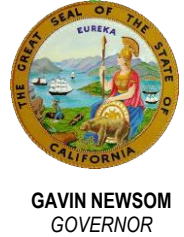




State of California—Health and Human Services Agency
Department of Health Care Services



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

Zorqv yieqc taux zipv benx Medi-Cal nyei mienh muoz a'fai zoux sou-gorn mienh,

Yiem zinh hoz siepv yiem naaiv Medi-Cal kou-gong gorn maaih dornngx tiuv yienc liouh jaa mienh goz mienh aengx caux wuaaic fangx mienh camv faaux zipv beu Weih sou-gorn yiem Medi-Cal. Naaiv deix tiuv yienc siang-jauv-louc se haih tengx zoux bun zuangx mienh maaih sou-gorn yiem Medi-Cal wuov maaih nyaanh camv faaux.

Older Adult Expansion

Naaiv diuc Older Adult Expansion oix bun jhex gorn longc yiem hmz hlaax saengh 1, 2022 mingh wuov ndaangc. Naaiv diuc capv cuotv ze'buonc puix-juang camv faaux se liepc funx benx full scope Medi-Cal yietc zungv zuangx mienh dugh maaih hnyangx-jeiv buangv 50 hnyangx faaux mingh nyei buonc dugh beiv ndorqc puix gauz yietc zungv Medi-Cal puix-juang wuov, aengx caux mv gin v gorn v ninh mbuo bieqc deic bung sou-gorn benx hnavg haaix yaac baac. Beiv taux meih maaih sou-gorn longc benx restricted scope Medi-Cal yiem hmz hlaax 2022 wuov ninh mbuo yaac fungx meih nyei mbuoz bieqc zaqc yiem benx full scope Medi-Cal mi'aqc. Beiv taux meih duqv zipv siou tih mengh fiex mbuox hiuv heuc borqv siang-sou-gorn nor, daaix luic dorh mingh dinh nzoih liuz aengx caux fungx nzuonx bun taux nquenc zangc gorn tengx jien sin zoux sou-gorn ziangx siepv mv zorv ziangh hoc lauh.

Se gorn v ih zanc meih mv maaih sou-gorn yiem caux restricted scope Medi-Cal nor meih corc haih zoux sou-gorn mingh tov gan online, fungx benx fieng mingh tov longc Medi-Cal sou-gorn gan fonh, gan fax a'fai dorn g hmien yiem buonh deic nquenc zangc ze'weic gorn. Beiv taux meih maaih puix-juang horpc zipv benx full scope Medi-Cal yiem njiec naaiv Older Adult Expansion nyei buonc, meih oix zuqc zipv siou taux naaiv zeiv tih mengh fieng daaih mbuox gorn v taux meih maaih puix-juang horpc zipv benx full scope Medi-Cal nyei buonc waac aengx caux yiem hmz hlaax saengh 1, 2022 yiem haaix norm hnoi-nyieqc jhex gorn ming yaac duqv a'fai zaih deix yaac duqv.

Tiuv yienc siang souz mouc zinh zoih nyaanh

Yiem cietv hlaax saengh 1, 2022 mingh wuov douc oix zuqc funx benx souz mouc Medi-Cal kou-gong gorn zinh zoih nyaanh tengx haaix deix mienh dugh maaih hnyangx-jeiv buangv 65 hnyangx faaux mingh nyei buonc a'fai wuaaic fangx mienh duqv zipv tipv nyaanh camv faaux. Naaiv deix tiuv yienc siang jauv-louc se haih zoux bun meih benx zinh zoih ziouv-jaa nyungc horngh jauv-louc oix zuqc funx benx Medi-Cal puix-juang nzengc. Naaiv deix nyungc horngh jaa-dorn g lemh jienv siou sou-daan yiem nyaah lamz gorn, nyaanh maeng yiem buoz zangc, da'nyeic pouz cie aengx caux biau v aengx caux da'nyeic diuc nyaanh gorn zuqc funx zorpc bieqc nzengc. Yiem loh hnoi jhex daaih nyei souz mouc nyaanh se funx benx yietc dauh mienh zipv benx \$2,000, aengx caux auv-nqoz doic zipv benx \$3,000. Ih zanc siang souz mouc nyaanh se funx benx yietc dauh



