



**KAWEAH FOUNDATION
NAVIGATORS PROJECT WORK PLAN**

Program Planning and Startup Plan

Section 1: Identify specific Navigators Project’s planning and start-up activities and the anticipated completion dates for the activities identified.

PROGRAM PLANNING AND START-UP ACTIVITIES	ANTICIPATED COMPLETION DATE	ACTUAL COMPLETION DATE
Meet with internal program Managers/Directors to discuss new grant goals and activities.	09/30/22	N/A
Hire and train staff to build capacity and ensure understanding of program activities/protocols.	09/30/22	N/A
Review and update the client data form and referral system in partnership with the Data Analytics team. Develop written instructions for use of tool.	09/30/22	N/A
Co-Develop with the Population Health Team and agency partners, an outreach and referral plan, data collection and reporting system.	10/15/22	N/A
Develop a list of internal partners within Kaweah Health systems to inform about the grant program and referral process.	09/30/22	N/A
Develop a list of external community partners to inform/update about the grant program and referral process.	09/30/22	N/A
Attend State Health Navigator workshops or meetings related to Medi-Cal and Renewals if offered.	Ongoing	N/A
Research appropriate training opportunities for Health Navigators to improve knowledge and effectiveness.	Ongoing	N/A
As part of the start-up plan meet with TulareWorks to discuss county needs, and activities to meet those needs.	10/30/22	N/A
Maintain open communication with the TulareWorks Division to obtain updates related to PHE and Medi-Cal Updates.	Ongoing	N



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Normal Operations

Section 2: Identify specific outreach, application assistance, enrollment, access & utilization to health care, troubleshooting, and retention strategies and activities that meet the core objectives of AB 74 you will conduct to implement this approach. Identify specific target population(s) and the responsible entity who will implement these activities. Please list an activity(ies) for each task. For reference, a short list of examples of activities under each task is on Tab 6.

TASK	STRATEGIES AND ACTIVITIES	TARGET POPULATIONS	RESPONSIBLE ENTITY
Application Assistance	Provide assistance in completing the Medi-Cal application in English and Spanish, and/or submit required substantiating documentation.	1,2,3,4,5,6,7,8,9,10,11	Kaweah Health
Enrollment	Assist clients through the Medi-Cal enrollment process and communicate the status of their application and final enrollment decision.	1,2,3,4,5,6,7,8,9,10,11	Kaweah Health
Retention	Assist individuals in completing the redetermination packets and and/or submitting required substantiating documentation.	1,2,3,4,5,6,7,8,9,10,11	Kaweah Health
Outreach	Update Health Navigator program materials to include flyer and web page.	1,2,3,4,5,6,7,8,9,10,11	Kaweah Health
Outreach	The Health Navigator team will conduct outreach through community events (at least 5-10 per quarter) to provide information about the program. May include handing out flyers and answering Medi-Cal related questions.	1,2,3,4,5,6,7,8,9,10,11	Kaweah Health
Media Outreach	Work with the Kaweah Marketing Team to develop a program marketing plan to include written materials such as flyers/brochures, social media and radio messages to promote the program. Messages from DHCs Media Toolkit will be included.	1,2,3,4,5,6,7,8,9,10,11	Kaweah Health
Media Outreach	Work with local Spanish radio stations to provide ads/live remotes/interviews about the importance of having health coverage and where to call for assistance.	7,8	Kaweah Health
Outreach	Provide outreach and assistance on Medi-Cal Enrollment services at the annual Farmworker Women's Conference that serves close to 1,000 women and other farmworker targeted events.	4,8	Kaweah Health
Access & Utilization	Health Navigators will provide information on how to use Medi-Cal, explaining the difference between managed care and eligibility. They will be referred to our CalAIM program if eligible.	1,2,3,4,5,6,7,8,9,10,11	Kaweah Health
Access & Utilization	In cases where individuals are not approved for Medi-Cal they will provide information on other resources such as Covered California, free clinics, and other local programs.	1,2,3,4,5,6,7,8,9,10,11	Kaweah Health
Troubleshooting	Health Navigators will follow-up on denials of care and assist in submitting new application as appropriate.	1,2,3,4,5,6,7,8,9,10,11	Kaweah Health



