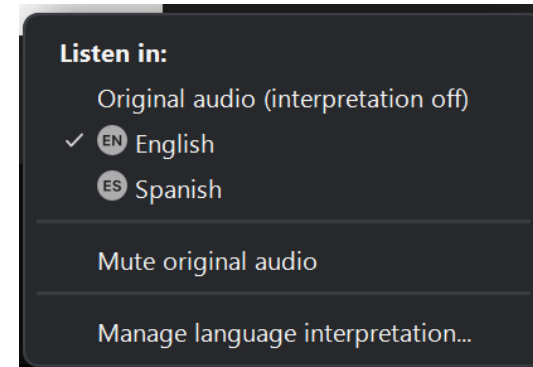
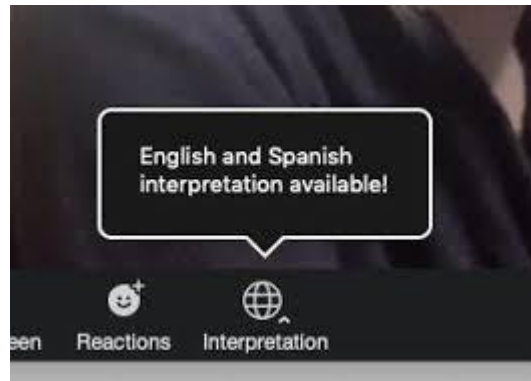


PREP MEETING FOR TECHNICAL SUPPORT MEDI-CAL MEMBER ADVISORY COMMITTEE

Language Justice Orientation

» Interpretation and Zoom functions



Webinar Tips

- » Please use either a computer or phone for audio connection.
- » Please mute your line when not speaking.
- » Members are encouraged to turn on their cameras during the meeting.



Meeting Information

- » Meetings will be recorded for note-taking and internal review purposes.
- » Electronic notes will be taken throughout the meeting.
- » Meeting summaries will be sent to members (once they are available to the public).
- » We will NOT put any identifiers on our notes (e.g., names) for any public meeting summaries or documents.
- » Notes will not be shared outside of our Everyday Impact Consulting project team.
- » Recordings will be deleted annually.
- » Please remain muted until a facilitator invites you to speak.
- » We seek to promote healing through the Medi-Cal Member Advisory Committee (MMAC) meetings by integrating art throughout the process.

MEDI-CAL MEMBER ADVISORY COMMITTEE

Wednesday, April 30, 2025

Welcome



Grounding Activity



Community Norms and Agreements

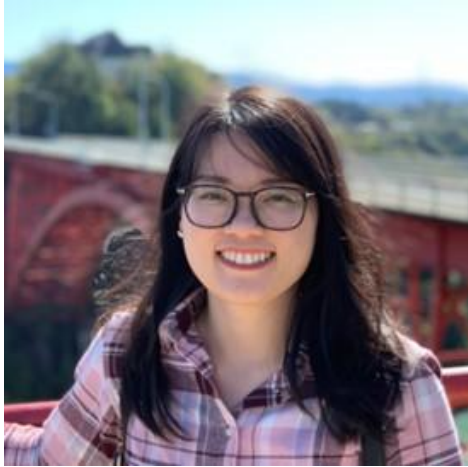
- » We acknowledge and respect differing views, opinions, and experiences.
- » This is an honest, brave, and kind space.
- » It's okay not to understand or know everything.
- » We will ask for what we need to feel good about being here, support each other, and learn together as we go.
- » There are no "stupid questions." We all have different levels of understanding and different perspectives.
- » We choose collaboration.
- » We value staying on task.
- » What happens here stays here. What's learned here leaves here.

Agenda

- | | |
|--------------------|--|
| 5:35 – 5:40 | Introductions to DHCS Leadership |
| 5:40 – 6:15 | Director's Update |
| 6:15 – 7:00 | Community Health Workers:
Part of a Culturally Responsive Workforce |
| 7:00 – 7:20 | Member Comments |
| 7:20 – 7:25 | Next Steps |
| 7:25 – 7:30 | Closing Remarks |

Introduction To DHCS Leadership





Yingjia Huang

Deputy Director,
Health Care Benefits and Eligibility



Erica Holmes

Assistant Deputy Director,
Health Care Benefits and Eligibility

Director's Update



Access Final Rule Update: Member and Stakeholder Engagement



Calls for two advisory groups

MMAC

- » A member-only advisory group that will advise DHCS on Medi-Cal services, administration, and policy. It is to be a supportive and trusting environment where members can share input freely in a safe environment. The meetings nor membership list are required to be open to the public, unless the members decide otherwise.

