



## Department of Health Care Services **BULLETIN 2022-003**

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**DATE:** 5/13/2022

**TO:** Navigators Project Partners Counties and Community-Based Organizations

**FROM:** Medi-Cal Health Enrollment Navigators Project (Navigators Project)

**SUBJECT:** Extension of the Navigators Project for SFYs 2022-2026

This bulletin serves as a notification that the Department of Health Care Services (DHCS) has proposed an additional \$60M (\$30M General Fund) in the May Revision to the Governor's Budget, in order to continue support for activities associated with the Navigators Project. If approved, these funds would be available for new allocations, from July 1, 2022 through June 30, 2026 for qualifying current, previous, and prospective partners in all 58 counties. The target populations are all current Medi-Cal beneficiaries and potentially eligible but not enrolled Medi-Cal applicants.

Counties and Community Based Organizations (CBOs) currently in contract should continue to perform the outreach and retention activities under their existing executed Allocation Agreement and per direction and guidance in Bulletin 2022-002.

Pending the approval of the Legislature, interested partners will have the opportunity to apply for new funding allocations. The additional funding is intended to allow partners to focus on project tasks with an emphasis on public health emergency (PHE) related activities to help beneficiaries retain their Medi-Cal coverage. In addition, the Navigators Project partners will be expected to support more focused, targeted outreach and enrollment for Medi-Cal program, eligibility and benefit expansions, in addition to the outreach work in preparation for the COVID-19 PHE unwinding, and during the 12-month unwinding period.

Initial outreach campaigns will include assisting Medi-Cal beneficiaries with reporting updated contact information, reminding them to check their mail for any correspondence and/or renewal packets, and assistance completing the renewal packets for those whose cases have not auto-renewed. This can be accomplished by engaging in the following phased approaches:

- **Phase 1.0 (current phase)** – Designed to encourage beneficiaries to provide their local county social services agency with any updated contact information such as: name, address, phone number, and email so the county can contact beneficiaries with important information about keeping their Medi-Cal.
- **Phase 2.0 (next phase)** – Begins 60 days prior to the end of PHE, upon DHCS notification to partners. Designed to encourage beneficiaries to continue to update their contact information with their local county social services agency,

report any change in circumstances, remind beneficiaries to check for upcoming renewal packets, and assist with renewal packets for beneficiaries whose cases have not auto-renewed.

Partners currently in contract with DHCS must continue their activities until the end of their most recent executed Allocation Agreement. Current and prospective partners who want to participate in the extension, must submit a new application package for consideration. DHCS will consider a partner's past performance in determining allocation of new funds. Information on the process for current and potential county and CBO partners will be detailed in a subsequent bulletin.

If you have any immediate questions or concerns, please contact your Navigators Analyst or send an e-mail to the Navigators mailbox at [HealthNavigators@dhcs.ca.gov](mailto:HealthNavigators@dhcs.ca.gov).