

MEETING MINUTES

NAVIGATORS PROJECT MONTHLY PARTNER MEETING

Date: Thursday, December 14, 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
Innecare	Ventura	Orange	Placer	San Bernardino
Nevada	Ampla Health	San Luis Obispo	San Mateo	Kaweah Health Foundation
Community HealthWorks	Marin Community Clinic	Catholic Charities of California	Community Service Solutions	California Coverage and Health Initiative (CCHI)
San Francisco Community Clinic Consortium	California Primary Care Association (CPCA)			

11:00 – 11:03

Introductions/Roll Call

11:03 – 11:05

Project Deliverables Reminders

- November Renewal List and September Discontinued List Survey are due COB Friday, December 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.
- October Monthly Data Report Due December 31st.

Navigators Project Update

- Per Bulletin [2023-009](#), DHCS is providing all Partners with a list of best practices that Navigators can use as a tool when contacting members as a result of being on the monthly Renewal and Discontinued lists.
- For partners who received additional funds for the focus activities of Renewal Events and Outreach for Medi-Cal Expansion, DHCS is expecting partners to expend their full additional funds received in Fiscal Year (FY) 2. As these activities should be implemented currently and throughout fiscal year. DHCS encourages partners to utilize those funds first.

11:05 – 11:15

Self-Attestation

Discussion of required information during the Medi-Cal Renewal (Guest Speaker from PDB: Derek Soiu)

Resource: [Medi-Cal COVID-19 and Continuous Coverage Requirement Operational Unwinding Plan](#)

Q: Are these changes retroactively applied? For example, clients that are on our renewals and discontinued lists are automatically renewed.

A: No, each individual waiver has an effective date specific to when it was approved by CMS and cannot be applied prior to the approval date.

Q: Can you explain the 20% income flexibility you mentioned. How does this work and what are the dollar amounts?

A: California uses a standard to determine whether or not the income in federal data sources is compatible with the information an individual reports. When the income is reasonably compatible with federal data sources, the beneficiary does not need to provide proof of their income. DHCS increased the reasonable compatibility threshold to 20%. The threshold allows for variance between the information the individual reports and the available federal data sources. For example, if the amount the individual reports is 10% higher than what is reported according to the federal sources, it will still be considered reasonable and will be accepted without having to be approved by the beneficiary directly.

11:15 – 11:25

Data Collection

Revised Monthly Data Report: A revised Monthly Data Template was sent to all project partners on October 30, 2023.

- DHCS would like to emphasize the significance of accurate and timely reporting and ensure that partners understand the reporting requirements.
- Accurate and timely submission of deliverables is a required element within the allocation agreement. DHCS will be enforcing action for partners that fail to submit timely and accurate deliverables, ranging from having their invoices disputed, to reducing their allocated amount, and up to and including termination of the allocation agreement.
- Partners are encouraged to proactively reach out to their assigned analyst for any questions or clarifications related to the monthly data report. In order to facilitate a more efficient exchange of information, we are directing that partners initiate these discussions in advance of the report submission deadline. This will allow our analysts the necessary time to address any inquiries and provide comprehensive assistance, ultimately reducing the likelihood of resubmissions and ensuring the accuracy of the data presented.
- DHCS is seeking partner feedback if there are any immediate questions or concerns regarding the most recent data template.
 - There were no questions or concerns from partners.
- AB74 Data's Publication: When and How
 - DHCS has consolidated and put together a dashboard for the AB74 data that partners submitted.
 - It is anticipated that the dashboard will be published for public consumption in January 2024.
 - DHCS is requesting partners let us know now if they would like a preview of the data before it is publicly released.
 - A majority of project partners requested to review the data before publicly released.
- SB 154's Publication Schedule: When and How
 - DHCS is beginning to consolidate the SB 154 data from October 2022 to September 2023.

- DHCS has found that data files from some partners were submitted inaccurately.
- For the October 2022 – June 2023 data files, your assigned analyst will be returning the unaccepted data from this reporting period.
- DHCS anticipates providing no more than four (4) weeks to revise and resubmit the data file. Formal instructions will be provided upon return of the data.
- DHCS will begin focus on July 2023-present data files in January 2024 and will continue send back inaccurate files for corrections.
- DHCS intends on publishing updated data information at least on a quarterly basis.