New Committee

- » New advisory group that will include Medi-Cal members and other partners. This group will also advise DHCS on a range of Medi-Cal services, program administration, and policy. The membership list for this committee and at least two meetings a year must be open to the public.

MMAC

The MMAC is a forum for people with lived experience of the Medi-Cal program. MMAC members must include:

Current and/or former Medi-Cal members

Family members of members

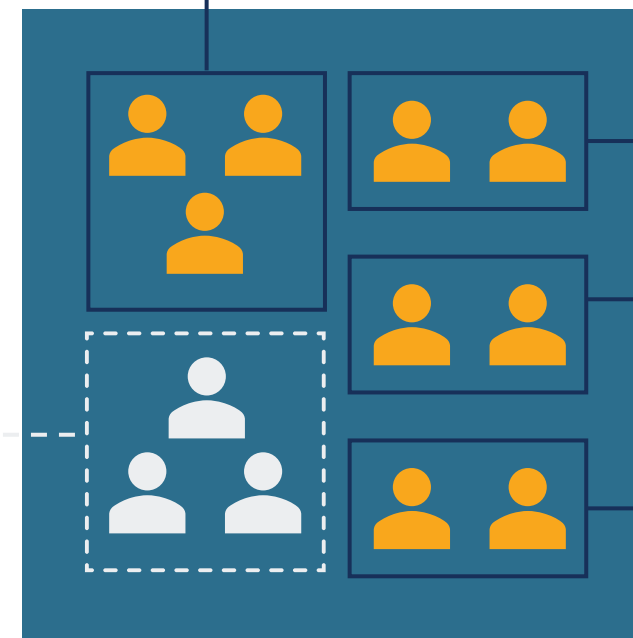
Paid or unpaid caregivers of members



New committee

The new advisory committee includes MMAC members and at least one representative from each of these categories:

Clinical providers/administrators



Medi-Cal health plans/associations

Other state agencies

State, local, or community-based organizations

At least one member of DHCS's executive staff must attend all committee meetings.

MMAC Membership Term Recommendations

- » All MMAC members are being invited to continue to serve on the MMAC—and be part of the inaugural class of the updated MMAC that meets the new CMS requirements.
- » The new committee is required to have set terms. DHCS will invite you to serve for a set term with three different end dates, so the committee will always have an overlap of experienced members and new members.
 - Current MMAC members have gained experience and have wisdom/insight that we hope they can share with new MMAC members as they onboard and serve as informal mentors.

MMAC: What to expect next from DHCS?

April-June:

- » Invite current MMAC members to submit application.
- » Recruit new MMAC members.
- » Review applications and select potential applicants for interviews.
- » Conduct interviews.
- » Select MMAC members.

May-July

- » Welcome new members and conduct MMAC and Medi-Cal 101 onboarding.
- » Pre-meeting check-ins with MMAC members.
- » Provide updated community norms and a draft of bylaws that members will review and provide feedback.

August-September:

- » September 3, MMAC meeting with new members and meeting guidelines in place.
- » Present community norms and bylaws.

New Committee Decisions Made

- » A new stakeholder meeting will be created to fulfill the CMS Access Final Rule.
- » The new committee's membership will consist of no more than 20 members total, and a preliminary recruitment and outreach plan is in development.
- » We will be asking MMAC members to apply to serve on the new stakeholder committee.
- » Meeting topics will be wide-ranging, and agendas will be co-designed/informed by MMAC committee members.

New Committee: What to expect next from DHCS?

May-July:

- » Recruit committee members.
- » Review applications and select potential applicants for interviews.
- » Conduct interviews.
- » Select committee members.

August-September:

- » Welcome members.
- » Provide community norms and a draft of bylaws that members will review and provide feedback.
- » Invite MMAC members to serve on new committee.

Fall:

- » Meeting with members.
- » Present community norms and bylaws.

Questions?
Email: MMAC@dhcs.ca.gov



Community Health Workers: Part of a Culturally Responsive Workforce



Community Health Workers (CHW)

CHWs are trusted community members who help Medi-Cal members with their chronic conditions, preventive health care needs, and health-related social needs.

- » Promotores, Community Health Representatives, navigators, and other non-licensed public health workers, including Violence Prevention Professionals.
- » For more information visit: [DHCS's CHW webpage](#)

Building the CHW Benefit: Stakeholder Engagement

DHCS worked with stakeholders to develop CHW policy.

