DHCS

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
Engage with County partners to coordinate messaging and strategies, establish referral mechanisms	October 2022	N/A
Meet with Mono County DSS Eligibility staff to refresh on application and enrollment procedures, renewal packets, learn CalSAWS system for retention, redetermination assistance	October 2022	N/A
Establish a Memorandum of Understanding (MOU) with Mono County for read-only access to CalSAWS	October/November 2022	N/A

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
Outreach	Educate target audience about Medi-Cal through booths/presentations (3-4 x month) at various County events, such as emergency food distributions, public health clinics, job fairs, senior congregate meals, etc.	1,2,3,4,5,7,8,9,10,11	CSS
Outreach	Educate target audience about Medi-Cal through flyers created and distributed monthly throughout County locations, such as hospitals, the Indian Health clinic, community centers, County offices, post offices, laundromats, restaurants, grocery stores, corner stores, gas stations, and other businesses. English & Spanish.	1,2,3,4,5,7,8,9,10,11	CSS
Media Outreach	Educate target audience about Medi-Cal through monthly ads on social media.	1,2,3,4,5,7,8,9,10,11	CSS
Application Assistance	Provide assistance with completing Medi-Cal applications to individuals reached at community events and contacts made through flyer distribution and media outreach. Includes assistance with submitting substantiating documentation.	1,2,3,4,5,7,8,9,10,11	CSS
Application Assistance	Provide assistance with completing Medi-Cal applications to all parolees and probationers referred by Mono County Probation. Includes assistance with submitting substantiating documentation.	11	CSS
Enrollment	Track enrollment of individuals (through a Release of Information) who were provided application assistance by following up with Mono County DSS within 45 days of application submission.	1,2,3,4,5,7,8,9,10,11	CSS

Access & Utilization	Provide assistance to Medi-Cal beneficiaries reached through community events, flyers, media, etc. with understanding Medi-Cal benefits, assessing best program options and differences between plans, identifying plan providers for medical, dental, and mental health care, arranging (not providing) transportation service for specialty appointments, etc.	1,2,3,4,5,7,8,9,10,11	CSS
Troubleshooting	Provide assistance to Medi-Cal applicants and beneficiaries reached through community events, flyers, media, etc. with troubleshooting denials of claims, requesting replacement BIC cards, and other potential issues.	1,2,3,4,5,7,8,9,10,11	CSS
Retention	Utilize CalSAWS to contact Medi-Cal beneficiaries whose Medi-Cal renewal packets were returned by the post office or renewals not completed. Provide assistance with renewal packets and/or update Mono County DSS as to beneficiary status (no longer income eligible, Intercounty Transfer, moved out of State, etc.)	1,2,3,4,5,7,8,9,10,11	CSS

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	Provide forms at all outreach events for Medi-Cal beneficiaries to update their contact information; submit directly to Mono County DSS.	1,2,3,4,5,7,8,9,10,11	CSS
Media Outreach	Create and distribute flyers monthly throughout Mono County that encourage Medi-Cal beneficiaries to update their contact information with Mono County DSS. Locations include those likely to reach target audience, such as hospitals, medical clinics, behavioral health wellness centers, County offices, post offices, grocery and corner stores, gas stations, etc. English & Spanish.	1,2,3,4,5,7,8,9,10,11	CSS
Media Outreach	Create ads for social media that encourage Medi-Cal recipients to contact Mono County DSS to update their contact information. English & Spanish.	1,2,3,4,5,7,8,9,10,11	CSS
60 Days Prior to PHE Termination			
Outreach	Host monthly "Medi-Cal Renewal" event in Mono County (Walker, Bridgeport, Lee Vining, June Lake, Mammoth Lakes, Benton/Chalfant) where Medi-Cal beneficiaries can update their contact information and/or complete a renewal packet.	1,2,3,4,5,7,8,9,10,11	CSS
Retention Assistance	Provide assistance to individuals encountered during "Medi-Cal Renewal" events with completing redetermination packets and submitting substantiating documentation.	1,2,3,4,5,7,8,9,10,11	CSS
Retention Assistance	Utilize CalSAWS to contact Medi-Cal beneficiaries referred by Mono County DSS whose Medi-Cal renewal packets were returned by the post office or renewals not completed.	1,2,3,4,5,7,8,9,10,11	CSS

Retention Assistance	Provide assistance to Medi-Cal beneficiaries, identified through CalSAWS above, with renewal packets and/or update Mono County DSS as to beneficiary status (no longer income eligible, Intercounty Transfer, moved out of State, etc.)	1,2,3,4,5,7,8,9,10,11	CSS
Retention	Track retention of individuals (through a Release of Information) who were provided assistance with their redetermination packet by following up with Mono County DSS within 45 days of packet submission.	1,2,3,4,5,7,8,9,10,11	CSS
Outreach	Distribute one-time flyers throughout Mono County schools that encourage parents to update their contact information with Mono County DSS and check for renewal packets. English & Spanish.	10	CSS
12 Month PHE Unwinding Period			
Redetermination Assistance	Utilize CalSAWS to contact Medi-Cal beneficiaries referred by Mono County DSS whose Medi-Cal renewal packets were returned by the post office or renewals not completed.	1,2,3,4,5,7,8,9,10,11	CSS
Redetermination Assistance	Provide assistance to Medi-Cal beneficiaries, identified through CalSAWS above, with renewal packets and/or update Mono County DSS as to beneficiary status (no longer income eligible, Intercounty Transfer, moved out of State, etc.)	1,2,3,4,5,7,8,9,10,11	CSS
Retention	Track retention of individuals (through a Release of Information) who were provided assistance with their redetermination packet by following up with Mono County DSS within 45 days of packet submission.	1,2,3,4,5,7,8,9,10,11	CSS