



SAN DIEGO 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



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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
Application Assistance	Assist customers in completing the application for Medi-Cal before release so that benefits are available upon release. Process entails provider taking paper application, meeting with the inmate to complete the application and obtaining all necessary verifications. The provider will then fax the completed application to the Hospital and Community Support Services (HCSS) for processing.	11	Contracted providers
Enrollment	Follow up as needed to ensure enrollment is complete before release. HCSS will follow up with the contracted provider if additional information/verifications are needed to determine eligibility. The provider will then follow up with the inmate to obtain the additional information/verifications.	11	Contracted providers
Retention	Provide recertification contact and renewal assistance. Provider will work with the inmate's family if the Medi-Cal redetermination is due around the time of the inmate's release to ensure that all coverage remains intact during the transition from jail to home.	11	Contracted providers
Outreach	Send flyers to each inmate informing them of potential Medi-Cal eligibility and to request an appointment with a counselor if interested.	11	Contracted providers



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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	Remind inmate's family members to inform the County of their updated contact information during any contacts while processing the pre-release application. Providers have access to the information in our Community Partner Resource Toolkit (https://www.sandiegocounty.gov/content/sdc/hhsa/programs/ssp/community_partner-resourcetoolkit.html).	11	Contracted providers
60 Days Prior to PHE Termination			
Outreach	Remind inmate's family members to inform the County of their updated contact information during any contacts while processing the pre-release application. Providers have access to the information in our Community Partner Resource Toolkit (https://www.sandiegocounty.gov/content/sdc/hhsa/programs/ssp/community_partner-resourcetoolkit.html).	11	Contracted providers
12 Month PHE Unwinding Period			
Redetermination Assistance	Assist inmate's family members to complete the Medi-Cal redetermination for the family while assisting with application for inmate being released. They would assist with completion of any redetermination forms and submit them via fax to HCSS.	11	Contracted providers