MEETING MINUTES

DHCS — CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

NAVIGATORS PROJECT ADVOCATE MONTHLY MEETING

Date: Friday, March 15, 2024

Time: 10:00 AM – 11:00 AM

INVITEES				
o Rene Mollow (DHCS)	o Yingjia Huang (DHCS)	o Sarah Crow (DHCS)	o Sysvanh Kabkeo (DHCS)	o Brandon Roberts (DHCS)
o Nancy Ojeda (DHCS)	o Estephanie Arreola (DHCS)	Genevrah Saelee (DHCS))	o Damitra Hawkins (DHCS)	o Tina Coulson (DHCS)
o Doreena Wong (Asian Resources Inc.)	o Eddie Hu Celia (Asian Resources Inc.)	o Claudia Echeverria (CHC)	o Andrea Mackey (CPEHN)	o Cary Sanders (CPEHN)
o Ronald Coleman (CPEHN)	o Yeri Shon (KCCEB)	o Celia Valdez (MCHA)	o Lynn Kersey (MCHA)	o Vanessa Teran (MICOP)

10:00 - 10:05	**Introductions**
10:05 - 10:15	**Data Updates**

- On March 1, 2024, the AB 74 project level report was made available on the Department of Health Care Services (DHCS) website.
    - [AB 74 Project Level Report](#)
    - Report is available in the project section of Health Navigators Project (HNP) website.
- As previously discussed, the information is at the project level and does not provide details on individual partners.
- A separate report providing individual partner data will be published soon.
- The Navigators Project team is continuing to roll-up SB 154 data for public consumption. As such, the Navigators Project team is doing further analysis of all SB 154 data and checking for accuracy. Since this data will be published, we need to ensure the data is clean and accurate.

10:15 - 10:35   **CalSAWS CBO Access**
- Per our last meeting, the Navigators Project team is looking into inviting the correct unit to provide more information regarding CalSAWS access during our next stakeholder meeting.
- During that process, the Navigators Project team was provided with the following information:
  - SAWS Lite access
    - At this time, DHCS is not aware of any efforts in providing SAWS Lite access to CBOs.
  - BenefitsCal access
    - Community partners are able to request BenefitsCal access directly from the BenefitsCal website. Requests are sent to the county for review and approval.
    - The link to request approval is: https://benefitscal.com/AccountManagement/request-cbo-account/AMRCO
    - At this time, DHCS suggests that our CBO partners connect with their county partners to establish access to beneficiary information.
    - DHCS will provide a more in-depth update during the May 2024 Quarterly Stakeholder Meeting. This meeting will allow all individuals to receive the update, ask questions, and get responses.
- Release of Information (ROI)
  - That effort is still being worked on and as of today, DHCS does not have an implementation date.
  - As a reminder, ROI is a feature in BenefitsCal that gives primary applicants the ability to authorize a CBO to view certain case-specific information within the CBO portal of BenefitsCal.

10:35 - 11:00   **Q&A**

- **Data Questions and Additional Information**
  - **Advocate Question**: How does the HNP team feel about the (AB 74) data? Does it reflect partner efforts? What is the quality of the data? Will the AB 74 data be broken down further?
  - **DHCS Response**: The HNP team feels good about the data, but like all data there may be a margin of error. However, the team does its best to validate. Please

note, one partner requires additional validation so there will be an update specifically for that partner at a later date. The AB 74 had participation of 54 out of 58 counties. The data will provide information at the highest partner level because many counties had multiple partners. Additionally, when publishing, there are data suppression requirements that limits what can be shared due to low numbers and confidentiality.

- o **Advocate Question**: Was the HNP Team surprised by anything in the data?
- o **DHCS Response**: The HNP team saw less than 100,000 in enrollment and retention and had hoped to see higher numbers. However, the various ups and downs during implementation and throughout the project, such as the Public Health Emergency (PHE) and partners continually modifying their approaches to adjust for the changing federal and state requirements with respect to the PHE are being taken into consideration.
- o **Additional Advocate Response**: Advocates hope that the troubleshooting provided to ensure access to care, enrollment, and retention is taken into consideration. Troubleshooting is what allows beneficiaries whole care.
- o **DHCS Response**: The HNP team does take that into consideration, but please remember that is something cannot be validated as it is self-reported.
- o **Advocate Question**: When will SB 154 data be available? We are looking forward to seeing the renewal numbers. Expect to see differences due to the Unwinding.
- o **DHCS Response**: DHCS is currently reviewing and consolidating the SB 154 data and hopes to provide it by no later than the end of May. Please note the initial data provided will be from October 2022 to June 2023. Therefore, only two months of Unwinding data will be available.

- **CALSAWS CBO Access Questions and Information**
    - o The HNP team understands partners are experiencing difficulties due to the absence of CALSAWS access but wants to remind partners that while our team previously has, and will continue to relay, partner concerns, the HNP team does not have the ability to grant CALSAWS access. The HNP recommends

addressing the issue in other forums that deal with CALSAWS directly.
- o **Advocate Response:** We understand this may not be the best forum to get answers about access. However, we feel that it is crucial to inform the HNP team of the impact from the lack of access to ensure the HNP team understands how enrollment and retention effort are affected.

Next Meeting: Friday, April 19th, 2024

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Medi-Cal Health Enrollment Navigators Project
1501 Capitol Ave, Sacramento, CA 95899
HealthNavigators@dhcs.ca.gov

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