

# MEDI-CAL CONTINUOUS COVERAGE UNWINDING: PROCEDURAL DISENROLLMENT SURVEY

Month 1 Findings

Updated 2/12/2024

# ABOUT THE SURVEY

- DHCS is partnering with CHCF and their grantee SSRS to conduct a rolling monthly survey of people who have been procedurally disenrolled from Medi-Cal during the continuous coverage unwinding period.
- The purpose of this effort is two-fold:
  - Develop a better understanding of renewal barriers and reasons for procedural disenrollment to inform real-time changes to help people keep coverage; and
  - Encourage people to “cure” their renewal so they can restart coverage.
- The survey will be made available each month from November 2023 (Month 1) to April 2024 (Month 6) to heads of households with at least one Medi-Cal member who was disenrolled for procedural reasons. **Efforts were made to reach all procedurally disenrolled Medi-Cal beneficiaries, but survey respondents may not be representative of the entire population.**
  - Beginning in Month 2, all individuals procedurally disenrolled each month will be sent a survey invitation by email, text, and/or mail (depending on available contact information for the head of household) ) and in all Medi-Cal threshold languages. No additional specific efforts have been made to ensure a representative sample of respondents and data are not weighted.
  - In Month 1, survey invitations were sent by email and/or text only and only in English, Spanish, Traditional Chinese, and Vietnamese.
  - Caution should be used in interpreting results, particularly for questions where there are a small number of respondents. These highlights include findings where the number of respondents is at least 100.
- Terminology for racial and ethnic categories reflect those used in Medi-Cal data.

# HIGHLIGHTS FROM SURVEY MONTH 1

## About the Month 1 Cohort:

- A total of 179,104 people were disenrolled from Medi-Cal for procedural reasons as of November 1, 2023 (based on an October 2023 redetermination month).<sup>1</sup>
- The Month 1 survey cohort consisted of people procedurally disenrolled as of November 1, 2023 (based on an October 2023 redetermination month) for whom DHCS had text and/or email contact information.
- A total of 1,262 people completed the survey online from November 29 through December 28, 2023.
- As described in more detail on slide 2, efforts were made to reach all procedurally disenrolled Medi-Cal beneficiaries, but survey respondents may not be representative of the entire population.

## Key Findings for Month 1:

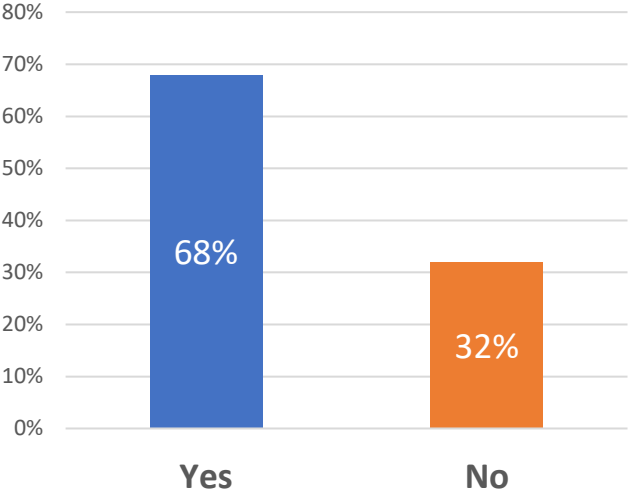
- About one-third of all survey respondents (32%) said they did not know they would lose Medi-Cal if they failed to complete their renewal.
- Four in ten (39%) of all respondents said they would like to restart Medi-Cal but did not know how.
- Nearly half of all survey respondents (47%) said they did not receive a renewal form.
  - Of those who received a renewal form, nearly two in three respondents (62%) reported completing it.
  - Of those who received a renewal form and completed or tried to complete it, nearly one in three (31%) said that they called but got no answer, were on hold too long, or got disconnected.
- Respondents who live in households whose members all identify as Hispanic were significantly more likely to experience some challenges compared to White non-Hispanic households.

<sup>1</sup> <https://www.dhcs.ca.gov/dataandstats/dashboards/Pages/Continuous-Coverage-Eligibility-Unwinding-Dashboard-October2023.aspx>

