

MEETING MINUTES

NAVIGATORS PROJECT MONTHLY PARTNER MEETING

Date: Thursday, November 16th, 2023

Time: 11:00 AM – 12:00 PM

Attendees				
Sysvanh Kabkeo	Brandon Roberts	Nancy Ojeda	Tina Coulson	Estephanie Arreola
Genevrah Saelee	Alameda	Butte	Stanislaus	Fresno
Kern	Kings	Los Angeles – Dept of Public Health (LA DPH)	Madera	Riverside
Napa	Trinity	Orange	Placer	San Bernardino
Lake	San Diego	San Luis Obispo	San Mateo	Tuolumne
Sacramento Covered	Marin Community Clinic	Ventura	Ampla Health	Innercare
Kaweah Health Foundation	Catholic Charities of California	Community Service Solutions	San Francisco Community Clinic Consortium	California Coverage and Health Initiative

11:00 – 11:03

Introductions/Roll Call

11:03 – 11:08

Project Deliverables

- Renewal and Discontinued List Survey were due November 15th.
 - If not submitted by the due date and the survey link has expired, partners are required to submit answers electronically in PDF format via email to the Health Navigators inbox.
- FY 2023-2024 Q1
 - Invoices and quarterly progress reports were due on October 31st. Reminder: An invoice cannot be

processed without the submission of a quarterly progress report and the monthly data reports that are due up to that point. Invoices submitted without those required items will be disputed and held until the documents are satisfactorily provided.

- September Monthly Data Report Due November 30th.

11:08-11:12

Community Events

- Per Bulletin [2023 007](#), DHCS is providing all project partners with an opportunity to have their [local events posted](#) on the [Navigators Project Website](#).
- DHCS is requesting all project partners to continue providing DHCS with any upcoming events. These events do not have to be hosted by a partner. They can be events that a partner is going to attend with an information booth and/or events that partners can provide information about Medi-Cal health care coverage at.

11:12 – 11:45

Quarterly Stakeholder Meeting Debrief

- As announced during the Stakeholder meeting on November 6, 2023, DHCS will be sending out a survey regarding these meetings. We are asking all partners to complete and send back.
- DHCS received a request to have interpreter services at the quarterly stakeholder meetings. DHCS is still researching this request and will provide updates.

Partner Feedback regarding using interpreter services at the quarterly stakeholder meetings:

- Majority of partners found utilizing interpreter services valuable and supported the request.
- Those not in favor suggested that this request would not serve many attendees and recommended having another staff member from the county/organization have a staff member that speaks English attend the call.
- Feedback Recommendation: During the meeting, a concern was expressed regarding the Renewal and Discontinued List additional questions. Some partners find that the questions they are charged with asking members are challenging and not in sequence. A recommendation was for DHCS to make changes to the questions in the future.

- DHCS recognizes the concern raised by the complexity of the questions within the survey. It is essential to note that DHCS views these questions as a framework and not a rigid script. We ask that partners tailor the survey questions to individual conversations to elicit the most relevant answers.
- These questions would be asked if that direct contact via verbal conversation, a text conversation, or an email conversation. The questions are not intended to be used as a call script.
- DHCS wants to remind partners the intent behind the three (3) additional questions.
 - Why did you not return the packet?
 - The intent of this question is to collect and track the reasons why Medi-Cal members are not submitting their renewal packets.
 - The ultimate goal is to obtain the reasons and DHCS does not expect partners to flat out ask the questions the way they are written on the list templates.
 - Partners have the flexibility on how to obtain this information. DHCS would hope that partners are asking the member if they received the renewal package and if they had submitted it yet, prior to asking the questions.
 - If the member has already submitted the packet, the questions are no longer relevant and partners are not expected to ask the question.
 - Do you have other health insurance?
 - The intent of this question is to obtain a count of how many members have other health insurance.
 - The ultimate goal is to get a count of those members that have Medi-Cal and also have Other Health Insurance.

- Partners are not expected to but can ask the question flat out.
- Partners have the flexibility on how to obtain that information.
- The question is relevant in many circumstances and may possibly be answered throughout the course of the conversation.
- Is that why you do not need Medi-Cal?
 - The intent of this question is to get a separate count for the number of members that did not submit their renewal packet for the sole or main reason of having other health insurance.
 - If the answer to this question is obtained through asking the reason for not submitting their renewal question, DHCS does not expect the partner to ask these questions again.
 - DHCS is asking that when members provide this specific reason as to why they did not submit their renewal packet, that it be accounted for under this category.
- In summary, DHCS is asking partners to obtain and track the counts for the information behind the intent of the questions.
- How and in what order the questions are asked is up to each partner and can be led by the circumstances of the conversation.
- DHCS looks forward to partners ongoing engagement as we work together to improve our services.

