



BUTTE COUNTY  
NAVIGATORS PROJECT WORK PLAN

**Program Planning and Startup Plan**

Section 1: Identify specific Navigators Project's planning and start-up activities and the anticipated completion dates for the activities identified.

<b>PROGRAM PLANNING AND START-UP ACTIVITIES</b>	<b>ANTICIPATED COMPLETION DATE</b>	<b>ACTUAL COMPLETION DATE</b>
Butte County is currently active in the Health Navigator program, no start-up activities.	N/A	N/A



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**Normal Operations**

**Section 2: Identify specific outreach, application assistance, enrollment, access & utilization to health care, troubleshooting, and retention strategies and activities that meets the core objectives of AB 74 you will conduct to implement this approach. Identify specific target population(s) and the responsible entity who will implement these activities. Please list an activity(ies) for each task. For reference, a short list of examples of activities under each task is on Tab 6.**

<b>TASK</b>	<b>STRATEGIES AND ACTIVITIES</b>	<b>TARGET POPULATIONS</b>	<b>RESPONSIBLE ENTITY</b>
Media Outreach	Provide outreach to individuals who may not know about Medi-Cal enrollment opportunities and explain how to sign up for Medi-Cal through a monthly post on the Butte County official Facebook page.	1,2,3,4,5,6,7,8,9,10,11	Butte
Outreach	Provide outreach to individuals who may not know about Medi-Cal enrollment opportunities and explain how to sign up for Medi-Cal through posting information on the Department's public-facing website.	1,2,3,4,5,6,7,8,9,10,11	Butte
Retention	Navigators will contact and work with persons who have recently discontinued Medi-Cal and still need Medi-Cal services and assist them in re-enrolling into the program.	1,2,3,4,5,6,7,8,9,10,11	Butte
Outreach	Navigators will provide outreach and build community connections to enroll individuals in Medi-Cal through monthly contact with various local CBOs.	1,2,3,4,5,6,7,8,9,10,11	Butte
Enrollment	Navigators will utilize CalSAWS reports to identify individuals on other programs that don't have a Medi-Cal component and will provide outreach and enrollment assistance to enroll these individuals.	1,2,3,4,5,6,7,8,9,10,11	Butte
Enrollment	Navigators will work with the Butte County Department of Behavior Health (BCBH) to provide outreach to their customers and assist with Medi-Cal application assistance, troubleshooting, retention and enrolment services to individuals in need that apply for behavior health services.	1,2,3,5,9	Butte
Enrollment	Navigators will work with Enloe Hospital to provide Medi-Cal application assistance, troubleshooting, retention, and enrollment services for individuals in need of help that present themselves to the hospital.	1,2,3,4,5,6,7,8,9,10,11	Butte
Enrollment	Navigators will work with the Butte County Jail and local law enforcement to provide Medi-Cal application assistance, troubleshooting, retention, and enrollment services for persons awaiting release from local jails and those being released from prisons persons on parole/probation or post-release community supervision.	2,4,5,11	Butte



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Outreach	Navigators will attend community events and meetings with local CBOs (through Zoom and in-person) to provide outreach and enrollment assistance to CBO clientele and to spread awareness of Medi-Cal services available through Butte County.	1,2,3,4,5,6,7,8,9,10	Butte
Outreach	Navigators will maintain regular monthly contact with local CBOs to ensure local agencies are aware of Medi-Cal services available through Butte County and are aware Navigators are available to them if they have clients in need of assistance.	6,8,9	Butte
Outreach	Navigators will provide outreach to local employment and training agencies such as the Alliance for Workforce Development (AFWD) to assist recently unemployed, young, and low-wage earners in obtaining Medi-Cal services.	6,8,9	Butte
Enrollment	Navigators will collaborate with the Chico State Basic Needs Project to provide student services. During the school semester Navigators will have monthly office hours on campus to assist students with Medi-Cal application assistance, troubleshooting, retention and enrollment services.	6,7,8,9,10	Butte
Enrollment	Navigators will collaborate with the Torres Community Shelter to assist their clients with Medi-Cal application assistance, troubleshooting, retention, and enrollment services. Navigators will have monthly office hours at the shelter to assist residents needing Medi-Cal enrollment, troubleshooting, and retention services.	1,2,3,4,5,6,7,8,9,10,11	Butte
Outreach	Navigators will attend special events with the Chico State Basic Needs Project to provide Medi-Cal application assistance, troubleshooting, retention and enrollment services to student that attend their events.	6,7,8,9,10	Butte
Enrollment	Navigators will coordinate with the Chico Pallet Shelter to assist their clients with Medi-Cal application assistance, troubleshooting, retention, and enrollment services. Navigators will have monthly office hours at the shelter to assist residents needing Medi-Cal enrollment, troubleshooting, and retention services.	1,2,3,4,5,6,7,8,9,10,11	Butte
Application Assistance	Navigators will provide application assistance to new applicants and current Medi-Cal participants who indicate they need additional help completing the Medi-Cal application process or renewal documents.	1,2,3,4,5,6,7,8,9,10,11	Butte
Access & Utilization	Navigators will provide assistance to Medi-Cal participants who indicate they are having issues accessing their Medi-Cal coverage or finding care.	1,2,3,4,5,6,7,8,9,10,11	Butte