# PROCEDURAL DISENROLLEES LACK KEY INFORMATION

**Did you know that Medi-Cal members lose their coverage if they do not complete their renewal form?**

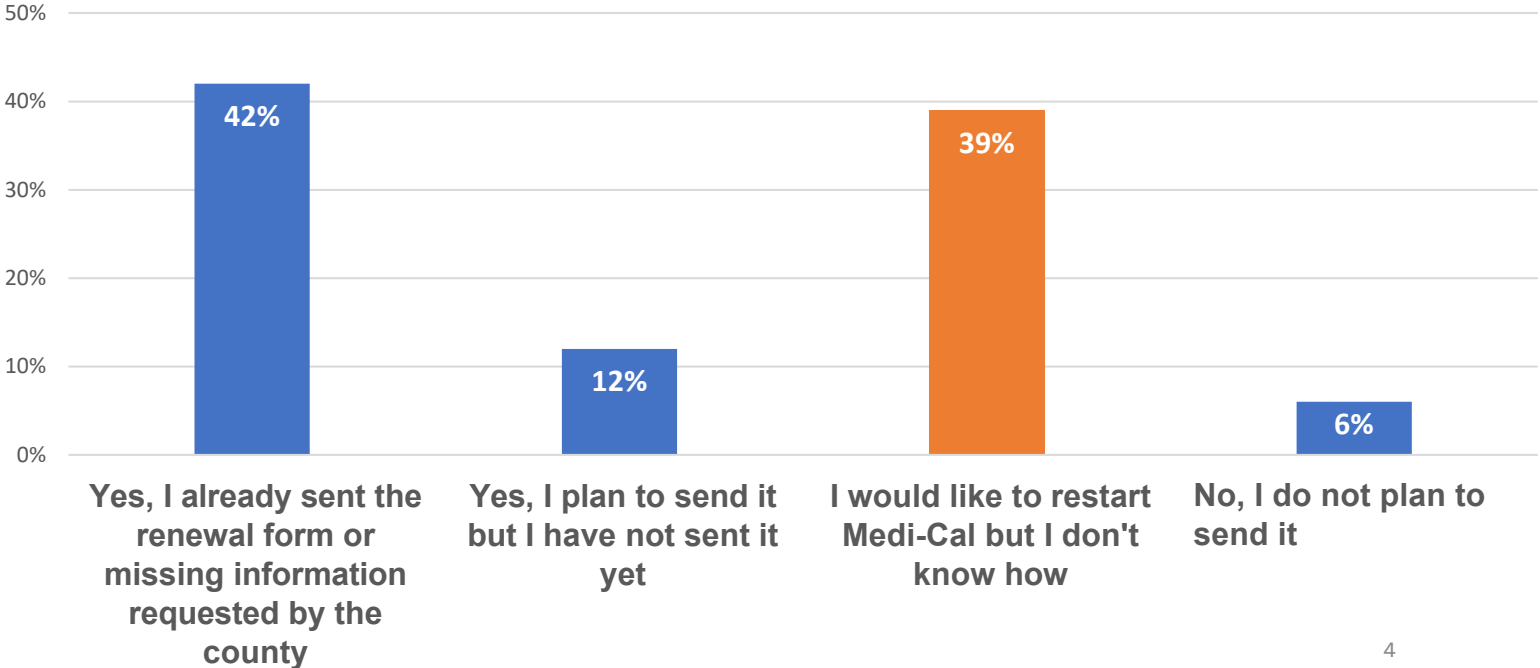
(N=1,262)



Your Medi-Cal coverage ends if you don't turn in your renewal form or you are missing information that the county asked you to send. Your local county Medi-Cal office mails you a letter when this happens. If you send your local county Medi-Cal office the renewal form or missing information within 90 days from the date on the letter, your Medi-Cal may restart.

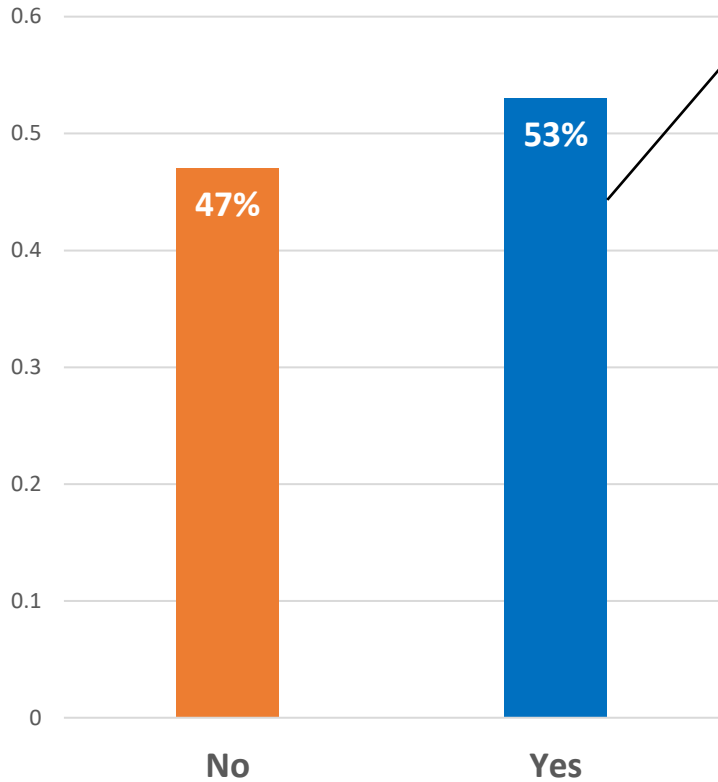
**Do you plan to send your local Medi-Cal office the renewal form or missing information to restart your Medi-Cal?**