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mienh zipv benx \$130,000 aengx caux gorqv-zeic jaa bun huov jaa hmuangv doic da'dauh duqv \$65,000. Beiv taux meih hnamv daax nzunc baav meih haih maaih puix-juang gauz zipv ei yietc diuc Medi-Cal bun jiex gorn longc siang-souz mouc nyaanh wuov, meih yaac zoux sou mingh tov. Beiv taux meih maaih sou-gorn yiem njiec Medi-Cal kou-gong gorn ei nzoih naaiv deix souz mouc mi'aqc, meih yaac haih duqv zipv tengx nyaanh camv jiex loh hnoi duqv zipv jiex daaih nyei buonc oc. Beiv taux meih corc maaih waac qiemx naaic tipv nor daaix luic lorx taux Medi-Cal ze'weic gorn yiem buonh deic nquenc zangc.

Maaih waac-cai naaic fai?

Beiv taux meih corc maaih waac qiemx naaic a'fai se gorngv meih nyei Medi-Cal sou-tov gorn zuqc ninh mbuo ngaengc nzuih mv laengx bun, daaix luic lorx taux nquenc zangc ze'weic gorn yiem buonh deic. Lorx taux nquenc zangc ze'weic gorn yiem buonh deic yiem njiec naaiv:

<http://dhcs.ca.gov/COL>.



Website Text for County Office

Yiem zinh hoz siepv yiem naaiv Medi-Cal kou-gong gorn maaih dorngr tiuv yienc liouh jaa mienh goz mienh aengx caux wuaaic fangx mienh camv faaux zipv beu weih sou-gorn yiem Medi-Cal. California baeqc fingz dungh maaih hnyangx-jeiv buangv 50 hnyangx a'fai gauh goz nyei buonc dungh maaih puix-juang ndorc horpc puix zuqc Medi-Cal bouc dauh wuov haih duqv zipv benx full scope Medi-Cal aengx caux mv ginv gorngv ninh mbuo bieqc deic bung sou-gorn benx hngangv haaix yaac baac. Da'nyeic-deix zuangx mienh corc haih duqv nzipc zipv zinh zoih camv faaux (beiv taux benx zeiv-nyaanh qekv a'fai siou yiem nyaanh lamz gorn) dungh corc yiem njiec Medi-Cal bouc dauh.

Website Banner

Jienv kuv waac-fienx: Yiem njiec wuov ndaangc zinh hoz Medi-Cal rules oix zuqc goiv yienc doh leiz siang! Medi-Cal oix zuqc zorngr-mbenc nzoih liouh tengx yietc zungv zuangx mienh dungh maaih hnyangx-jeiv buangv 50 hnyangx faaux mingh nyei buonc dungh beiv ndorqc puix gauz yietc zungv Medi-Cal puix-juang, aengx caux mv ginv gorngv ninh mbuo bieqc deic bung sou-gorn benx hngangv haaix yaac baac. Naaiv deix tiuv yienc siang-jauv-louc se haih tengx zoux bun zuangx mienh maaih sou-gorn yiem Medi-Cal wuov maaih nyaanh camv faaux aengx caux gunv goux longx faaux. Lorx naaic nquenc zangc ze'weic gorn yiem buonh deic.

