



SAN LUIS OBISPO 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
Hire Navigator Staff	11/15/2022	N/A
Identify training needs	11/21/2022	N/A
Provide training	11/21/2022	N/A
Develop an excel spreadsheet for tracking	11/21/2022	N/A
Identify Outreach locations	11/21/2022	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 under each task is on Tab 6.

TASK	STRATEGIES AND ACTIVITIES	TARGET POPULATIONS	RESPONSIBLE ENTITY
Outreach	Engage with homeless shelters to outreach for MC applications; assist with application via MyBenefitsCalWIN.org.	1,2,3,4,5,6,7,8,9,10	Subcontractor/ County
Outreach	Engage with community partners such as Behavioral Health, County Jail, Family Resource Centers, faith based organizations, to outreach for MC applications; offer assistance with applications.	1,2,3,4,5,6,7,8,9,10	Subcontractor/ County
Outreach	Attend community events such as Farmers Market, Children's Day at Plaza, Senior Health Fairs, etc. to outreach for all programs.	1,2,3,4,5,6,7,8,9,10	Subcontractor/ County
Media Outreach	Utilize DHCS Toolkit to print and post flyers re MC, including information regarding Californians age 50 and over, Medicare, asset waiver increase; include info in social media, website banners, PSAs.	1,2,3,4,5,6,7,8,9,10	Subcontractor/ County
Application Assistance	Contact MC applicants to check in on paperwork completion, offer assistance.	1,2,3,4,5,6,7,8,9,10	Subcontractor/ County
Application Assistance	Contact MC applicants to remind of verifications pending.	1,2,3,4,5,6,7,8,9,10	Subcontractor/ County
Application Assistance	Contact CalFresh recipients to outreach for MC program (in-reach).	1,2,3,4,5,6,7,8,9,10	Subcontractor/ County
Access & Utilization	Contact MC beneficiaries to check in on needs, issues, questions such as need BIC, need website for list of local providers, or need other community resources.	1,2,3,4,5,6,7,8,9,10	Subcontractor/ County
Retention	Contact MC beneficiaries to remind of verifications requested by worker; ask if there are issues to communicate to worker.	1,2,3,4,5,6,7,8,9,10	Subcontractor/ County
Retention	Contact MC beneficiaries to check in on upcoming renewal, ask if there are any change in circumstances (use sample list) to communicate to worker.	1,2,3,4,5,6,7,8,9,10	Subcontractor/ County
Retention	Contact MC beneficiaries to remind of renewal packet that had been sent in mail; offer assistance.	1,2,3,4,5,6,7,8,9,10	Subcontractor/ 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	Identify MC-Only beneficiaries (not also active on CalFresh and CalWORKs which require periodic reporting); these MC beneficiaries may have contact information that needs to be updated.	1,2,3,4,5,6,7,8,9,10	Subcontractor/ County
Outreach	Send flyers by US mail to encourage them to update contact information.	1,2,3,4,5,6,7,8,9,10	Subcontractor/ County
Media Outreach	Outreach on social media, radio PSAs, flyers in community centers, website banner; utilize DHCS toolkit.	1,2,3,4,5,6,7,8,9,10	Subcontractor/ County
60 Days Prior to PHE Termination			
Retention Assistance	Call MC beneficiaries to update their contact information, ask if there are change in circumstances to report to their worker (use list of sample changes), and inform of upcoming renewal packets that may be sent by US mail if the County is not able to renew using available information.	1,2,3,4,5,6,7,8,9,10	Subcontractor/ County
Media Outreach	Raise community awareness -- Inform public of ending of PHE via public service announcements, social media, website banners, flyers posted in community centers. Outreach to faith based organizations; include community partners. Make use of DHCS Toolkit.	1,2,3,4,5,6,7,8,9,10	Subcontractor/ County
Outreach	Attend outreach events to help with communication, questions.	1,2,3,4,5,6,7,8,9,10	Subcontractor/ County
Retention Assistance	Revise script in voice mail messages to include ending of PHE and resumption of MC renewals.	1,2,3,4,5,6,7,8,9,10	Subcontractor/ County
12 Month PHE Unwinding Period			
Redetermination Assistance	Call MC beneficiaries to ask whether they have received renewal packet that had been mailed to them. Ask if they need assistance completing forms, provide assistance over phone or offer to help in person; remind beneficiary to return the paperwork.	1,2,3,4,5,6,7,8,9,10	Subcontractor/ County



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Redetermination Assistance	Call MC beneficiaries who have been asked by their worker to provide verifications; ask if they have any questions for their worker; remind beneficiary to send verifications so that they may complete their renewal and continue coverage.	1,2,3,4,5,6,7,8,9,10	Subcontractor/ County
Retention	Call MC beneficiaries to ask whether they have any questions or have any issues with their MC -- whether they have BIC, whether they have website address listing local providers, etc.	1,2,3,4,5,6,7,8,9,10	Subcontractor/ County