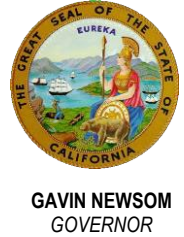




State of California—Health and Human Services Agency
Department of Health Care Services



GAVIN NEWSOM
GOVERNOR

DATE: January 26, 2022

Medi-Cal Eligibility Division Information Letter No.: I 22-02

TO: ALL COUNTY WELFARE DIRECTORS
ALL COUNTY ADMINISTRATIVE OFFICERS
ALL COUNTY MEDI-CAL PROGRAM SPECIALISTS/LIAISONS

SUBJECT: OLDER ADULT EXPANSION AND ASSET LIMIT CHANGES GLOBAL OUTREACH
LANGUAGE

The purpose of this Medi-Cal Eligibility Division Information Letter (MEDIL) is to provide counties with global outreach language related to the Older Adult Expansion and changes to the asset limits for Non-MAGI Medi-Cal, for immediate use. The goal of the outreach language is to inform beneficiaries and prospective applicants of upcoming changes to Medi-Cal which will expand eligibility for full scope Medi-Cal to all individuals who are 50 years of age or older who meet all Medi-Cal eligibility criteria and immigration status does not matter. Additionally, the outreach language provides information to counties, beneficiaries, and applicants on increased limits on net, non-exempt assets in order to inform choices about applying for Medi-Cal.

Background

The global outreach language includes messaging that can be used in various forms of outreach including social media posts, call scripts, and county website content. While counties are not required to utilize this language, the Department of Health Care Services (DHCS) highly recommends counties utilize this messaging and integrate it into their outreach and social media campaigns. Counties may modify the global outreach language to meet any business need in utilizing the language; however, the intent of the language must remain the same to retain consistency in messaging.

DHCS is sharing the global outreach language broadly for use by Medi-Cal Managed Care Plans, other State departments, Medi-Cal providers, and other community partners for use in their outreach activities.

If you have any questions or require additional information, please contact:

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ORIGINAL SIGNED BY

Sandra Williams, Chief
Medi-Cal Eligibility Division

Enclosures



Global Language and Messaging Snippets

Flyer/Insert Snippet

Nyob zoo Medi-Cal Tus Tswv Cuab los sis Tus Neeg Thov,

Muaj cov kev hloov pauv tuaj rau Medi-Cal cov kev pab cuam rau cov laus thiab cov neeg xiam oob qhab, uas yuav ua rau cov neeg tau txais Medi-Cal ntau dua. Cov kev hloov pauv no tseem yuav ua rau tib neeg khaws cov khoom muaj nuj nqis ntau ntxiv thaum lawv muaj Medi-Cal.

Older Adult Expansion

Older Adult Expansion yuav pib siv rau lub Tsib Hlis. 1, 2022. Qhov Kev Nthuav Qhia nthuav dav kev tsim nyog tau txais full scope Medi-Cal rau txhua tus neeg uas muaj hnuv nyoo 50 xyoo los sis laus dua, uas ua tau raws li txhua yam kev tsim nyog tau txais Medi-Cal, thiab kev nkag teb chaws tsis tseem ceeb. Yog tias koj muaj kev siv restricted scope Medi-Cal hauv Lub Tsib Hlis 2022 koj yuav raug hloov mus full scope Medi-Cal. Yog tias koj tau txais tsab ntawv ceeb toom txuas ntxiv, thov sau thiab xa rov qab mus rau lub cheeb tsam nroog kom tsis txhob muaj kev ncuaj sij hawm.

Yog tias koj tsi muaj kev siv restricted scope Medi-Cal koj tuaj yeem thov rau Medi-Cal hauv online, los ntawm kev xa ntawv, los ntawm kev hu xov tooj, ntawm koj lub cheeb tsam nroog lub chaw lis hauj lwm hauv zos, los ntawm fev los sis ntawm tus kheej. Yog tias koj tsim nyog tau txais full scope Medi-Cal raws li Older Adult Expansion, koj yuav tau txais tsab ntawv ceeb toom qhia koj txog koj qhov kev tsim nyog tau txais full scope Medi-Cal thiab hnuv pib, uas yuav yog Lub Tsib Hlis 1, 2022 los sis tom qab.

