

Follow-Up Item from October 14, 2020, MCHAP Meeting

Medi-Cal Enrollment Update

Pam Sakamoto: For beneficiaries who were discontinued, though their Medi-Cal coverage should have continued, what we noticed was that beneficiaries in the Whole Child Model (WCM), had their Medi-Cal coverage continued, but the capitation rate to the WCM plan was not paid. Therefore, they were switched to Medi-Cal only. This changed their case management back to the county for services. We're continuing to see clients maintain Medi-Cal, but do not have their MCP. Is that being addressed?

DHCS Response: *Jacey Cooper, DHCS:* When our systems accidentally disenrolled certain individuals, we rectified this. Unfortunately, MCPs were receiving fees from our eligibility system, which is probably why they were flipped on the CCS side. We've since rectified this and added their eligibility back to the original time period, including reenrolling them back into their assigned MCP. We hadn't heard of these disenrollments you've mentioned, so we will work with our CCS staff and Rene's team to make sure those reconnections happen. We are not adjusting share of cost during the PHE.

Rene Mollow, DHCS: I'll follow up with eligibility on this issue.

DHCS Follow-Up: DHCS has not received information or complaints about this issue from those who have been reinstated. Specific examples would be necessary for us to further explore this issue.

Nancy Netherland: Is there a way to parse the enrollment data by under age 18? Is there a way to tease out how COVID-19 is impacting the enrollment of children?

Rene Mollow, DHCS: On slides 35 and 36, we do list enrollment identified by age.

Nancy Netherland: Does that show the method by which they're enrolling? When we discuss increasing navigation resources, it would be helpful to know ways that children are being enrolled into the system. Depending on how people are accessing systems of care will impact how we do outreach.

DHCS Response: *Rene Mollow, DHCS:* It does not. I will take this back to my team for review. We're interested in different ways to capture this information. We may not have some of this information at the granular level.

DHCS Follow-Up: DHCS is working to identify additional metrics to track enrollment for this population.

William Arroyo, M.D.: Are public service announcements available in Spanish? The Latino population has a lot of essential workers who have been exposed to COVID-19. Is it in the purview of DHCS or MCPs?

DHCS Response: *Rene Mollow, DHCS:* For outreach purposes, it would not be DHCS. I will check in with our health enrollment navigators to see if that's a space they've delved into.

DHCS Follow-Up: DHCS will work with its health enrollment navigators to ensure public service announcements are available in Spanish.