11:15 – 11:30

Communication Channels

Site Visits:

- After an evaluation of the recent round of virtual site visits, DHCS is setting a calendar for annual partner site visits and will provide an update in the January meeting.
- This adjustment aims to further strengthen our partnership, facilitate better communication, and to continue aligning our collective efforts. DHCS believes that this will lead to more effective outcomes for project partners.

Monthly Partner Meeting:

- After careful consideration and evaluation of our project's progress, DHCS has decided to adjust the frequency of our regular Monthly Partner Meetings. Currently, DHCS meets with partners on a monthly basis to ensure close coordination and effective communication. Starting January 2024, DHCS will transition to a bi-monthly meeting schedule, meeting once every other month. It is essential for there to be a balance between maintaining open lines of communication and allowing ample time for implementation of key actions and initiatives.

Assigned Analyst Monthly Meeting:

- In an initiative to foster a closer collaboration and ensure that each partner's needs and challenges are addressed effectively, DHCS' assigned analyst will be meeting with their partners, at a minimum, on a monthly basis.

- These meetings will serve as a dedicated forum for you to connect directly with your assigned analyst and discuss a range of topics including successes, challenges, concerns, and any assistance partners may require in reaching their projected goals.

Quarterly Stakeholder Calls:

- DHCS developed a survey to obtain feedback on the quarterly stakeholder meetings. This link to the survey is posted on the [Stakeholder and Advocate Communication](#) webpage from 12/13/2023 through 12/27/2023
- DHCS will utilize the survey results to shape the next round of the quarterly stakeholder meetings.
- DHCS will take note of all key learnings and areas for improvement when developing the agendas for future meetings.

Written Guidance (Bulletins, emails, announcements, etc.)

- DHCS reminds partners that the expectation is that partners read and refer to the bulletins and other communications sent out.
- The bulletins provide guidance and support for project requirements.
- As part of our ongoing commitment to process improvement, DHCS has been actively reviewing our current processes for document drafting and publication. One key aspect under consideration is the collaborative review of drafted documents with Partners.
- DHCS would like to know if partners prefer to continue the current practice of reviewing drafted documents with dedicated time allocated for feedback. If partners do not feel the need to review and provide feedback to bulletins, announcement, or other documents, then DHCS can implement that approach.
 - A majority of project partners requested to continue the current practice of reviewing the drafted documents with dedicated time allocated for feedback.

11:30 – 11:35

Invoice: Rate of Expenditures

- DHCS has conducted site visits for almost all partners and will conclude the remaining ones in January 2024. The most discussed topics revolved around areas of excellence,

implementation difficulties, project staffing efforts, project goals, and expenditure rate.

- As FY1 has wrapped up, DHCS noticed that overall, there is a low percentage of expenditure by project partners in relation to the current timeframe of the project implementation period.
- DHCS needs partners to fully implement their approaches in their approved Work Plan so that spending can remain on track with the duration of the Project. Partners that are not on track with spending run the risk of not fully leveraging their allocations.
- DHCS is working to identify partners that are severely behind on their spending so that it can assess if potential excess funding needs to be returned to DHCS for redistribution to partners that can expand efforts for a greater community impact.
- DHCS wants to let all partners know that we will begin having one-on-one conversations with partners focused on their expenditures and the possibility of partners returning funds they do not anticipate utilizing prior to the end of the project ending.
- Additional information will be provided during those one-on-one conversations with partners.

11:45 – 12:00

Q&A

Q: Is the data county specific?

A: The data is not broken down by county. Data will be reported by different key points and demographics.

Q: For data collection, it is taking a while for us to confirm if individuals were successfully retained. Would we be able to go back on the report and put those that were retained once we are able to confirm?

A: The monthly data reports are due 60 days from the end of the reporting month to allow enough time for partners to verify and confirm individuals were successfully enrolled or retained. If needed, partners can put the individual(s) on the following report.

Q: In regard to the data being shared, is this with the demographic data or has this data never been shared?

A: The dashboard that will be published for public consumption is data efforts from the AB 74 iteration. All data points that were collected from that iteration is what we intend to share.

Next Meeting: Thursday, January 18th, 2024

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.