Cov Cuab Yeej Cuab Tam Uas Txwv Rau Kev Hloov Pauv

Thaum Lub Xya Hli 1, 2022 cov cuab yeej cuab tam txwv rau Medi-Cal cov kev pab cuam rau cov neeg muaj hnuv nyoo 65 xyoo los sis laus dua los sis cov neeg xiam oob qhab tau nce ntxiv. Cov kev hloov pauv no siv rau cov khoom koj muaj, uas tuaj yeem suav tau rau Medi-Cal kev tsim nyog. Cov khoom no suav nrog cov as khauj hauv txhab nyiaj, nyiaj ntsuab, tsheb mws ob thiab tsev, thiab lwm yam kev pab nyiaj txiag. Cov kev txwv yav dhau los yog \$2,000 rau ib tus neeg, thiab \$3,000 rau cov khub niam txiv. Cov kev txwv tshiab yog \$130,000 rau ib tus neeg, thiab ntxiv \$65,000 rau txhua tus neeg hauv tsev neeg ntxiv. Yog tias koj ntseeg tias koj tuaj yeem tsim nyog tau txais Medi-Cal thaum qhov kev txwv tshiab pib, koj raug nqua hu kom thov. Yog tias koj twb tau nyob hauv Medi-Cal qhov kev pab cuam uas muaj kev txwv rau cov cuab yeej cuab tam, koj yuav muaj peev xwm khaws tau tshaj li qhov qub. Thov tiv tauj rau koj lub cheeb tsam nroog Medi-Cal chaw ua hauj lwm yog tias koj muaj lus nug.

Cov lus nug?

Yog tias koj muaj lus nug, los sis yog tias koj daim ntawv thov Medi-Cal raug tsis lees paub, thov tiv tauj rau koj lub chaw lis hauj lwm hauv zos.



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Nrhiav koj lub cheeb tsam nroog lub chaw lis hauj lwm hauv zos ntawm no:
<http://dhcs.ca.gov/COL>.


Website Text for County Office

Muaj cov kev hloov pauv tuaj rau Medi-Cal cov kev pab cuam rau cov laus thiab cov neeg xiam oob qhab, uas yuav ua rau cov neeg tau txais Medi-Cal ntau dua. Cov neeg nyob hauv California uas muaj hnuv nyoog 50 xyoo los sis laus dua ua tau raws li txhua yam kev tsim nyog tau txais Medi-Cal yuav tau txais full scope Medi-Cal thiab kev nkag teb chaws tsis tseem ceeb. Lwm tus neeg yuav tau txais cov khoom muaj nqis ntxiv (xws li cov nyiaj hauv daim tshev los sis cov as khauj txuag nyiaj) thaum nyob hauv Medi-Cal.

Website Banner

Qhov tseem ceeb: Kev hloov pauv txoj cai ntawm Medi-Cal tab tom tshwm sim! Medi-Cal yuav muaj rau txhua tus neeg uas muaj hnuv nyoog 50 los sis laus dua uas ua tau raws li txhua yam kev tsim nyog tau txais Medi-Cal, thiab kev nkag teb chaws yuav tsis tseem ceeb. Cov kev hloov pauv no tseem yuav ua rau tib neeg khaws cov khoom mua nuj nqis ntxiv thiab tsim nyog rau Medi-Cal. Nug koj lub cheeb tsam nroog lub chaw lis hauj lwm hauv nroog.



Social Media	
Cov ntawv	Daim duab
<p>Koj puas muaj hnuv nyoo 50 xyoo los sis laus dua? Puas yog koj tsis tuaj yeem tau txais full scope Medi-Cal vim yog koj qhov kev nkag teb chaws? Pib txij lub Tsib Hlis 1, 2022 tag nrho cov neeg nyob hauv California uas muaj hnuv nyoo 50 xyoo los yog laus dua thiab uas ua tau raws li cov qauv tsim nyog rau Medi-Cal yuav tsim nyog tau txais full scope Medi-Cal. Kev nkag teb chaws tsis muaj teeb meem. Yog xav paub seb koj puas tsim nyog los sis xav paub ntxiv hu rau koj lub nroog lub chaw lis hauj lwm hauv zos. <u>Nrhiav koj lub cheeb tsam nroog lub chaw li hauj lwm hauv zos.</u></p>	<p>Cov neeg Californians muaj hnuv nyoo 50 xyoo los sis laus dua tuaj yeem tsim nyog tau txais txiaj ntsig ntawm Medi-Cal ntau dua.</p> <p>Tiv tauj rau koj lub cheeb tsam nroog chaw ua hauj lwm hnuv no.</p>  



