



**SAN FRANCISCO COMMUNITY CLINIC CONSORTIUM  
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.**

<b>PROGRAM PLANNING AND START-UP ACTIVITIES</b>	<b>ANTICIPATED COMPLETION DATE</b>	<b>ACTUAL COMPLETION DATE</b>
<b>SFCCC Contractor Responsibilities:</b>		
Develop Contracts for Subcontractors	10/31/2022	N/A
Contracts w/subcontractors are fully executed	11/15/2022	N/A
Develop revised reporting tool for subcontractors	10/31/2022	N/A
Meeting w/each Subcontractor & SFCCC's Director of Health Care Coverage & Access to review Navigator goals, rules and expectations as well as outreach, engagement and enrollment strategies.	10/15/2022	N/A
Hold training for each subcontractor staff on use of reporting tool (ongoing as new staff are hired throughout the contract)	11/31/2022 & ongoing	N/A
IT Director will work w/Subcontractors w/ EPIC Electronic Health Records to develop automated report to pull data from the case management section of EHR to facilitate reporting on several data points, particularly Navigation and Troubleshooting to capture all reportable clinic patients "touches "or relevant encounters.	12/31/2022	N/A
Share best practices with subcontractors on relevant outreach and enrollment strategies and practices	11/22/2022	N/A
Develop schedule of regular meetings with each subcontractor	10/31/2022	N/A
<b>SUBCONTRACTORS:</b>		
Note: SFCCC has 5 current subcontractors and is proposing to add 1 additional subcontractor who is a partner health center. This clinic, a Medi-Cal provider in the Latino community, was not able to join our initial contract because the pandemic had caused more significant disruptions to their operations and their communities and the reporting requirements were daunting. They are now fully ready to join the contract. They have capable staff already on their payroll who know how to perform most of the required Navigator tasks and are skilled at working with their specific communities.		N/A
Train newly hired staff and/or provide refreshers on HIPAA compliance and Medi-Cal eligibility.	11/15/2022	N/A
Train current subcontractors' staff on revised Navigator reporting tool.	11/15/2022	N/A
Train new subcontractors' staff on Navigator reporting tool	12/1/2022	N/A
Develop target messages for specific populations	11/15/2022	N/A



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Develop educational and outreach materials at various subcontractors as needed.	11/15/2022 & ongoing	N/A
Develop outreach work plans and preliminary schedule of community events within each subcontractor that are appropriate for Medi-Cal outreach (Project Homeless Connect, Harvest Moon Festival, etc.).	11/1/2022	N/A
Develop in-reach work plans at each subcontractor for current patients already enrolled in Medi-Cal. Run lists of patients on Medi-Cal and prepare scripts for front desk and call center staff about upcoming renewals. Develop different scripts for different phases of PHE and unwinding, renewal processes.	11/30/22	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(is) 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
	<p><i>Note about target populations: SFCCC and our subcontractors propose to reach all the target populations. However, we will have limited contact with uninsured youth or formerly enrolled youth because we are fortunate to have a very low rate of uninsured children in San Francisco. However, later in the contract period we expect to see more as some youth do not renew in time and fall off Medi-Cal and it will be crucial to keep them continuously enrolled as the PHE unwinds. In addition, we expect our subcontractors to have less involvement with the population that is currently in jail or prison. All our other participating clinics serve people who were previously incarcerated, and several work with the Jail Diversion project. Otherwise, we serve all the target populations throughout the city.</i></p>		
Outreach	<p>Conduct direct outreach and educational events to community members that reside in the target neighborhoods and throughout the San Francisco. These neighborhoods include, Chinatown, the Tenderloin, Civic Center and Polk Gulch, South of Market, the Mission, the Excelsior, Bayview and Hunters' Point as well as the Outer Mission and Ingleside. In addition NEMS has clinics that serve Medical patients in the Richmond and Sunset neighborhood. Of particular importance will be targeting unhoused clients who are highly unlikely to receive any State Medi-Cal letters in the mail. All our subcontractors serve unhoused Medi-Cal beneficiaries and are in a unique position to have already established trust with them, which will be key to assist them to renew their Medi-Cal when needed.</p>	1,2,3,4,5,6,7,8,9,10,11	SFCCC and all subcontractors
Media Outreach	<p>CCHI will use Comcast ads to reach relevant zip codes with Medi-Cal ads through TV, web browsers and social media.</p>	1,2,3,4,5,6,7,8,9,10,11	CCHI
Outreach	<p>Use Internal clinic reports on patients who have Medi-Cal to flag for reminders at medical visits to watch their mail for Medi-Cal renewal applications and information and to contact the clinic to complete the renewal application. Develop script for staff and train them on use.</p>	1,2,3,4,5,6,7,8,9,10,11	MNHC, NEMS, SFCHC, SMHC and SFHP



