

NAVIGATORS PROJECT MONTHLY PARTNER MEETING

Date: Thursday, April 20, 2023
Time: 11:00 AM – 12:00 PM
Webinar: Teams (1-279-895-6425) - 250840766#

Attendees:

Sysvanh Kabkeo (DHCS)	Brandon Roberts (DHCS)	Nancy Ojeda (DHCS)	Tina Coulson (DHCS)	Estephanie Arreola (DHCS)
Laura Pelaez (DHCS)	Alameda	Butte	Fresno	Kern
Kings	LA DPH	Lake	Madera	Napa
Nevada	Orange	Placer	Riverside	San Bernardino
San Diego	San Luis Obispo	Stanislaus	Tuolumne	Ventura
Ampla Health	California Coverage and Health Initiative (CCHI)	Catholic Charities of California (CCC)	Center for Human Development (CHD)	Community Service Solutions (CSS)
Innecare	Kaweah Health Foundation	Marin Community Clinic (MCC)	Sacramento Covered	San Francisco Community Clinic Consortium (SFCCC)



11:00 – 11:05

Introductions/Roll Call

11:05 – 11:20

Project Updates

Project Deliverables

- February 2023 Data is due April 30th
- Submit the February 2023 data through the SFTP. If you have no reportable data to submit but only aggregative data (Tab 2), please send to DHCS
- If you have any SFTP issues, let us know and we can help you
- The FY 22/23 Quarter 3 Progress Report and Invoice is Due April 30th.
- Quarter 3 reflects any expenses and activities completed during January 1, 2023 – March 31, 2023.
- Partners who received an executed agreement during this quarter can submit an invoice and quarterly progress report if activities were completed after the DHCS counter signature date. Expenses will need to be incurred on/after the agreement start date.
- Partners can submit their Quarterly invoice prior to the due date for DHCS review

Bulletin 2023-001

- On Friday April 7th, DHCS released Bulletin 2023-001 regarding Medi-Cal Expansions.
- All bulletins released will be available on the [Navigators Website](#)
- Let us know if you have any questions regarding Medi-Cal expansions

Navigators Website Update

- DHCS posted all project partner current work plans by county in the [Project Partner Section](#) of the website
- The agendas and meeting minutes from our monthly partner meetings is available on the website for reference.
- DHCS will continue to post the agendas and meeting minutes once partners receive them via email
- DHCS posted all project partner contact information in the [Project Partner Section](#) of the website



- The Stakeholder meeting minutes from the previous meeting held on February 6, 2023 are posted on the website in the [Stakeholder/Advocate Section](#) of the website

Stakeholder Meeting – May 1, 2023

- A reminder that the Quarterly Stakeholder Meeting will be Monday May 1, 2023 from 1:00-2:30pm
- DHCS encourages all partners and their sub-grantees to attend and participate during the meeting
- On April 18th, DHCS hosted a pre-meet with a small group made up of CBO and county partners and advocates to discuss potential topics. Unfortunately, no advocates were able to participate. Suggested meeting topics were drafted and shared with the small group for review and comments prior to finalizing the agenda
- To be transparent, DHCS is sharing the up-coming meeting information on May 1st via its weekly stakeholders announcement updates. This is an action that we'll do prior to each Quarterly Stakeholders meeting
- Please let DHCS know of any recommended topics or updates we should provide during the meeting

11:20 – 11:30

Reporting Expectations

Monthly data reporting

- A friendly reminder to all partners to please review the instructions tab of the data template as it provides a description and requirement status for each field
- It is necessary for all partners to submit a complete data report
 - At a minimum, a “complete data report” means that the following information is provided
 - Partner Name
 - County Name
 - Reporting Period
 - Eligibility Date
 - Last Name of person encountered
 - First name of person encountered
 - CIN and/**or** SSN



- Date of Birth
 - Address
 - One (1) Age range indicator (A1-A3)
 - One (1) Data Point indicator (DP1-DP8)
 - At least one (1) and up to any that apply, Target Population indicator (TP1-TP12)
- If you need assistance or have questions, please let us know and we can set up a meeting with you

Quarterly Progress Report

- DHCS wants to let partners know that we are reviewing the progress reports and may reach out to you with feedback or additional information

Beneficiaries' Testimonials

- DHCS is working with the DHCS Office of Communications to obtain parameters, requirements, and examples of testimonials, resolution is still pending
- DHCS Office of Communications is looking into different options and the best avenue on creating the template and a centralized way to collect the testimonials, be it written, audio, and visual

11:30 – 11:50

Discussion: Focused Outreach Activities – Additional Funding Survey

- DHCS released a survey to all project partners on April 7, 2023
- DHCS anticipates having unspent funds from the Health Navigators Projects appropriations to maximize the unspent fund, DHCS would like to focus on two target activities: Medi-Cal renewal events and Medi-Cal expansion efforts
- The survey was sent to partners to gauge all project partners on their current/intended outreach efforts regarding these two target activities and see if partners are interested in additional funds to assist with these two target activities
- The survey is due COB Friday April 21, 2023
- DHCS requires a survey from each partner and for each county for those that oversee multiple counties



- Once DHCS receives all survey responses, DHCS will review the responses and notify project partners with any outcomes and next steps
- DHCS would like to clarify that partners who do not request additional funding for these activities, these activities are still a requirement for this project; therefore, DHCS will be requiring partners, at a minimum, to increase these activities for the duration of the CCR unwinding.
- A bulletin will be issued soon to outline the requirement and expectations of these two focused activities
- Please note, partners who are granted additional funds will require to submit an updated work plan and budget plan and DHCS will issue an amendment to the current agreement in place
- The amendment will need to be signed by the designated personnel of the county or organization

11:50 – 12:00

Additional Information and Resource

GMMB Updates

- Translated toolkit content is now available in 19 languages on the [Medi-Cal Continuous Coverage Requirement](#) webpage.