Koj puas muaj hnuv nyoog 50 xyoo los sis laus dua? Puas yog koj tsis tuaj yeem tau txais full scope Medi-Cal vim yog koj qhov kev nkag teb chaws? Pib txij lub Tsib Hlis 1, 2022 tag nrho cov neeg nyob hauv California uas muaj hnuv nyoog 50 xyoo los yog laus dua thiab uas ua tau raws li cov qauv tsim nyog tau Medi-Cal yuav tsim nyog tau txais full scope Medi-Cal. Kev nkag teb chaws tsis muaj teeb meem. Yog xav paub seb koj puas tsim nyog los sis xav paub ntxiv hu rau koj lub nroog lub chaw lis hauj lwm hauv zos. Nrhiav koj lub cheeb tsam nroog lub chaw li hauj lwm hauv zos.

Cov neeg Californians muaj hnuv nyoog 50 xyoo los sis laus dua tuaj yeem tsim nyog tau txais txiaj ntsig ntawm Medi-Cal ntau dua.

Tiv tauj rau koj lub cheeb tsam nroog chaw ua hauj lwm hnuv no.



Koj puas paub tias yog koj yog ib tus neeg nyob hauv California uas muaj hnuv nyoog 50 xyoo los sis laus dua koj tuaj yeem tsim nyog tau txais full scope Medi-Cal pib txij lub Tsib Hlis 1, 2022 txawm tias koj qhov kev nkag teb chaws zoo li cas? Tiv tauj rau koj lub cheeb tsam nroog lub chaw lis hauj lwm hauv zos txhawm rau thov thiab paub ntau ntxiv. Nrhiav koj lub cheeb tsam nroog lub chaw li hauj lwm hauv zos.

Cov neeg Californians muaj hnuv nyoog 50 xyoo los sis laus dua tuaj yeem tsim nyog tau txais txiaj ntsig ntawm Medi-Cal ntau dua.

Tiv tauj rau koj lub cheeb tsam nroog chaw ua hauj lwm hnuv no.





Pib txij Lub Xya Hli 1, 2022, kev hloov pauv ntawm qhov kev txwv cov khoom muaj nuj nqis txhais tau tias koj yuav muaj peev xwm muaj cov cuab yeej cuab tam ntau dua thiab tseem nyob hauv Medi-Cal. Tiv tauj rau koj lub cheeb tsam nroog lub chaw lis hauj lwm hauv zos kom paub ntau ntxiv. Nrhiav koj lub cheeb tsam nroog lub chaw li hauj lwm hauv zos.

Khaws koj cov khoom muaj nqis thiab tsim nyog tau txais Medi-Cal.

Tiv tauj rau koj lub cheeb tsam nroog chaw ua hauj lwm hnuv no.



Pib txij Lub Xya Hli 1, 2022, kev hloov pauv ntawm qhov kev txwv rau cov khoom muaj nuj nqis txhais tau tias koj tuaj yeem tsim nyog tau Medi-Cal. Nug koj lub cheeb tsam nroog lub chaw lis hauj lwm hauv zos kom paub ntau ntxiv. Nrhiav koj lub cheeb tsam nroog lub chaw li hauj lwm hauv zos.

Khaws koj cov cuab yeej cuab tam thiab kom tseem tsim nyog tau Medi-Cal.



Tiv tauj rau koj lub cheeb tsam nroog chaw ua hauj lwm hnuv no.





