



MERCED COUNTY
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
Partner with medical centers in the area who can refer un/underinsured patients to apply for Medi-Cal, assist beneficiaries experiencing access to care issues, conduct renewal activities for individuals in jeopardy of discontinuance, and complete restorations for individuals who have been discontinued.	06/30/2026	N/A
Staff the New Direction Center with a Family Services Representative to offer Medi-Cal intake services, assist beneficiaries experiencing access to care issues, conduct renewal activities for individuals in jeopardy of discontinuance, and complete restorations for individuals who have been discontinued.	6/30/2026	N/A
Partner with Central California Alliance for Health to assist un/underinsured patients to apply for Medi-Cal, assist beneficiaries experiencing access to care issues, conduct renewal activities for individuals in jeopardy of discontinuance, and complete restorations for individuals who have been discontinued.	06/30/2026	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 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 undeach task is on Tab 6.

TASK	STRATEGIES AND ACTIVITIES	TARGET POPULATIONS	RESPONSIBLE ENTITY
Outreach	Attend community events (such as National Night Out and Hmong New Year) geared to the target populations to provide information and applications/application assistance. Navigators have laptops and portable scanners and will be able to scan any verifications the individual may have on hand.	4, 5, 9	Merced County
Enrollment	Merced County will partner with medical centers and provide a point of contact/Navigator to provide assistance with applications for Medi-Cal coverage.	4, 5, 9	Merced County
Application Assistance	Merced County will partner with medical centers and provide a point of contact/Navigator to assist with obtaining/maintaining coverage.	4, 5, 9	Merced County
Application Assistance	Merced County will partner with Central California Alliance for Health to house a Navigator in that office who will assist beneficiaries with applications, questions regarding their application/recertification, and scan any pending verifications.	4, 5, 9	Merced County
Enrollment	Staff the New Direction Center with a Navigator to provide assistance to the homeless population in applying for Medi-Cal coverage, as these beneficiaries do not have a mailing address. Navigators have laptops and portable scanners and will be able to scan any verifications the individual may have on hand.	5	Merced County
Application Assistance	Navigator will conduct home visits for disabled/homebound elderly and/or disabled individuals to complete the application process and collect verifications.	4, 9	Merced County



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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	Merced County has a partnership with medical centers in the area where health care needs may be met. The facilities and navigators will work to collect current contact information from Medi-Cal beneficiaries so we may cross-reference with County information and update as needed.	4,5,8,9	Merced County
Outreach	Merced County will hand out postcards during outreach events to notify of the impending PHE lift and providing a means to report contact information.	4,5,8,9	Merced County
Outreach	Merced County will hand out coloring pages to children during outreach events, which will include information on how to report changes in contact information and a means to report those changes.	8,9	Merced County
Outreach	Merced County will place a navigator at the managed care office, Central California Alliance for Health, to assist Medi-Cal beneficiaries with access to care issues, and obtaining necessary verifications and/or forms needed for annual redeterminations.	4,5,8,9	Merced County
Media Outreach	Merced County will utilize the different county-related social media platforms to remind beneficiaries of the need to report updated contact information prior to the end of the Public Health Emergency.	4,5,8,9	Merced County
Outreach	Merced County Health Navigators will attend school site events to notify beneficiaries of the PHE lift, and provide a means to report contact information.	8,9	Merced County
60 Days Prior to PHE Termination			
Media Outreach	Merced County will utilize the different county-related social media platforms to remind beneficiaries of the need to report updated contact information prior to the end of the Public Health Emergency.	4,5,8,9	Merced County



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Media Outreach	Merced County will run radio spots to remind beneficiaries of the need to report updated contact information prior to the end of the Public Health Emergency.	4,8,9	Merced County
Outreach	Healthcare Navigators will provide pre-paid mailers/postcards to community members during outreach events for self-reporting of contact information.	4,8,9	Merced County
12 Month PHE Unwinding Period			
Retention	Navigators will contact beneficiaries to remind them to provide their renewal packet in effort to prevent discontinuance.	4,5,8,9	Merced County
Retention	Partner with Central California Alliance for Health to maintain office hours in that office so they may provide assistance to clients, collect contact information and update in the county system, and collect information and verifications for those in danger of being discontinued.	4,5,8,9	Merced County
Retention	The navigator located at the New Direction Center will provide assistance to homeless beneficiaries, collect contact information and update in the county system, and collect information and verifications for those in danger of being discontinued.	5	Merced County
Retention	Work with the medical centers in the area to restore individuals who have lost coverage.	4,5,8,9	Merced County
Retention	The navigators will conduct home visits to disabled/homebound beneficiaries in danger of being discontinued, equipped with a laptop and portable scanner to conduct the appointment and scan verifications.	4,9	Merced County