Social Media

Nzang-fienx mbuox

Meih nyei hnyangx-jeiv buangv 50 mi'aqc fai gauh goz? Meih mv duqv zipv benx full scope Medi-Cal wueix laaix benx zuqc meih bieqc deic bung sou-gorn mv nzoih fai? Jiex gorn yiem hmz hlaax saeng 1, 2022 mingh wuov ndaangc yietc zungv California baeqc fingz dungh maaih hnyangx-jeiv buangv 50 hnyangx a'fai gauh goz nyei buonc dungh maaih puix-juang ndorc horpc puix zuqc Medi-Cal bouc dauh wuov haih maaih puix-juang gauz bun zipv benx full scope Medi-Cal aengx caux mv ginv gorngv ninh mbuo bieqc deic bung sou-gorn benx hngangv haaix yaac baac. Liouh lorx mangc louc dauh waac-fienx gorngv meih haih maaih puix-juang gauz zipv aengx caux lorx muangc waac-fienx tipv nor lorx taux nquenc zangc ze'weic gorn yiem njiec buonh deic. Lorx taux nquenc zangc ze'weic gorn yiem buonh deic.

Hmien-mueic

Californians baeqc fingz dungh maaih hnyangx-jeiv 50 hnyangx a'fai gauh goz nzunc baav haih maaih puix-juangc horpc tengx benx Medi-Cal nyaanh camv faaux.

Ih hnoi meih lorx buangh taux yiem buonv-deic nquenc ze'weic gorn.



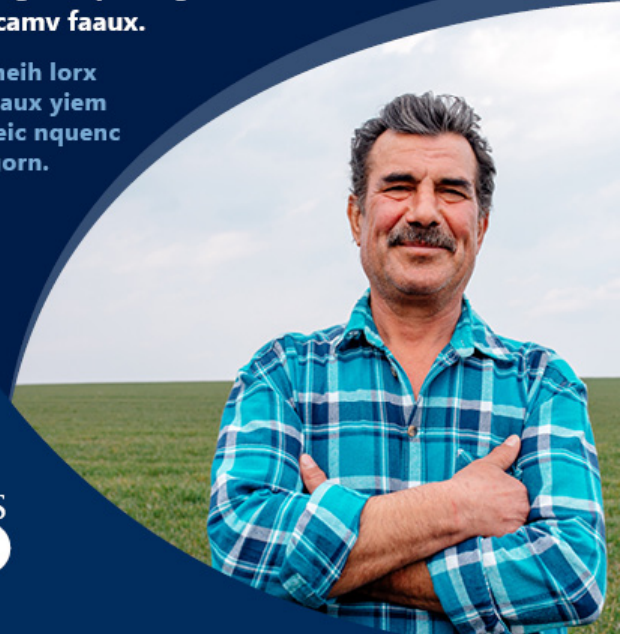


Meih nyei hnyangx-jeiv buangv 50 mi'aqc fai gauh goz? Meih mv duqv zipv benx full scope Medi-Cal wueix laaix benx zuqc meih bieqc deic bung sou-gorn mv nzoih fai? Jiex gorn yiem hmz hlaax saeng 1, 2022 mingh wuov ndaangc yietc zungv California baeqc fingz dung h maaih hnyangx-jeiv buangv 50 hnyangx a'fai gauh goz nyei buonc dung h maaih puix-juang ndorc horpc puix zuqc Medi-Cal bouc dauh wuov haih maaih puix-juang gauz bun zipv benx full scope Medi-Cal aengx caux mv ginv gorngv bieqc deic bung sou-gorn benx hnangv haaix yaac baac. Liouh lorx mangc louc dauh waac-fienx gorngv meih haih maaih puix-juang gauz zipv aengx caux lorx muangc waac-fienx tipv nor lorx taux nquenc zangc ze'weic gorn yiem njiec buonh deic. Lorx taux nquenc zangc ze'weic gorn yiem buonh deic.

Loh hnoi jiex daaih meih haix jiex nyei fai dung h gorngv meih benx California baengc fingz maaih hnyangx-jeiv buangv 50 hnyangx a'fai gauh goz wuov nzunc baav haih maaih puix-juang horpc zipv full scope Medi-Cal yiem hmz hlaax saeng 1, 2022 jiex gorn mingh mv ginv gorngv bieqc deic bung sou-gorn hnangv haaix yaac baac wuov? Lorx taux nquenc zangc ze'weic gorn yiem buonh deic aengx caux lorx muangc waac-fienx tipv liouh zoux sou mingh tov longc oc. Lorx taux nquenc zangc ze'weic gorn yiem buonh deic.