Medi-Cal Program Updates

- The Continuous Coverage Requirement has ended and we are now in the unwind phase.
- [ACWDL 23-08](#): Details the policy, system impacts, beneficiary transitions and new enrollees process
- [MEDIL I 23-19](#): Details the approved flexibility on waiving the asset test at redeterminations for beneficiaries enrolled in Non-MAGI coverage.
- [MEDIL I 23-25](#): Provides information about the toolkit that is available to facilitate outreach efforts regarding the Coronavirus (COVID-19) Uninsured Group (UIG) Program ending May 31, 2023

Q&A



Q: In the DHCS Portal, I have noticed there are review documents uploaded by DHCS. Do partners need to do anything with these documents?

A: The documents uploaded by DHCS in the SFTP are for DHCS use. The partners do not need to do anything with the documents.

Q: Can we add testimonials to our quarterly reporting narrative?

A: Partners can include testimonials in the quarterly report. However, DHCS would prefer partners to submit the testimonials through the Health Navigators Inbox:

HealthNavigators@dhcs.ca.gov. DHCS is working on a better and centralized process for partners to submit any type of testimonials. Once the process is determined, DHCS will notify all partners.

Q: If we have multiple subcontractors in a county, should we submit one survey per county for all the subcontractors in that county or one per subcontractor within that county.

A: For the additional funding survey, DHCS is asking partners who participate in multiple counties to submit a survey response per county. If you have multiple subcontractors participating in a county, consolidate the requests onto one survey for that county.

Q: What is the time frame to find out if partners will be granted additional funding?

A: This will depend on when DHCS receives all of the partner responses. DHCS will need time to review and assess once the responses are received. DHCS may be able to provide partners with an update or next steps by the next monthly partner meeting. DHCS would like to remind partners if granted additional funds, partner still have the capacity to leverage their current funding.

Q: We had originally had allocated funding for technology trying to get our order in before June but in case it goes over do we need to revise out budget plan to move funds until the next fiscal year?

A: At the end of each fiscal year, DHCS requires all partners to submit a revised budget plan, possibly by the end of August. The revised budget plan should show the actual expenditures spent the prior fiscal year and any unspent funds rolled over and redistributed into the next fiscal year(s).

Q: Can you confirm for data submission that the Data Point (DP) for Renewals are now (as of April) are all counted as PHE Renewals as opposed to normal operations?

A: DHCS defers to the partner to make the best call on where to count the renewal assistance and retention count. However, due to the Continuous Coverage Requirement



Unwind focus being on retention, partners can add their count under the PHE renewals from April 1, 2023 through June 20, 2024.

Q: We are doing some social media videos covering the Continuous Coverage and Medi-Cal updates, should we be sharing those to a specific person as we are posting?

A: Partners are welcomed to send DHCS the links of their outreach efforts to the Health Navigators Inbox though it is not required. Partners can also provide any outreach information and links in their quarterly progress report for DHCS to view.

Q: Can you please explain how you count renewals completed by CBOs. What aspects do you look at? When we submit new enrollments, I believe you look at the month they became active, but with renewals there is no lapse in coverage?

A: A review of the beneficiaries' record is completed for the renewal completion date.

Q: Our metrics have enrollment in the PHE wind down, are you saying those should be submitted under normal operations

A: DHCS does not have enrollment listed under the PHE unwind count. If a partner is using enrollment as a metric, that count can be added under the normal operations section of the data template. If additional assistance is needed with this question, please contact the Health Navigators analyst at HealthNavigators@dhcs.ca.gov.

Q: Can you clarify the code you're referencing when it comes to validating retentions? Is this something we would have access to, to help us validate our partner reports?

A: Data is validated through the Medi-Cal Eligibility Data System (MEDS). Access to the MEDS system is not granted through the Health Navigators Project and is generally only granted to county eligibility workers and DHCS staff that needs the access to perform their job duties. MEDS access would not be available to partners through this project participation. However, in general, county partners can check the RV Comp Date field in MEDS to validate that an individual was truly retained and able to be reported as such.

Q: On Tab 3 of the monthly data report, Is DHCS now wanting partners to provide retention data. We have only submitted enrollments per DHCS guidance.

A: In the previous iteration of the Health Navigators Project (AB 74), DHCS advised all partners to focus their efforts on enrollments due to the Public Health Emergency (PHE) disallowing negative action to those currently enrolled. However, for this iteration, with the PHE lifting and the Continuous Coverage Unwind being implemented, partners should be focusing their efforts on retention. Therefore partners should submit data for enrollments and retentions completed.



Q: When creating marketing video ads for this project, what are the partner marketing steps for approval of these ads?

A: Partners are not required to submit marketing material for DHCS approval unless they are using the Medi-Cal logo or other DHCS specific information. Additionally, for any outreach materials partners create or use, DHCS is asking partners to ensure the outreach language or messaging specifically relates to Medi-Cal efforts. Funds for this project are only used for Medi-Cal efforts. Partners can provide examples of any outreach material or information in their quarterly progress report for DHCS to view. If needed, partners can reach out to DHCS to confirm expenditures are approved prior to purchasing.

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.