(N=1,262)

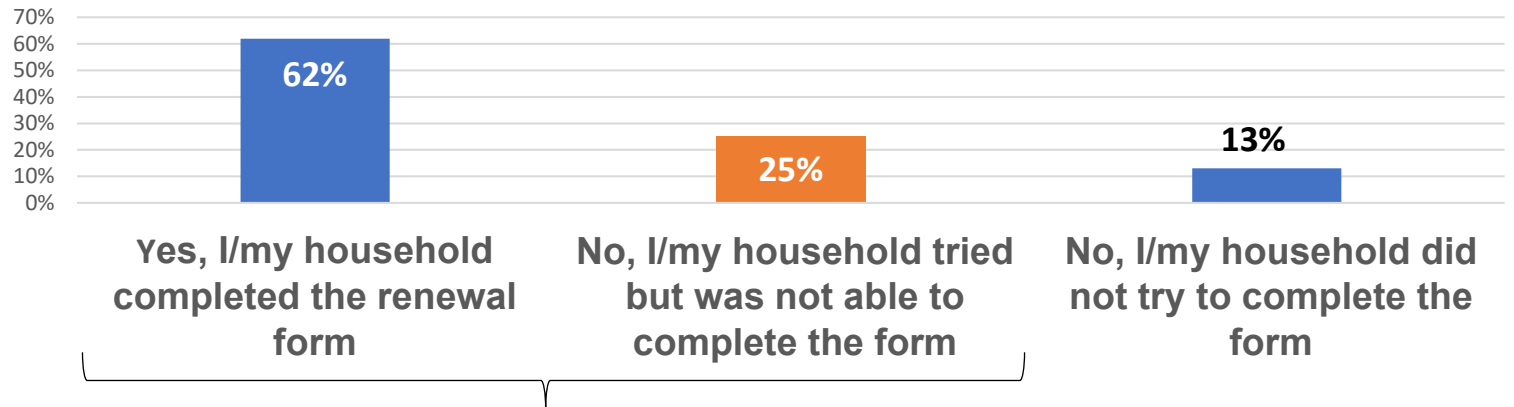


# GETTING AND COMPLETING THE RENEWAL FORM WAS CHALLENGING

As far as you know, did you/  
your household receive a Medi-  
Cal renewal form for 2023?  
(N=1,262)

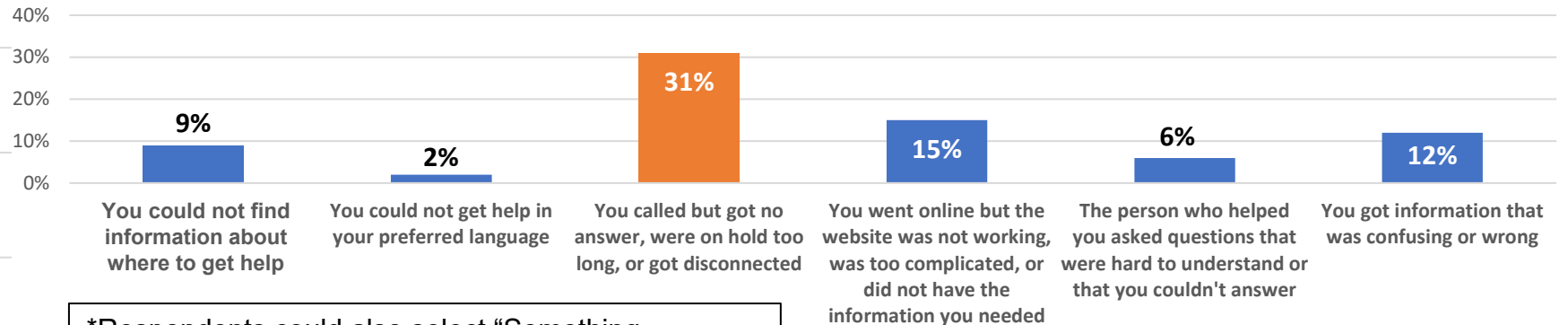


Did you/your household complete the renewal  
form? (Asked of those who received a form. N=667)



Which of the following, if any, happened to you when (you were completing/  
you tried to complete) your renewal?\*

(Asked of those who completed or tried to complete their form. N=582)



\*Respondents could also select "Something else" (18%) and "None of the above" (38%).

# HISPANIC HOUSEHOLDS SIGNIFICANTLY MORE LIKELY TO EXPERIENCE SOME CHALLENGES

