

MEETING MINUTES

NAVIGATORS PROJECT MONTHLY PARTNER MEETING

Date: Thursday, August 17th, 2023

Time: 11:00 AM – 12:00 PM

| ATTENDEES | | | | |
|--|---|-------------------------------------|--|--------------------------------|
| ○ Sysvanh Kabkeo | ○ Brandon Roberts | ○ Estephanie Arreola | ○ Tina Coulson | Genevrah Saelee |
| ○ Danielle Pinto | ○ Alameda | ○ Butte | ○ Fresno | ○ Placer |
| ○ Kern | ○ Kings | ○ LA DPH | ○ Lake | ○ Madera |
| ○ Nevada | ○ Napa | ○ Orange | ○ Placer | ○ Riverside |
| ○ San Bernardino | ○ San Diego | ○ San Luis Obispo | ○ San Mateo | ○ Stanislaus |
| ○ Trinity | ○ Ventura | ○ Ampla Health | ○ Sacramento Covered | ○ Innercare |
| ○ Catholic Charities of California (CCC) | ○ Community Service Solutions (CSS) | ○ Kaweah Health Foundation (Tulare) | ○ Bonita Family Resource Center (BFRC) | ○ Marin Community Clinic (MCC) |
| ○ California Coverage and Health Initiative (CCHI) | ○ San Francisco Community clinic Consortium | | | |

11:00 – 11:03

Introductions/Roll Call

11:03 – 11:07

Project Deliverables

- The Revised Budget Plan reflecting FY 1 actuals were due July 31st.
- Some partners were approved for an extension until August 15th.
- If you have not submitted your revised budget plan reflecting FY 1 actuals, they are now overdue.

- DHCS will review all revised budget plans and notify project partners if the revised budget plan is approved.
- A reminder that the June Monthly Data Reports are due August 31st and are to be submitted through the SFTP

11:07-11:12

Navigators Project U.S Digital Service and DHCS virtual meet and greet

- The DHCS Health Enrollment Navigators have coordinated with the United States Digital Service to visit several project partners in the weeks of August 21st.
- USDS wants to learn firsthand, not only about partners experiences but also their challenges when assisting members of the community with applications and renewals.
- All project partners who will be meeting with United States Digital Service and DHCS have been contacted and confirmed with some meetings/calls have been conducted already.
- DHCS would like to thank the following county and CBO partners who were willing to participate:
 - ✓ Alameda County
 - ✓ Butte County
 - ✓ Center for Human Development (Contra Costa)
 - ✓ LA DPH
 - ✓ Marin Community Clinic
 - ✓ Kaweah Delta Hospital (Tulare)
 - ✓ Sac Covered (Healthy Community Forum for the Greater Sacramento)
 - ✓ Catholic Charities
 - ✓ California Coverage & Health Initiative (CCHI)
 - ✓ A few more partners or their sub-grantees in the 9-Bay area counties

11:12 – 11:45

Monthly Data Template Update

- On July 31st, all Project Partners were sent a newly revised Monthly Data Template via email.
- As a reminder, DHCS is asking partners to begin using this updated data template for the August 2023 reportable data (at the very latest) that is due October 31st. The previous monthly data template can be used for the reportable data months of June and July 2023, which are due August 31st and September 30th.

- Please review the revised Instructions Tab to be aware of the required information needed on the updated monthly data report.

Navigators Project – Medi-Cal Renewal and Discontinuance Lists

- Throughout this unwinding period, DHCS encourages all project partners to periodically check out the DHCS interactive [dashboard](#). This includes monthly data and will provide partners with a better understanding of our continuous coverage unwinding eligibility measures including: total enrollment, applications in progress and the number of disenrollments.
- On July 25th DHCS provided all project partners with [Bulletin 2023-006: Continuous Coverage Survey Response for Annual Renewal and Discontinuance Lists](#) via email.
 - This bulletin includes the information DHCS is requesting partners to report on and the questions that are intended to be asked in the survey.
 - The survey is due COB Aug 31, 2023. In reviewing submissions received, a number of partners are providing incomplete and partial responses that do not provide the information that is required.
 - If there are questions or concerns, please let us know or email the Navigators inbox at HealthNavigators@dhcs.ca.gov
- DHCS encourages all partners to review bulletins published on the Navigators [Announcements & Communications](#) webpage, especially throughout this unwinding period as they provide guidance and details regarding partner requirements and expectations
- DHCS recommends partners reviewing recently published [ACWDL 23-15](#) which provides clarification of the authorized representative policy
- On Thursday, August 10th, DHCS released the monthly Renewal and Discontinued Survey to all project partners.
- Though the survey will be due no later than the 15th calendar day of each month, DHCS is allowing flexibility to all partners to submit their survey response no later than COB Thursday August 31st.

