



Department of Health Care Services  
**BULLETIN 2020-009**

---

---

**DATE:** 11/02/2020

**TO:** Counties and Community-Based Organizations

**FROM:** Medi-Cal Health Enrollment Navigators Project (Navigators Project)

**SUBJECT:** Phase IV – Additional Funding Opportunities & Project Tasks

The Health Navigators Project (NP) is engaging in Phase IV in an effort to award counties and Community-Based Organizations (CBOs) with additional funding opportunities. Phase IV is intended to address interest by new and/or prior applicants, as well as provide current participants an opportunity to enhance/expand their NP activities to best serve the targeted populations in their counties. As such, Phase IV of the project will remain open and available to any/all interested applicants and current participants until all available funding is fully allocated or until revised instructions are provided.

**PHASE IV OVERVIEW**

- New/Expanded activities for all current partners and new CBO applicants:
  - Overtime to process Medi-Cal applications resulting directly from NP outreach activities.
  - Cal-Fresh in-reach activities.
  - Add additional targeted populations.
  - Expand/Enhance outreach and enrollment strategies.
  - Extend project termination date to March 31, 2022.
  - Open up CBO applications to specified currently awarded counties.
  - Approved incentives for completion of Medi-Cal application process.
  
- New Applicants for Unserved Counties: There are six (6) unserved counties available for award to prospective and/or currently awarded CBOs. In order to maximize the number of individuals that benefit from this project, the Department is willing to consider awarding multiple CBOs provided there is little-to-no overlap in the work plans and targeted populations proposed by the applicants. The awarded CBO(s) must demonstrate they have a presence in the county they propose to serve. Proposals submitted should focus on increasing Medi-Cal outreach and enrollment, with an emphasis on unique and creative approaches to reaching the targeted populations in these specific counties:
  - Alpine
  - Inyo
  - Mendocino
  - Modoc
  - San Francisco
  - Sierra

- Current County and CBO Partners: Phase IV is an opportunity for CBO and County partners to continue adjusting their outreach and enrollment approaches due to the challenges presented by the public health emergency (PHE). These approaches consist of those outlined in Phase III, and are as follows:
  - Revise work plan activities due to the impacts of COVID-19, reassessing outreach opportunities.
  - Add new targeted population(s).
  - Add new activities due to creative workarounds during the PHE.
  - Add new CBO partnerships.
  - Update goals and objectives.
  - Revise projected enrolled and retained numbers.
  - Request additional funding due to work plan revisions or other necessary considerations.
  - Move funds between approved budget line items.

If you have any questions, please contact your assigned NP analyst.

In Partnership,

Health Enrollment Navigators Project

**Phase IV Proposed Activities – Additional Details**

<b>Activity</b>	<b>Details</b>	<b>Outcome</b>
Overtime to process Medi-Cal applications.	Work with your NP analyst on a process to reflect the overtime work on your Quarterly Progress Report and Quarterly Invoice. This overtime should be directly related to NP outreach activities and not general Medi-Cal applications.	Assist with the backlog associated with the Public Health Emergency to ensure applications are processed in a timely manner.
Open up CBO applications to specified currently awarded counties.	NP analysts will contact current county partners to discuss this option to increase enrollment.	A list will be distributed no later than Friday, 11/13/20, of participating counties where additional CBO partners may submit a proposal for additional support and services.
Approved incentives to be provided while conducting outreach, enrollment, redeterminations, and troubleshooting.	<p>A comprehensive list of appropriate incentive items will be distributed to all participating partners. This list will include, but may not be limited to, the following items:</p> <ul style="list-style-type: none"> <li>- Pens, pencils, and highlighters</li> <li>- Snack items</li> <li>- Bottled water</li> <li>- Hand sanitizer or wipes</li> <li>- Masks</li> </ul> <p>Any incentive item not listed above must be approved by your NP analyst prior to purchase.</p>	Provide an incentive to assist project partners to reach their target populations. These incentives are for potential Medi-Cal applicants only. Items will need to be detailed on your Quarterly Invoice to show when and how the items were used to increase enrollment.

**Phase IV Proposed Activities –  
Additional Details (cont'd)**

<b>Activity</b>	<b>Details</b>	<b>Outcome</b>
<p>New applicants for unserved counties or newly opened counties.</p>	<p>A recorded webinar will be posted on the Health Navigators webpage for details on proposal submission for the six unserved counties and newly opened counties. Proposals will be accepted on a first come-first serve basis and accepted until all of the project funding has been allocated.</p> <p>If you are interested in one of the counties, please contact your NP Analyst for further direction.</p>	<p>Provide NP services in counties currently unserved in the project.</p>
<p>Current county and CBO partners – expand or enhance activities.</p>	<p>Work with your NP analyst on changes you would like to make in your approved Work or Budget Plan, including extending your agreement through March 31, 2022.</p>	<p>Look for creative enhancements to your current activities to increase the enrollment into Medi-Cal. We will consider requests for additional funding until our project funding has been fully allocated.</p>