Californians baeqc fingz dung h maaih hnyangx-jeiv 50 hnyangx a'fai gauh goz nzunc baav haih maaih puix-juang horpc tengx benx Medi-Cal nyaanh camv faaux.

Ih hnoi meih lorx buangh taux yiem buonv-deic nquenc ze'weic gorn.



Californians baeqc fingz dung h maaih hnyangx-jeiv 50 hnyangx a'fai gauh goz nzunc baav haih maaih puix-juang horpc tengx benx Medi-Cal nyaanh camv faaux.

Ih hnoi meih lorx buangh taux yiem buonv-deic nquenc ze'weic gorn.





Yiem cietv hlaax saengh 1, 2022 jiex gorn mingh, oix zuqc goiv yienc paaiv benx souz mouc zinh zoih liouh bun meih duqv zipv tengx nyaanh camv faaux aengx caux aengx caux corc nzipc jienv yiem Medi-Cal. Lorx muangx waac-fienx tipv yiem nquenc zangc ze'weic gorn yiem buonh deic. Lorx taux nquenc zangc ze'weic gorn yiem buonh deic.

Goux siou longx meih nyei nyungc horng hja-dorngx aengx caux bun maaih puix-juang horpc zipv Medi-Cal.

Ih hnoi meih lorx buangh taux yiem buonv-deic nquenc ze'weic gorn.



Yiem cietv hlaax saengh 1, 2022 jiex gorn mingh, oix zuqc goiv yienc paaiv benx souz mouc zinh zoih liouh bun meih duqv zipv tengx nyaanh yiem Medi-Cal. Lorx muangx waac-fienx tipv yiem nquenc zangc ze'weic gorn yiem buonh deic. Lorx taux nquenc zangc ze'weic gorn yiem buonh deic.

Goux siou longx meih nyei nyungc horng hja-dorngx aengx caux bun meih corc maaih puix-juang horpc zipv Medi-Cal.

Ih hnoi meih lorx buangh taux yiem buonv-deic nquenc ze'weic gorn.





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Call Script Snippet	
Kor waac nyei mienh	Div gong bun zangc
Naaiv “jaa souz mouc nyaanh faaux” se funx benx haaix nyungc?	Dungh haaix zanc Medi-Cal zaah dimv nyei ziangh hoc ninh mbuo oix zuqc funx saauv nzoih nyungc zeiv zinh zoih liouh beiv ndorqc mangc gaax meih corc maaih puix-juang horpc tengx Medi-Cal nyaanh nyei fai. Naaiv deix souz mouc zinh zoih dungh meih benx ziouv-jaa nyei buonc (beiv benx nyaanh maeng siou yiem buoz zangc, nyaanh siou yiem nyaanh lamz gorn aengx caux da’nyeic-diuc zinh zoih) yietc laanh daan-sin mienh maaih taux \$2,000 wuov, oix zuqc jaa camv taux \$130,000 yiem cietv hlaax saengh 1, 2022 mingh wuov ndaangc. Naaic Medi-Cal ze’weic gorn beiv taux naiav deix goiv yienc jauv-louc puix-horpc meih nyei fai. [Dorh nquenc zangc borqv lorx doic waac-fienx bieqc naaiv]
Naaiv Older Adult Expansion se benx haaix nyungc?	Yiem hmz hlaax 2022 mingh wuov ndaangc, naaiv Older Adult Expansion oix zuqc capv jauv-louc bun bieqc full scope Medi-Cal yietc zungv zuangx mienh dungh maaih hnyangx-jeiv buangv 50 hnyangx faaux mingh nyei buonc dungh beiv ndorqc puix gauz yietc zungv Medi-Cal puix-juang wuov, aengx caux mv ginv gorngv ninh mbuo bieqc deic bung sou-gorn benx hnavg haaix yaac baac.
Yie oix zuqc hnavg haaix lorx muangx waac-fienx tipv gorngv taux Older Adult Expansion?	Waac-fienx gorngv taux Older Adult Expansion se lorx mangc yiem naaiv DHCS website https://bit.ly/older-adult-expansion , in <u>ACWDL 21-13</u> , a’fai fungx email buangh taux OlderAdultExpansion@dhcs.ca.gov .