Additional Note: Overall, DHCS does not want to prescribe how our partners should be communicating with individuals they come in contact with. We rely on our partners to develop a natural flow of asking these questions during your communications. DHCS is requesting partners to keep the content of the questions as is and report your findings for DHCS to share internally and assess the reasons why individuals were discontinued and/or not submitting their packets.

Partner Feedback:

Stanislaus: We train our subcontractors how to go through the process and develop a flow. It is easier for us to gather the information when formatting a flow.

CCHI: Can we include a response that indicates that the individual confirmed that they had already returned their packet?

DHCS Response: On the most recent survey, DHCS added a space, Question #9, for partners to add any additional information not captured in other areas of the survey.

CCC: By the time we connect with the community, they have already received several calls, texts, emails, from the county and other subcontractor. They do not want to share too much, especially if they have already submitted their renewal packet.

DHCS Response: Any feedback you are receiving from individuals you make contact with from the list, please include in the survey.

LA DPH: We measure the number of attempts and all of the various outcomes that may happen. The questions don't speak to a lot of situations/outcomes experienced.

DHCS Response: When we provided the lists, we only expected partners to make one attempt at contacting each individual. If you don't get a response, then document as part of your outreach and move on to the next individual. However, if you do make contact, then please refer to the additional questions to frame your conversation. How the questions are asked or in what order is up to the partner and the flow of the conversation.

Kings: Our CBOs have found that when this question is asked and the packet was already submitted by a member; and the packet was received by the County and is in the processing mode, the member panics and often thinks that the packet have been lost.

DHCS: Please include in the survey any feedback you are receiving from individuals you make contact with from the list.

Community HealthWorks: We have received similar feedback; some clients are also confused if the county did not receive the packet and want to know the status.

Placer: To assist with the questions, we created a drop down for our subcontractors to choose from that is made up of the survey questions. Then we sort and easily get the numbers we need.

LA DPH: With the purpose of this effort, contacting individuals from the Renewal and Discontinued List, we want to understand the prime reason around implementing this effort. Are we trying to assess how many clients we are calling have other insurance and that's why they didn't re-enroll. We are wondering if DHCS can provide clarity.

DHCS: Since the Continuous Coverage Requirement Unwinding effort began, during the first few months, DHCS didn't think about doing anything like what we are doing now. However, once the unwinding started, DHCS started seeing a lot of members were being discontinued due to procedural errors, etc. From the state's perspective, DHCS wanted to understand why people are being discontinued; therefore, the state turned to the Navigators Project to assist in reaching out to those who are or at risk of losing their coverage and gather this information to determine why so many are not turning in the packets. Project partners are directly involved with the individuals impacted by these efforts and have the best knowledge/information directly from the individual. This is the reason why DHCS is reaching out to our project partners to assist and leverage this project for our state to better understand.

11:45 – 12:00

Q&A

Q: Can DHCS include a response that indicates that the individual confirmed that they had already returned their packet?

A: On the most recent survey, DHCS did add space, Question #9 to allow for additional information not captured in other areas of the survey.

Q: Will partners have an opportunity to meet in person at some point with DHCS for an annual meeting in Central California or Sacramento?

A: DHCS made note of the request. At this time, there are no plans to setup a physical meeting.

Q: Are these questions that we must be asking now? (Three reasons, qualify for Covered California, moved to a different State, got work coverage.)

A: The three questions to be asked are those on the monthly Renewal and Discontinued lists that are sent to partners.

Next Meeting: Thursday, December 14, 2023

NOTE:

For individuals with disabilities, DHCS will provide free assistive devices, including language and sign-language interpretation, real-time captioning, note takers, reading or writing assistance, and conversion of training or meeting materials into braille, large print, audio, or electronic format. To request alternative format or language services, please call or write:

Department of Health Care Services
Health Enrollment Navigators Project 1501
Capitol Avenue, Sacramento, CA 95814
healthnavigators@dhcs.ca.gov

Please note that the range of assistive services available may be limited if requests are received less than ten working days prior to the meeting or event.