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Call Script Snippet	
Tus neeg hu	Tus sawv cev
"Kev txwv cov khoom muaj nuj nqis nce ntxiv" txhais li cas?	Medi-Cal suav qee yam khoom muaj nqis thaum kuaj xyuas seb koj puas tuaj yeem tau txais cov txiaj ntsig ntawm Medi-Cal Qhov txwv ntawm yam uas koj muaj peev xwm ua tus tswv (xws li nyiaj ntsuab, cov as khauj hauv tuam txhab nyiaj, thiab lwm yam khoom muaj nuj nqis) yog \$2,000 rau ib tus neeg, tab sis yuav nce mus txog \$130,000 thaum Lub Xya Hli 1, 2022. Nug koj lub chaw hauj lwm Medi-Cal hauv zos yog tias cov kev hloov pauv no siv rau koj [insert local county contact information]
Older Adult Expansion yog dab tsi?	Thaum lub Tsib Hlis 2022, Older Adult Expansion yuav nthuav dav full scope Medi-Cal rau txhua tus neeg nyob hauv California uas muaj hnuv nyoog 50 xyoo lossis laus dua yog tias tus neeg ua tau raws li txhua yam kev tsim nyog tau txais Medi-Cal thiab kev nkag teb chaws tsis tseem ceeb.
Kuv yuav ua li cas thiaj tau txais cov ntaub ntawv ntau ntxiv txog Older Adult Expansion?	Cov ntaub ntawv hais txog Older Adult Expansion tuaj yeem nrhiav pom hauv DHCS lub vev xaib https://bit.ly/older-adult-expansion , hauv ACWDL 21-13, los ntawm kev xa email rau OlderAdultExpansion@dhcs.ca.gov .
Cov txiaj ntsig twg yog muab los ntawm Older Adult Expansion?	Ib tug neeg uas tsim nyog tau txais full scope Medi-Cal vim yog Older Adult Expansion yuav tau txais tag nrho cov txiaj ntsig full scope uas tau muab. Full scope Medi-Cal txawv ntawm restricted scope Medi-Cal. Restricted scope Medi-Cal tsuas yog txwv rau qhov kev pov thaiv rau qee qhov kev pab cuam nkaus xwb. Restricted scope Medi-Cal tsis pov thaiv rau tej yam xws li tshuaj los sis kev saib xyuas thawj. Full scope Medi-Cal muab kev saib xyuas kev noj qab haus huv tag nrho suav nrog kev kho mob, kho hniav, kev puas siab puas ntsws, kev npaj rau tsev neeg, kev saib xyuas ko taw, khoom pab kom hnov lus, thiab kev saib xyuas



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	<p>lub zeem muag (lub tsoom iav), suav nrog cov kev pab cuam los pab koj nyob hauv koj lub tsev xws li In-Home Supportive Services yog tias koj xav tau kev pab txhua hnuv rau kev ua ub ua no. Full scope Medi-Cal tseem suav nrog kev duav roos kho mob rau kev quav dej quav cawv thiab siv yeeb tshuaj, tshuaj uas koj tus kws kho mob xaj, thiab lwm yam.</p>
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IVR Call Script
<p>Cov cuab yeej cuab tam txwv rau koj qhov kev pab cuam Medi-Cal yuav nce ntxiv txij lub Xya Hli 1, 2022. Tej zaum koj yuav muaj peev xwm muaj los sis txuag nyiaj ntau dua los sis lwm yam khoom muaj nuj nqis tom qab qhov pib nce. Hu rau koj lub cheeb tsam nroog lub chaw lis hauj lwm hauv zos kom paub ntau ntxiv.</p>
<p>Pib txij lub Tsib Hlis 1, 2022, koj tuaj yeem tsim nyog tau txais full scope Medi-Cal vim yog Older Adult Expansion. Older Adult Expansion yuav nthuav dav kev tsim nyog rau full scope Medi-Cal rau txhua tus neeg nyob hauv California uas muaj hnuv nyoog 50 xyoo los sis laus dua yog tias tus neeg ua tau raws li txhua qhov kev tsim nyog tau txais Medi-Cal thiab kev nkag teb chaws tsis tseem ceeb.</p>
<p>Cov neeg thov tshiab yuav tsum tau thov rau Medi-Cal txhawm rau paub seb lawv puas tsim nyog tau txais full scope Medi-Cal vim yog Older Adult Expansion. Cov neeg tau txais txiaj ntsig ntawm Medi-Cal uas twb muaj lawm yuav raug hloov pauv mus rau qhov kev tsim nyog tau txais txiaj ntsig ntawm full scope thiab tau txais cov txiaj ntsig kev noj qab haus huv ntau dua thaum Older Adult Expansion tau siv rau lub Tsib Hlis 1, 2022.</p>