- Partners who participate in multiple counties are required to submit a survey response per county.
- DHCS wants to share with partners a developing activity:
 - DHCS is working on messaging content to be used on webpages and paid ads regarding the unwinding outreach.
 - This content will be developed to include local CBO assistance information.
 - At this time, this is all the information we have to share regarding this item. We will keep partners informed of any updates as they come along

11:45 – 11:55

Quarterly Stakeholder Meeting debrief

- DHCS would like to thank all who attended the Quarterly Stakeholder Meeting on Monday, August 7th.
- The meeting minutes from the Stakeholder meeting will be available on the Navigators Website soon
- DHCS would like to address several questions that were posed during the meeting from our project partners

Q: Could you please share more details about a timetable and any other information about the Community Clinic Funding and how the CBO’s can work with them on this potential funding?

A: DHCS does not have an update to provide at this time. The department is still assessing how best to engage in this workload. [Update: DHCS is anticipates securing a contractor by no later than September 2023 to begin this workload.]

Q: For the lists, are we required to offer enrollment support, or can we provide information and direct them to the local county?

A: Partners of the Navigators Project are expected to provide navigation efforts, such as outreach, application assistance, enrollment, and retention, to individuals who are potential eligible but not enrolled into Medi-Cal and/or who need to retain their coverage. At this time, DHCS is asking partners to focus on outreach and retention efforts to assist with the Continuous Coverage. However, if the partner encounters individuals who need assistance with enrolling into Medi-Cal, the partner should assist the individual as needed.

Q: Regarding the [Bulletin 2023-005](#) that was issued to partners and the expectation for subcontractors and others. Is there any chance to modify some of the follow up questions. The questions sound like assumptions, people may have tried uploading and had issues.

A: Please send the Navigators team any suggestions to those questions via email to the Health Navigators Inbox (HealthNavigators@DHCS.ca.gov). DHCS is happy to receive any feedback or suggestions toward this effort throughout the year.

11:55 – 12:00

Q&A

Q: Did DHCS send a crosswalk about what was changed in the new Monthly Data Template to make it easier for the subgrantees?

A: Partners can refer to the [monthly partner meeting minutes](#) on June 15, 2023 in which the changes and recommendations for the monthly data report were discussed.

Q: Has there been any discussion around the expectation to complete this outreach to discontinued individuals due to system issues in 8/2023 discontinuances?

A: The list for June has already been sent out and July has not been sent yet, but we anticipate the lists be smaller. Medium to bigger sized counties receive more individuals. DHCS asks that partners do the best they can. Partners are temporarily permitted to use mass communication (without requiring the individual to “opt in” for the communication) to assist with this effort. This temporary flexibility terminates May 30, 2024.

Q: Will DHCS allow a week’s extension for the survey response due on August 31st?

A: DHCS asks that partners submit the numbers and information they have as of the due date. DHCS wants to make sure we are providing timely updates internally as to what is being done through this effort. Please do note that based on variety of factors, a change to the process and/or survey date may be necessary in order to successfully manage this process and report information.

Q: Is the information that partners were given regarding the lists validated?

A: The information provided on the lists is the same information provided to the health plans; however, the Navigators partners have the entire list for their counties. If something were to change and there is a significant difference then please inform the Health Navigators. DHCS is evaluating the process and needs to internally assess what is reasonable, as it is a flexible process during this time.

Q: Catholic Charities of California has gotten questions from CBOs who did not receive additional funding for targeted renewal and expansion efforts. Can DHCS speak to the difference in expectations around the work with renewal/discontinuance lists between CBOs that received that additional funding, and those that did not?

A: DHCS expects all Navigator Project Partners to abide by their contractual agreement; outreach, enrollment, and retention. For those partners that received augmented funds the differences and expectations depend on what was specified in the partners work plan.

Q: For those partners that did not receive additional funding, do they not have to complete the survey?

A: All partners are required to complete the survey regarding the counts for the renewal and discontinued lists. The workload associated with the lists is within the scope of work of all partners work plans.

Q: Can DHCS send a copy of the survey that way partners know what all is being asked?

A: Yes, the DHCS team will work on getting that out to partners. [Note: PDF was sent to partners on August 24th.]

Q: For Medi-Cal Renewal Lists, which are looking forward to Medi-Cal enrollees about to begin their "cure period," why are those same three questions added that are in the Discontinued lists? The three questions don't seem to make sense.

A: The thought process regarding the three follow-up questions on the lists as follows:

- 1) That the partner would first ask the Medi-Cal if they had submitted their renewal yet.
- 2) If the Medi-Cal member has not submitted the renewal packet yet, that would be the time to ask the follow-up questions.
- 3) During the course of determining whether the Medi-Cal member submitted the renewal packet, the answers to those additional questions may have already been obtained.

Q: Do reinstatements count as renewals or only in the aggregated data?

A: If the reinstatement was a result of the Navigators Project Partner efforts, partners can and should count that as a retention (DP 2) record.

Next Meeting: Thursday, September 21st, 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.