



COMMUNITY HEALTH INITIATIVE OF ORANGE 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
No start-up activities needed.	N/A	N/A



**COMMUNITY HEALTH INITIATIVE OF ORANGE COUNTY
NAVIGATORS PROJECT WORK PLAN**

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
Enrollment	Enroll 250 individuals from inside County Jail facilities into Medi-Cal in a 12 month period. (Based on reopening of jails to CHIOC CEC)	Persons in County Jails set to be released	Project Kinship
	Designate staff to perform Medi-Cal outreach, education and enrollment at County Jails and assist with submitting Medi-Cal applications.		
	Facilitate completion of applications for other social services.		
	Submit applications to Orange County Social Services (OCSSA) for processing.		
	Collect monthly statistics.		
Enrollment	Enroll a minimum of 1,500 individuals into Medi-Cal in a 12 month period.	1,2,3,4,5,6,7,8,9,10,11	CHIOC
	Develop strategies to assess where high risk uninsured individuals reside within Orange County and target outreach events in these areas to assist with Medi-Cal Enrollments.		
	Work collaboratively with County Probation department to identify and refer those justice involved individuals without an active Medi-Cal case to CBO for education and enrollment.		
	Use OCSSA list of Cal Fresh only customers for Medi-Cal outreach calls.		
	Collect monthly statistics.		
	Submit applications to SSA for processing.		
	Facilitate quarterly meetings between all partners.		



**COMMUNITY HEALTH INITIATIVE OF ORANGE COUNTY
NAVIGATORS PROJECT WORK PLAN**

Outreach	In collaboration with OCSSA, develop educational material for distribution for outreach events, on how to enroll in Medi-Cal, access and retain Medi-Cal services.	1,2,3,4,5,6,7,8,9,10, 11	CHIOC
	In coordination with OCSSA, facilitate and attend a minimum of 400 outreach events annually.		
	Attend community outreach events, schools, community based organizations, county jails.		
	Educate public on MyBCW being replaced by BenefitsCal.		
	Provide assistance to register for BenefitsCal beginning on April 24, 2023.		
	Collect monthly statistics.		
Application Assistance	Attempt to make phone contact with the head of household for 100% of Medi-Cal cases enrolled by CBO within 30-45 days of submitting an application to each newly enrolled CHIOC household to get enrollment status and provide assistance/troubleshoot if needed.	1,2,3,4,5,6,7,8,9,10, 11	CHIOC
	Collect monthly statistics		
Access & Utilization	Attempt to make phone contact with the head of household for 100% of Medi-Cal cases enrolled by CBO within 30-60 days of submitting an application to assist with plan selection with Orange County managed care provider	1,2,3,4,5,6,7,8,9,10, 11	CHIOC
	Collect monthly statistics.		



**COMMUNITY HEALTH INITIATIVE OF ORANGE COUNTY
NAVIGATORS PROJECT WORK PLAN**

Access & Utilization	Attempt to make phone contact with the head of household for 100% of Medi-Cal cases enrolled by CBO within first 6 months of eligibility to monitor and record healthcare utilization.	1,2,3,4,5,6,7,8,9,10,11	CHIOC
	Collect monthly statistics		
Retention	Provide educational information on Medi-Cal benefit retention to the head of the household for 100% of new Medi-Cal cases.	1,2,3,4,5,6,7,8,9,10,11	CHIOC
	Include informational flyers in established "exit" packets that educate customers on how to retain their Medi-Cal benefits at County jails throughout Orange County.		
	Provide phone and in-person assistance to all customers seeking assistance with completing and submitting Medi-Cal yearly redeterminations.		
	Provide Medi-Cal retention flyers at designated locations on how to retain Medi-Cal benefits, such as: Community outreach events, schools, community based organizations.		
	Provide Medi-Cal retention workshops to customers on what they need to do to retain their benefits (Know Your Benefits).		
	Collect monthly statistics		
Retention	Attempt to make phone contact with the head of household for 100% of Medi-Cal cases enrolled by CBO by 11 month of eligibility to remind customers of upcoming redetermination and provide assistance if needed Collect monthly statistics.	1,2,3,4,5,6,7,8,9,10,11	CHIOC
Retention	Make contact with the head of household for a minimum of 375 cases in a 12 month period that have been discontinued for not providing Medi-Cal Redetermination.	1,2,3,4,5,6,7,8,9,10,11	CHIOC
	OCSSA to provide contractor with list of Medi-Cal cases discontinued for no Redetermination (RRR) after 45 days of discontinuance.		
	Contractor will attempt to make contact with head of household to provide reminder of cure period and provide assistance completing RRR form.		



COMMUNITY HEALTH INITIATIVE OF ORANGE COUNTY
NAVIGATORS PROJECT WORK PLAN

	Collect monthly statistics.		
Outreach	Educate customers on the decommissioning of MyBenefits CalWIN and the benefits of registering to BenefitsCal beginning on 1/1/23.	1,2,3,4,5,6,7,8,9,10, 11	CHIOC
	Assist customers with registering to BenefitsCal beginning on April 24, 2023.		
	Collect monthly statistics.		
Media Outreach	Utilize social media for Medi-Cal Outreach - 100 posts per 12 month period.	1,2,3,4,5,6,7,8,9,10, 11	CHIOC
	Collect monthly statistics.		



**COMMUNITY HEALTH INITIATIVE OF ORANGE COUNTY
NAVIGATORS PROJECT WORK PLAN**

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	CBO will remind beneficiaries of the reporting responsibilities regarding changes to contact information and the importance of reporting their changes to OCSSA utilizing SSA Submit Portal	1,2,3,4,5,6,7,8,9,10,11	CHIOC
60 Days Prior to PHE Termination			
Retention Assistance	Education on PHE lift will be provided at each phone contact to inform customers of PHE lift and their need to submit annual redeterminations timely to prevent discontinuance of eligibility. Provide assistance as needed.	1,2,3,4,5,6,7,8,9,10,11	CHIOC
Outreach	CBO will educate the community on the implication of the PHE lift and how it will impact the process for annual renewals. CBO will remind beneficiaries of the reporting responsibilities regarding changes to contact information and the importance of reporting their changes to OCSSA utilizing SSA Submit Portal. Develop informational flyers for distribution. Include information of pending PHE lift at community educational events.	1,2,3,4,5,6,7,8,9,10	CHIOC
12 Month PHE Unwinding Period			
Retention	Utilize social media to educate Medi-Cal beneficiaries of PHE termination and to report any changes to their contact information to OCSSA utilizing SSA Submit Portal.	1,2,3,4,5,6,7,8,9,10	CHIOC