractor contact information. We anticipate posting the list on the Medi-Cal Health Enrollments webpage by the week of March 6. <ul style="list-style-type: none"> o This contact information is intended for the public to have a resource to reach the organizations assisting the public in that area with Medi-Cal: <ul style="list-style-type: none"> ▪ Application assistance ▪ Navigation services (access and utilization of health benefits) ▪ Troubleshooting ▪ Redetermination assistance
7.	<p>Q & A</p> <p>Q: Will DHCS be making the grantees/contractors available on the Health Navigators website?</p>

A: On March 2, 2023, DHCS posted a list of awarded partners and their allocation amount. DHCS intends to make additional partner information available (contact information, subcontractor information, intended target populations, and project efforts) publicly available on the webpage by the next stakeholder meeting. In the meantime, DHCS will provide partner contact information as soon as possible.

Q: There are no CBOs in San Francisco that are part of the Navigators Pilot Project, only the county is, making it unhelpful at all for outreach and face-to-face navigation. There is a CBO in SF that is doing the insurance navigation for free, could this CBO potentially request funding?

A: The DHCS Navigators Project Partner for San Francisco is a community-based organization, San Francisco Community Clinic Consortium (SFCCC). We should have awarded partner information available in the next few weeks, along with contact information for interested entities, applicants/beneficiaries, and others.

Q: How are selections made for who is re-determined in April 2023 vs. May 2024?

A: The Redetermination due date.

Q: Will the contact list include the priority populations that each partner is targeting?

A: The partner contact list will only include partner and partner subcontractor contact information for the public to utilize when needing to reach agencies and organizations within their communities. DHCS will provide a more detailed list that will include detailed project information at a later time.

Q: Our current office hours are 8AM -5PM. Does anyone have after hours application assistance? If so, what times and dates have yielded the best results?

A: Ventura County- One of our contractors goes to panaderias as early as 7AM to catch farm workers getting their morning coffee before heading to the fields. They also have Saturday hours.