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Outreach	Work with community groups to register for tables and participate at appropriate community events.	1,2,3,4,5,6,7,8,9,10,11	MNHC, NEMS, SFCHC, SMHC and SFHP
Outreach	Attend community events and speak with people about Medi-Cal. Invite uninsured and others needing navigation or troubleshooting to schedule appointments to meet their needs, which may include assisting with a new enrollment, assisting those with Medi-Cal who have recently moved to the city to help transfer their Medi-Cal to San Francisco if necessary, help them select a health plan, a provider, obtain a new card, etc.	1,2,3,4,5,6,7,8,9,10,11	MNHC, NEMS, SFCHC, SMHC and SFHP
Enrollment	Enroll community members eligible for Medi-Cal enrollment, who have been engaged with the Outreach Workers through outreach and educational activities.	1,2,3,4,5,6,7,8,9,10,11	MNHC, NEMS, SFCHC, SMHC and SFHP
Application Assistance	Schedule appointments and assist community members in completing their Medi-Cal applications and submitting the required supporting documentation.	1,2,3,4,5,6,7,8,9,10,11	MNHC, NEMS, SFCHC, SMHC and SFHP
Application Assistance	Check in CalWIN Lite and/or MEDS on status of the application and whether it's been successfully determined to be eligible. Follow-up with the applicant as appropriate and offer to help with any navigation or troubleshooting.	1,2,3,4,5,6,7,8,9,10,11	MNHC, NEMS, SFCHC, SMHC and SFHP
Retention	Retain Medi-Cal beneficiaries by assisting them to submit their annual renewal applications.	1,2,3,4,5,6,7,8,9,10,11	MNHC, NEMS, SFCHC, SMHC and SFHP
Retention	Check in CalWIN Lite and/or MEDS on status of the renewal application and whether it's been successfully determined to be contiguously eligible. Follow-up with the beneficiary as appropriate and offer to help with any navigation or troubleshooting.	1,2,3,4,5,6,7,8,9,10,11	MNHC, NEMS, SFCHC, SMHC and SFHP
Troubleshooting	Offer to assist anyone whose application was submitted (new or renewal) with any additional issues, such as getting a new or replacement Medi-Cal ID card, or health plan ID card, any future change of address or other contact information. Follow-up on all such requests for assistance and staff to track this work for Navigator project.	1,2,3,4,5,6,7,8,9,10,11	MNHC, NEMS, SFCHC, SMHC and SFHP



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Access & Utilization	Assist new and renewed beneficiaries to access services by offering to make appointments for primary care, refer to a case manager or other clinic staff if appropriate to additional health care services, and offer to assist or have other staff assist with Cal Fresh applications and questions, accessing transportation services, additional food resources, etc. Track referrals and assistance for Navigator program.	1,2,3,4,5,6,7,8,9,10,11	MNHC, NEMS, SFCHC, SMHC and SFHP
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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.**