1. **DHCS and Community Partners** – Defined the nature and scope of the benefit and identified CHW certification and training qualifications.
2. **DHCS and Community Partners** – Worked with stakeholders on what it meant to provide CHWs as a Medicaid preventive service.
4. **DHCS** – Invited all interested stakeholders to apply to the CHW workgroup for collaboration to develop final policy via consensus.
5. **DHCS and Community Partners** – Recognized work experience and value of life experience, which was intended to make the CHW benefit as flexible as possible. Accepted recommendations to include various job titles like promotores, community health representatives, etc.

Medi-Cal CHW Benefit



CHW benefit became available as a Medi-Cal benefit as of July 1, 2022.

In December 2024, CMS approved Enhanced CHW services as a covered Medi-Cal service available at county option.



The CHW benefit is available in fee-for-service (FFS), and Managed Care delivery systems.

The Enhanced CHW benefit is available in county behavioral health delivery systems.



All Medi-Cal members can seek covered Medi-Cal CHW services from a CHW. To be eligible for Enhanced CHW services, a member must meet access criteria for specialty behavioral health services covered by counties.

What does a CHW do?



Health education to promote the member's health or address barriers to health care, including providing information or instruction on health topics.



Individual support or advocacy that assists a member in preventing a health condition, injury, or violence.



Health navigation to provide information, training, referrals, or support to help members access health care, understand the health care system, engage in their own care, and connect to community resources.



Screening and assessment to identify the need for services and help connect member to a medical provider to help receive appropriate care.

CHW Certification & Training



Certificate Pathway

- » CHW Certificate
- » Violence Prevention Certificate



Work Experience Pathway

- » 2,000 hours within the previous three (3) years.
- » Must obtain a certificate within 18 months.



Annual 6-hour continuing training requirement.

Provider Billing for CHW Services



CHWs must be supervised by an enrolled Medi-Cal provider* who:

1. Bills on their behalf (in managed care/FFS delivery systems)
2. Ensures they meet the qualifications listed in Medi-Cal policy, and
3. Directly or indirectly oversees services delivered to Medi-Cal members.

Provider Billing for CHW Services



***Enrolled Medi-Cal providers** can include licensed providers, hospitals, outpatient clinics (including tribal health program centers), pharmacies, community-based organizations, behavioral health providers, and local health jurisdictions.

Looking Ahead

- » DHCS is continuing to promote and refine the CHW benefit:
 - As of April 1, DHCS updated the CHW policy to allow CHWs to more directly address non-medical factors that address health outcomes such as food insecurity, housing, jobs, etc. by adding new billing codes.
 - DHCS released a new [standing recommendation](#) to help increase access and reduce barriers to Medi-Cal members receiving CHW services. Medi-Cal members can use this standing recommendation to access CHW services. DHCS plans to update the standing recommendation to also apply for members receiving Enhanced CHW services.
- » DHCS will continue to promote the new Enhanced CHW services benefit available at county option. DHCS recently released draft guidance on Enhanced CHW services for public comment.
- » DHCS is investing in the CHW workforce, including launching the BH-CONNECT's Workforce Initiative's Community-Based Provider Training Program that will provide funds to train CHWs.
- » DHCS will continue to engage in internal process improvement activities and engage with external stakeholders as it continues to look for more opportunities to enhance the CHW benefit.

Breakout Room Discussion Questions



- » Have you ever received support from a community health worker, representative, promotor, or navigator? Can you share your experience?
- » How can we help people be aware that CHW are available to help them use their Medi-Cal?
- » Recognizing the unique challenges presented in the behavioral health space, which includes mental health and substance use disorder (SUD) services, what do you believe are some of the ways in which CHWs can be most helpful to Medi-Cal members?

Report back to the group



Questions?

Email: CHWBenefit@dhcs.ca.gov



Member Comments



Next Steps



Next Steps

- » Next meeting: Wednesday, September 3, 2025 from 5:30-7:30 p.m., join by 5:15 p.m. for technical support.

Closing Remarks



APPENDIX



List of Acronyms

- » **CHW**: Community Health Worker
- » **CMS**: Centers for Medicare & Medicaid Services
- » **ECHW**: Enhanced Community Health Worker
- » **FFS**: Fee-for-Service
- » **MMAC**: Medi-Cal Member Advisory Committee
- » **SUD**: Substance Use Disorder

Resources

- » [BH-CONNECT's Workforce Initiative's Community-Based Provider Training Program](#)
- » [Managed Care](#)