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Troubleshooting	Navigators will provide troubleshooting assistance to Medi-Cal participants who indicate they have issues with Medi-Cal coverage, have been denied services, or have other unresolved issues.	1,2,3,4,5,6,7,8,9, 10,11	Butte
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**Public Health Emergency (PHE) Plan**

**Section 3: On this tab, partners should list additional activities that go above and beyond the core AB74 activities as for the following phases of PHE. 1) Identify activities relating to outreach focus during PHE to encourage beneficiaries to provide their local county social services agency with any updated contact information such as: name, address, phone number, and email so the county can contact beneficiaries with important information about keeping their Medi-Cal coverage. Identify specific target population(s) and the responsible entity who will implement these activities. 2) Identify activities relating to outreach and retention during the 60 days prior to PHE termination. Identify specific target population(s) and the responsible entity who will implement these activities. 3) Identify activities relating to the PHE unwind which focuses on retention. Identify specific target population(s) and the responsible entity who will implement these activities.**

TASK	STRATEGIES AND ACTIVITIES	TARGET POPULATIONS	RESPONSIBLE ENTITY
<b>During PHE</b>			
Outreach	Navigators will reach out to currently Medi-Cal aided customers to confirm current contact address to ensure correspondence is being sent to the customers current address.	1,2,3,4,5,6,7,8,9,10,11	Butte
Media Outreach	Butte County will remind all current Medi-Cal recipients to update their contact information through posts on the official Butte County Website and our public-facing website.	1,2,3,4,5,6,7,8,9,10,11	Butte
<b>60 Days Prior to PHE Termination</b>			
Media Outreach	Provide outreach to individuals who don't know about Medi-Cal enrollment opportunities and explain how to sign up for Medi-Cal through monthly post on the Butte County official Facebook, Twitter and Instagram pages.	1,2,3,4,5,6,7,8,9,10,11	Butte
Media Outreach	Provide outreach to individuals who don't know about Medi-Cal enrollment opportunities and explain how to sign up for Medi-Cal through the Butte County Department of Public Health Facebook page.	1,2,3,4,5,6,7,8,9,10,11	Butte
Outreach	Navigators will coordinate with managed care staff to cross-check for address changes and will be contacting recipients to verify their address.	1,2,3,4,5,6,7,8,9,10,11	Butte
Media Outreach	Utilize the Butte County Facebook, Twitter, and Instagram pages and public-facing website to provide outreach to current Medi-Cal aided customers, encouraging them to update their contact information with our office and check for upcoming renewal packets	1,2,3,4,5,6,7,8,9,10,11	Butte



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<b>12 Month PHE Unwinding Period</b>			
Redetermination Assistance	Navigators will provide renewal assistance to Medi-Cal participants who indicate they need additional help completing the Medi-Cal renewal documents.	1,2,3,4,5,6,7,8,9,10,11	Butte
Retention	Navigators will contact and work with persons who have recently discontinued Medi-Cal and still need Medi-Cal services and assist them in re-enrolling into the program.	1,2,3,4,5,6,7,8,9,10,11	Butte
Retention	Navigators will provide troubleshooting assistance to Medi-Cal participants who indicate they have unresolved issues maintaining eligibility due to the end of the PHE.	1,2,3,4,5,6,7,8,9,10,11	Butte
Retention	Navigators will contact and work with persons who have not returned required paperwork and are in danger of being discontinued from Medi-Cal. Navigators will assist them in completing the necessary documents.	1,2,3,4,5,6,7,8,9,10,11	Butte