<b>TASK</b>	<b>STRATEGIES AND ACTIVITIES</b>	<b>TARGET POPULATIONS</b>	<b>RESPONSIBLE ENTITY</b>
<b>During PHE</b>			
Media Outreach	Run Comcast ads on TV, web browsers and social media specifically tailored to the need to renew Medi-Cal in English and Spanish.	1,2,3,4,5,6,7,8,9,10,11	CCHI
Media Outreach	Use Chinese language social media and possibly also radio and newspapers to target the large Chinese population in San Francisco and educate them about the need to renew Medi-Cal.	Primarily Chinese speaking target pops #s: 4, 6, 7, 8, 9, and 10.	NEMS
Media Outreach	SFCCC and other subcontractors will post notices, articles, updates to their websites about Medi-Cal renewals.	1,2,3,4,5,6,7,8,9,10,11	SFCCC, MNHC, SFCHC, SMHC
Outreach	Work with SFHP and SF Medi-Cal office to develop simple and seamless process to share updated contact info for beneficiaries. Encourage beneficiaries to also share their contact info with Health Plan and Medi-Cal office.	1,2,3,4,5,6,7,8,9,10,11	SFCCC, MNHC, NEMS, SFCHC, SMHC
Outreach	Confirm clinic procedures to update patient contact info are flagged for Medi-Cal beneficiaries and share as appropriate with SFHP (when patient has SFHP) or Anthem Blue Cross (when patient has Anthem) as well as SF Medi-Cal Office.	1,2,3,4,5,6,7,8,9,10,11	SFCCC, MNHC, NEMS, SFCHC, SMHC
Outreach	Work w/ County Medi-Cal office to try to determine renewal months for clinic patients who are beneficiaries.	1,2,3,4,5,6,7,8,9,10,11	SFCCC, MNHC, NEMS, SFCHC, SMHC



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Outreach	Work w/ County Medi-Cal office to obtain any training and/or review best practices to submit renewal applications.	1,2,3,4,5,6,7,8,9,10,11	SFCCC, MNHC, NEMS, SFCHC, SMHC
Outreach	Continue general outreach at community events that emphasizes the need for renewal and the timing for it. Prioritize phone calls to complex care patients to make sure they renew on time with no lapse in coverage. Expand staff focus and continue to provide application and renewal assistance, etc.	1,2,3,4,5,6,7,8,9,10,11	SFCCC, MNHC, NEMS, SFCHC, SMHC
<b>60 Days Prior to PHE Termination</b>			
Media Outreach	Run Comcast ads on TV, web browsers and social media specifically tailored to the need to renew Medi-Cal is starting in less than 60 days.	1,2,3,4,5,6,7,8,9,10,11	CCHI
Media Outreach	Use Chinese language social media and possibly also radio and newspapers to target the large Chinese population in San Francisco and educate them about the need to renew Medi-Cal beginning in less than 60 days, but during pre-pandemic renewal month.	Primarily Chinese speaking target pops #s: 4, 6, 7, 8, 9, and 10.	NEMS
Media Outreach	SFCCC and other subcontractors will post notices, articles, updates to their websites about Medi-Cal renewals beginning in less than 60 days, but during pre-pandemic renewal month.	1,2,3,4,5,6,7,8,9,10,11	SFCCC, MNHC, SFCHC, SMHC
Outreach	Continue to obtain changes in beneficiary contact info and share with relevant health plan and Medi-Cal office,	1,2,3,4,5,6,7,8,9,10,11	NEMS, MNHC, SFCHC, SMHC
<b>12 Month PHE Unwinding Period</b>			
Redetermination Assistance	SFCCC to continue running monthly SFHP enrollment reports to match with previous months and highlight anyone who no longer appears enrolled. Share secure data w/relevant clinic and clinic will check eligibility in MEDS and CalWIN Lite. Clinic staff will reach out to all disenrolled beneficiaries and try to make a renewal appointment to submit renewal application. If patient has moved out of county, notify Medi-Cal office and try to facilitate county change.	1,2,3,4,5,6,7,8,9,10,11	SFCCC, NEMS, MNHC, SFCHC, SMHC
Redetermination Assistance	Continue to reach out to patients on Medi-Cal with complex care and any upcoming medical procedures (surgeries, etc.), to be sure they renew when required and do not fall off.	1,2,3,4,5,6,7,8,9,10,11	SFCCC, NEMS, MNHC, SFCHC, SMHC
Retention	After assisting with renewal application submission, confirm renewal was determined still eligible by checking in CalWIN Lite.	1,2,3,4,5,6,7,8,9,10,11	SFCCC, NEMS, MNHC, SFCHC, SMHC