



MARIN COUNTY (MARIN COMMUNITY CLINIC)
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
We have provided Medi-Cal navigation services for 8 years. Planning and start-up activities are not needed; from day 1 we will provide all navigation services.	N/A	N/A



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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 meets 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(is) 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
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Application Assistance	Work with individuals and families to provide information/education and gather Medi-Cal application materials and verifications for enrollment.	Persons with mental health disorder needs; persons with other disabilities; aged persons; persons who are homeless; young persons of color; immigrants and families of mixed immigration status; persons with limited English proficiency; low-wage workers and their families or dependents; uninsured children and youth formerly enrolled in Medi-Cal, populations affected by the Medi-Cal eligibility expansions; pregnant women and HIV+ persons	Marin Community Clinics (MCC)
Application Assistance	Assist individuals and families as specified in Section I throughout the Medi-Cal application process using C4Yourself technology to take and submit applications and required verifications.	Same as above	MCC
Enrollment	Serve as direct liaison between Medi-Cal applicants and County Eligibility Workers.	Same as above	MCC with County DHHS



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Retention	Perform targeted outreach to recently discontinued Medi-Cal beneficiaries to gather Medi-Cal redetermination paperwork and verifications within 90-day cure period.	Same as above	MCC
Outreach	Perform targeted outreach by flyer distribution in clinics and Health Hubs.	Same as above	MCC
Enrollment	Assist individuals and families as specified in Section I throughout the Medi-Cal enrollment process using C4Yourself technology to take and submit applications and required verifications.	Same as above	MCC
Enrollment	Enrollment services will include face-to-face meetings and telephone interviews with applicants.	Same as above	MCC
Retention	Perform targeted outreach in-house, by phone, by mail, by virtual meetings, and/or dispatch health navigators to take Medi-Cal renewal applications for Marin County residents.	Same as above	MCC
Retention	Follow-up with Medi-Cal beneficiaries to gather Medi-Cal redetermination paperwork and verifications for retention.	Same as above	MCC
Media Outreach	Provide information and education about the Medi-Cal Program including how to apply for and keep Medi-Cal benefits via boosted social media posts.	Same as above	MCC
Access & Utilization	Provide information to applicants and enrolled individuals on how to use Medi-Cal and explain the difference between managed care and eligibility.	Same as above	MCC
Troubleshooting	Assist patients who encounter problems accessing or utilizing Medi-Cal including researching limitations or denials of care, requesting new Medi-Cal Benefits Identification Cards, and providing points of contact to resolve issues.	Same as above	MCC



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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			



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Outreach	Perform targeted outreach by phone or text, mailed notices, flyer distribution, and presentations by health enrollment navigators to take Medi-Cal applications for Marin County residents	Persons with mental health disorder needs; persons with other disabilities; aged persons; persons who are homeless; young persons of color; immigrants and families of mixed immigration status; persons with limited English proficiency; low-wage workers and their families or dependents; uninsured children and youth formerly enrolled in Medi-Cal, populations affected by the Medi-Cal eligibility expansions; pregnant women and HIV+ persons	MCC
Media Outreach	Provide information and education about the Medi-Cal Program by making presentations on the local Spanish-language radio program "Cuerpo Corazon Comunidad" and other appropriate media outlets.	Same as above	MCC



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Media Outreach	Provide information and education about the Medi-Cal Program including how to apply for and keep Medi-Cal benefits via patient newsletters and boosted social media posts.	Same as above	MCC
60 Days Prior to PHE Termination			
Outreach	Health navigators perform targeted outreach by phone and/or text, and by flyers posted in clinic and Health Hubs.	Same as above	MCC
Media Outreach	Provide information and education about the Medi-Cal Program including how to apply for and retain Medi-Cal benefits via boosted social media posts.	Same as above	MCC
Retention Assistance	Follow-up with Medi-Cal beneficiaries to gather Medi-Cal redetermination paperwork and verifications for retention.	Same as above	MCC
Retention	Health navigators, front office and call center staff encourage beneficiaries to update their contact information and check for upcoming renewal packets.	Same as above	MCC
12 Month PHE Unwinding Period			
Redetermination Assistance	Serve as direct liaison between Medi-Cal applicants and County Eligibility Workers.	Same as above	MCC
Retention	Health navigators perform targeted outreach by phone or text, by flyers posted in clinic and Health Hubs, and by mail to encourage Medi-Cal renewal applications for Marin County residents.	Same as above	MCC
Redetermination Assistance	Follow-up with Medi-Cal beneficiaries to gather Medi-Cal redetermination paperwork and verifications for retention.	Same as above	MCC
Redetermination Assistance	Work with individuals and families to provide information/education and gather materials and verifications for redetermination.	Same as above	MCC
Redetermination Assistance	Assist individuals and families as specified in Section I throughout the Medi-Cal redetermination process using C4Yourself technology to take and submit applications and required verifications.	Same as above	MCC