DHCS
CALIFORNIA DEPARTMENT OF HEALTH CARE SERVICES

Meeting Minutes

NAVIGATORS PROJECT PARTNER MONTHLY MEETING

Date:	Thursday, May 18, 2023
Time:	11:00 AM – 12:00 PM
Webinar:	Teams (1-279-895-6425) - 250840766#
	[Click here to join the meeting](#)
Next Meeting:	Thursday, June 15, 2023

ATTENDEES				
o Sysvanh Kabkeo	o Brandon Roberts	o Nancy Ojeda	o Tina Coulson	o Estephanie Arreola
o Alameda	o Butte	o Fresno	o Kings	LA DPH
o Lake	o Madera	o Napa	o Orange	o Placer
o Riverside	o San Bernardino	o San Diego	o San Luis Obispo	o San Mateo
o Stanislaus	o Tuolumne	o Ventura	Bonita Family Resource Center	o Catholic Charities of California
o Center for Human Development	o Community Service Solutions	o Innercare	o Kaweah Health Foundation	o Marin Community Clinic
o Sacramento Covered				

11:00 – 11:05	**Introductions/Roll Call – Tina Coulson**
11:05 – 11:15	**Project Updates – Tina Coulson**

- Project Deliverables
  - March 2023 data is due by COB Wednesday, May 31

- o FY 2022-23 Q3 Invoices (January – March 2023) were due on April 30; partners that are still outstanding need to submit them ASAP.
- Bulletins:
  - o Bulletin 2023-002: Renewal Events Parameters provides information outlining the definition of a renewal event, an overview of these events, partner requirements, and permissible and excluded activities that have been temporarily modified while the unwinding of the Continuous Coverage Requirement is in effect
  - o Bulletin 2023-003: Medi-Cal Scams is advising partners that there is a reported nationwide scam, which includes California, regarding fees for receiving assistance with applying for or renewing Medi-Cal.
  - o The bulletins will be available to all partners on the website
- Reminder to all partners, please send all communications, questions, emails to the Navigators inbox (HealthNavigators@dhcs.ca.gov). If you would like to CC' Tina or another member of the team, you may do so; however, it must be sent to the general Navigators inbox. This allows access to the emails for other members of the team, as it may be necessary for any one of us to help address the inbox. Lately, it has been noticed that partners are sending the emails directly to staff and that can cause delays in responding. This has been advised to partners in previous meetings and we want to reiterate and stress the importance of sending communication to the general Navigators inbox.

11:15 – 11:25   **Focused Outreach Activities – Additional Funding Survey – Tina Coulson**
- High Level Summary of Responses
  - o 21 partners covering 30 counties
  - o Partners requested $8.2M with only $3.6M available
- Next Steps
  - o On May 12th, DHCS provided award notices to all partners who requested funding, though most partners received less than they requested

- Partners receiving augmentations were required to provide their notice of acceptance of the proposed award amount by COB May 16, 2023
- Partners receiving augmentations are required to submit their revised Work Plan and Budget Plan to DHCS by COB May 19, 2023; this will allow DHCS to start reviewing the documents, provide approval of the changes, and issue Agreement amendments for signature
- Partners receiving augmentations can leverage their existing funds to immediately engage in approved work activities identified in the Survey for Medi-Cal Expansion Populations and Renewal Events while the amendments are waiting all signatures and approvals
- As a reminder regarding the amendment process:
  - DHCS has 30 calendar days from the date of submission to provide approval or denial of any proposed revisions in the document(s). Upon approval, DHCS will notify the partner and issue the Agreement amendment for signature.
  - Per the General Provisions of the Allocation Agreement, Section F, Item 1: If a partner fails, without good cause, to return a signed Agreement to DHCS within sixty (60) days of receipt of the Agreement, they may be subject to partial or full loss of the approved Allocation Amount.
- Partners who are required to go through a Board of Supervisors (BOS) process for amendments, please let DHCS know of your anticipated BOS date as it becomes available

11:25-11:45　　　　**Reporting Expectations – Nancy**
- Data Reporting
  - Line-by-line data for Enrolled and Retained data points, Tab 3 of the Monthly Data report, must include all successful enrolled and retained data
  - According to the instructions, at a minimum, partners are required to:
    - Identify **at least** one Target Population (TP) indicator and any other TP that applies

- A CIN and/or SSN for each individual on the monthly data report
  - Tab 5 of the Work Plan, Project Goals, DHCS requested partners to provide goals for data points, such as enrollment, during PHE Focused Activities but Tab 2 of the Monthly Data Report, Aggregative Data, does not identify these data points in PHE Focused Activities section
  - Do not follow the Work Plan layout when reporting the data points on Tab 2 of the monthly data report.
  - Please follow and complete the monthly data report template as displayed
  - We are directing partners to not make any changes to the layout and fill it the fields as they are formatted in the template. Changing the formatting results in additional workload for DHCS staff in order to prepare it for data validation.
    - Example, if the individual does not have a social security number, you do not have to enter N/A, none, 0, or 999999999, just leave the cell blank.
  - Tab 2, Aggregative Data, is used for partners to credit their efforts and encounters during implementation
  - Open Discussion: Please share struggles or questions on how partners track data.