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Troubleshooting	Health Navigators will assist clients with requesting new Medi-Cal Benefits Identification Cards, and providing points of contact to resolve issues.	1,2,3,4,5,6,7,8,9,10,11	Kaweah Health
Retention	Health Navigators will work with clients who request assistance with their redetermination packets. They will assist in completing packets and will work with Tulare County staff when questions arise.	1,2,3,4,5,6,7,8,9,10,11	Kaweah Health
Outreach	Work with Kaweah Health's Street Medicine program to meet with homeless population.	5	Kaweah Health



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Public Health Emergency (PHE) Plan

Section 3: On this tab, partners should list additional activities that go above and beyond the core AB74 activities as for the following phases of PHE. 1) Identify activities relating to outreach focus during PHE 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 coverage. Identify specific target population(s) and the responsible entity who will implement these activities. 2) Identify activities relating to outreach and retention during the 60 days prior to PHE termination. Identify specific target population(s) and the responsible entity who will implement these activities. 3) Identify activities relating to the PHE unwind which focuses on retention. Identify specific target population(s) and the responsible entity who will implement these activities.

TASK	STRATEGIES AND ACTIVITIES	TARGET POPULATIONS	RESPONSIBLE ENTITY
During PHE			
Outreach	Utilizing DHCS Media Tool Kit develop flyer and messages on the importance of having their contact information up to date with Tulare County and utilize when conducting outreach and media outreach.	1,2,3,4,5,6,7,8,9,10,11	Kaweah Health
Outreach	Contact previous enrolled clients via phone to remind them to update their contact information.	1,2,3,4,5,6,7,8,9,10,11	Kaweah Health
Outreach	Work the Community Care Coalition, a countywide coalition of more than 100 agency partners and engage as ambassadors.	1,2,3,4,5,6,7,8,9,10,11	Kaweah Health
Outreach	Conduct direct outreach on the Medi-Cal enrollment services and the importance of ensuring that Tulare County has the correct contact information to prevent disenrollment.	1,2,3,4,5,6,7,8,9,10,11	Kaweah Health
Outreach	Will leverage targeted outreach campaign materials that community organizations such as Self-Help Enterprises, Foodlink of Tulare County and Family Resource Centers can use to connect beneficiaries with Health Navigators for assistance with completing annual renewal packets and responding to local county offices requests in order to maintain coverage.	1,2,3,4,5,6,7,8,9,10,11	Kaweah Health
60 Days Prior to PHE Termination			
Outreach	The Health Navigators will leverage existing outreach events for other social service programs (i.e., CalFresh, Women, Infants, and Children, and CaWORKs) and provide materials and contact information at community clinics and hospitals, state unemployment offices, grocery stores, and places of worship where members of the community congregate.	1,2,3,4,5,6,7,8,9,10,11	Kaweah Health
Outreach	Continue to conduct outreach and focus on how PHE Termination will affect Medi-Cal enrollment.	1,2,3,4,5,6,7,8,9,10,11	Kaweah Health



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Retention Assistance	Continue to update their contact information, with their local county office if it changes, to report any change in circumstances, as well as check for upcoming renewal packets for beneficiaries whose cases have not auto-renewed.	1,2,3,4,5,6,7,8,9,10,11	Kaweah Health
Retention	Conduct at least 1 Medi-Cal Renewal Event working with Tulare County and Street Medicine.	1,2,3,4,5,6,7,8,9,10,11	Kaweah Health
12 Month PHE Unwinding Period			
Redetermination Assistance	Researching limitations or denials of care, requesting new Medi-Cal Benefits Identification Cards, and providing points of contact to resolve issues.	1,2,3,4,5,6,7,8,9,10,11	Kaweah Health
Retention	Conduct at least 1 Medi-Cal Renewal Event working with Tulare County and Emergency Medicine.	1,2,3,4,5,6,7,8,9,10,11	Kaweah Health