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Ninh mbuo Older Adult Expansion maaih haaix nyungc nyaanh dipc daaih nzie?

Haaix dauh maaih puix-juang horpc zipv benx full scope Medi-Cal se wueic laaix benx zuqc Older Adult Expansion oix zuqc zipv benx yietc zungv full scope nyaanh daaih tengx.

Full scope Medi-Cal caux naaiv restricted scope Medi-Cal se piouz doic go nyei. Restricted scope Medi-Cal kungx tengx beu Weih bun diuc baav zorc baengc jauv-louc hnangv. Restricted scope Medi-Cal maiv duqv beu bun nyungc horngh jauv-louc dungh benx ndie a'fai jhex gorn goux mangc baengc zingh.

Full scope Medi-Cal tengx beu junh goux mangc heng-wangc baengc zingh lemh nzoih zorc baengc, zorc nyaah, corngh zingh baengc, goux mv maaih gu'nguaaz maqc, goux baengc zauz mun baengc, jaa-dorngx topv m'normh muangx waac, aengx caux m'zing mbuov (muoc-ziuz), lemh nzoih zix diuc jauv-louc liouh meih yiem biau v zong ga'nyuoz In-Home Supportive Services beiv taux qiemx longc mienh lungh hnoi goux mangc meih. Full scope Medi-Cal corc beu sou-gorn bun zorc hopv diuv aengx caux buov yong-in baengc, ndie-sai faaux ndie bun zorc baengc aengx caux zix diuc jauv-louc bun longc jaa.



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IVR Call Script

Naaiv diuc souz mouc zinh zoih yiem Medi-Cal kou-gong gorn wuov oix zuqc bun jaa camv faaux yiem cietv hlaax saengh 1, 2022 jiex gorn mingh. Nzunc baav meih corc haih duqv zipv a'fai maaih nyaanh siou camv faaux aengx caux da'nyeic-diuc zinh zoih jaa faaux dughh ninh jiex gorn liuz wuov. Douc waac lorx muangx waac-fienx tipv yiem caux nquenc zangc ze'weic gorn yiem buonh deic.

Yiem hmz hlaax saengh 1, 2022 jiex gorn mingh nzunc baav meih haih maaih puix-juang horpc bouc zipv benx full scope Medi-Cal wueic laaix benx zuqc naaiv Older Adult Expansion. Naaiv Older Adult Expansion oix zuqc capv jauv-louc bun bieqc full scope Medi-Cal yietc zungv zuangx mienh dughh maaih hnyangx-jeiv buangv 50 hnyangx faaux mingh nyei buonc dughh beiv ndorqc puix gauz yietc zungv Medi-Cal puix-juang wuov, aengx caux mv ginv gorngv ninh mbuo bieqc deic bung sou-gorn benx hngangx haaix yaac baac.

Zoux siang-sou-gorn daaih tov nyei mienh oix zuqc zoux ei Medi-Cal jauv-louc liouh lorx mangc gaax ninh mbuo se haih maaih puix-juang horpc bouc zipv benx full scope Medi-Cal wueic laaix benx zuqc naaiv Older Adult Expansion. Ih zanc haaix deix mienh zipv longc Medi-Cal wuov oix zuqc dorh ninh mbuo fungx zaqc bieqc full scope puix-dauh aengx caux bieqc zipv longc goux mangc heng-wangc nyaanh camv faaux dughh haaix zanc Older Adult Expansion zoux naaiv diuc kou-gong yiem hmz hlaax 1, 2022 mingh wuov.