11:45-11:50   **Additional Information & Resources**
- Medi-Cal Program Updates
  - MEDIL I 23-32: "Processing Minor Consent During The Continuous Coverage Unwinding Period", details the resumption of month-to-month processing for such eligibility.

11:50 – 12:00   Q&A (All)

Q: Just to confirm, are we only completing the "supplementary" work plan template that was sent to us or should we also update our main work plan?
A: Yes, please complete the revised work plan template and we will combine with the original work plan.

Q: If DHCS holds a focused data meeting, could we be invited?

A: DHCS intends to continue our small data work groups to assess any challenges or barriers regarding data. If so, DHCS will notify select partners and ensure the information and resolutions discussed are communicated to all partners during our monthly partner meeting.

Q: Is DHCS requesting the renewal date on the monthly data report or only the eligibility date?
A: The eligibility date for renewals/retention (DP2) should list the date the partner assisted with completing and/or submitting the renewal or the renewal month it is due in, if that information is known. Even if the partner holds off on submitting that record to DHCS until they are able to confirm the ongoing eligibility and submits it on a future month data template, the eligibility date should be one of the dates mentioned above.

Q: If I help fill out an application today, I submit it today?
A: Yes. However, if you have to hold a record and track the data internally to ensure the individual was successfully enrolled or retained, hold off on reporting the individual until you are able to confirm. Therefore, the individual can be reported on the following month but will hold the same date of eligibility or renewal.

Q: On the monthly data report, the eligibility date is requested. Is DHCS requesting the renewal date?
A: The eligibility date column should list the date of application or the date the renewal assistance was provided. That column would list either date depending on the DP that is being implemented.

Q: Is the expectation that each section "A1-A3, D1-D3", and the targeted population does not match?
A: DHCS recognizes that each DP is independent of each other and may have overlapping individuals, as the outreach, application assistance, enrollment, etc., are a chronological progression for some and entirely independent for others. At this time, partners are required to provide a "1" indicator for applicable fields with a value of "yes" and a "0" for fields with a value of "no" for each line of data as it applies to the A1-3, D1-2, and TP1-12 fields.

Q: What if I helped someone to renew, and then they refuse to give me information such as birthday and address, should I just leave those blank on the report?

A: At a minimum a "complete data report" means that the following fields on the report are completed:

- Partner Name
- County Name
- Reporting Period
- Eligibility Date
- CIN and/or SSN
- Last Name and First Name of person encountered

If partners are unable to complete the other fields of the monthly data report due to the individual refusing to provide the information, please ensure the other fields are completed prior to submitting to DHCS. The expectation of being a project partner is that you are able to provide the minimal required data. Engaging in application assistance for enrollments and renewals would necessitate that the partner (and their subcontractors) has access to these required elements for the data reporting requirement.

Q: For data reporting, can DHCS provide a better definition of exactly what date they want us to report for the "Application Renewal Date." Would it be the date the renewal application was submitted, the future date the member will be up for renewal again, the past date back to when the member's eligibility was renewed, or prior to the application submission?

A: For renewals, DHCS is asking that partners use the date the renewal assistance was submitted or the month/date the renewal is due at the county, if this information is known by the partner. Even if the partner holds off on submitting that record to DHCS until they are able to confirm the ongoing eligibility and submits it on a future month data template, the eligibility date should be one of the dates mentioned above.

Q: Is there still a preference between marking the field on the monthly data report with a "1" or with a "X"

A: Please complete the monthly data report fields with a "1"

Q: For the budget revision, the awarded amount was included in a separate line item, should we or are we able to allocate it/integrate it into our existing budget?

A: DHCS wants partners to keep it separate to delineate how the awarded funds will be disbursed to fulfill the implementation of the focused activities. For the time being, partners should allocate the funds in the current fiscal year and/or next fiscal year.

Q: Do we bullet the salary line items under the augment section of the budget plan to show staff time?

A: Under the augment section of the Budget Plan, partners can add a line for the staff/personnel time. Make sure the formulas are updated to ensure they are totaling correctly.

Q: We are providing the additional funds as an augmentation to our subcontractor budgets, so currently we have a line item for CBOs. Would we drop the additional funds into the line item called new augmentation?

A: Yes.

Q: Will there be additional reporting requirements for the renewal/expansion activities?

A: At this time, DHCS is not requiring additional reporting requirements for the focused activities. DHCS is having internal discussions to determine if additional reporting requirements are needed. DHCS will notify all partners if there are any changes.

Next Meeting: Friday, June 16, 2023

NOTE:

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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.