

## DHCS Responses to Follow-Up Items from June 28, 2018

Agenda Item/Topic	DHCS Response	DHCS Follow-Up
<p><b>Updates</b>  <i>Jan Schumann:</i> You mentioned there's funding for the children specific questions for CHIS. Can the Panel be involved in this discussion and the development of those questions?</p>	<p><i>Jennifer Kent, DHCS:</i>            The advocates that sponsored the request can probably better answer this. I'm not sure what questions they wanted to ask; they would have to work with the researchers on what those questions will look like. As a state department, we fund CHIS ourselves.</p>	<p><b>The additional child-specific funding for the California Health Interview Survey (CHIS) was intended to improve response rates and quality, not add questions.</b></p> <p><b>To access and visualize CHIS data at zip code, city, county, and legislative district levels, please visit the AskCHIS <a href="#">website</a>.</b></p>
<p><b>Communications with Beneficiaries Recap</b>  <i>Ellen Beck, M.D.:</i> I just visited the DHCS website and there are two things that I would change. The way now the banner says, "Need help finding a Medi-Cal dentist?" I think there should be a banner that includes the Medi-Cal help line. The language choice on the website should be made larger, possibly as another banner option. The "help" link on the right hand corner of the website is actually for help to navigate the website and for computer literacy, and not for medical help. If one of our promotoras is with a patient and they're looking to ask a question, then that information should be much more visible on the website.</p>		<p><b>DHCS is developing additional banner messages for beneficiaries seeking help and plans to more prominently feature the Medi-Cal Telephone Service Center numbers on the main page of the website.</b></p>
<p><b>Communications with Beneficiaries Recap</b></p>		<p><b>A website satisfaction survey went live on the DHCS website on October 8, 2018 to gather</b></p>

<p><i>Marc Lerner, M.D.:</i> We were struggling with our website for one of our professional societies. It's common when you go to a webpage, there's a popup that says, "were you able to find what you were looking for on this webpage?" The actual users should be able to provide some feedback to the website managers.</p>		<p><b>information about how people use the website and how it could be improved. A random sampling of users to the 100 most-visited pages on the site will be asked to take the seven-question survey.</b></p>
<p><b>Office of the Ombudsman Update</b>  <i>Ellen Beck, M.D.:</i> Is there a backup call center?</p>	<p><i>Javier Portela, DHCS:</i> That website can give you places to call. Our HCO call center is also open.</p>	<p><b>The Health Care Options (HCO) website lists two numbers to call to receive information in other languages and formats. Call HCO Medi-Cal Managed Care at 1-800-430-4263 (TTY 1-800-430-7077) or HCO Coordinated Care Initiative at 1-844-580-7272 (TTY 1-800-430-7077). The call is free. For additional contact information, please visit the <a href="#">HCO website</a>.</b></p>