



VENTURA 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
HSA will modify contracts with contracted Community-Based Organizations (CBOs) that can meet the goals and objectives of the Health Enrollment Navigators Project (Navigators Project). HSA will meet with selected CBOs to align goals, review objectives and reporting responsibilities, set meeting dates, business processes, and roles and responsibilities.	12/31/2022	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 undeach task is on Tab 6.

TASK	STRATEGIES AND ACTIVITIES	TARGET POPULATIONS	RESPONSIBLE ENTITY
Application Assistance	Assist in completing Medi-Cal Applications and submitting to county for processing. Provide language interpretation and form translations as needed.	1,2,3,4,5,6,7,8,9,10	County of Ventura and contracted CBOs
Enrollment	Assist in providing needed documents requested by eligibility team for Medi-Cal determination.	1,2,3,4,5,6,7,8,9,10	County of Ventura and contracted CBOs
Access & Utilization	For individuals and families approved for Medi-Cal (MC), provide information on the Managed Care Plan and assist in obtaining MC or Managed Care Benefit Cards.	1,2,3,4,5,6,7,8,9,10	County of Ventura and contracted CBOs
Retention	Assist in completing and submitting needed documents or providing verification requested by the county in order retain MC benefits.	1,2,3,4,5,6,7,8,9,10	County of Ventura and contracted CBOs
Retention	Assist in completing MC Renewals and submitting completed MC Renewals to the county.	1,2,3,4,5,6,7,8,9,10	County of Ventura and contracted CBOs
Retention	Providing updated contact information for current MC clients to the county.	1,2,3,4,5,6,7,8,9,10	County of Ventura and contracted CBOs
Application Assistance	Provide language interpretation and forms translation for limited English speakers.	1,2,3,4,5,6,7,8,9,10	County of Ventura and contracted CBOs
Troubleshooting	Assist clients in contacting the county to review client eligibility and resolve any issues.	1,2,3,4,5,6,7,8,9,10	County of Ventura and contracted CBOs



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Outreach	Attend health and resource fairs, food distribution sites, back to school events, and other community events to share flyers on Medi-Cal enrollment and redetermination assistance. Provide flyers and brochures with Medi-Cal information.	1,2,3,4,5,6,7,8,9,10	County of Ventura and contracted CBOs
Media Outreach	Promote Medi-Cal application assistance and Medi-Cal redetermination assistance using platforms such as social media accounts, billboards, bus signs, agency website and CBO radio program.	1,2,3,4,5,6,7,8,9,10	County of Ventura and contracted CBOs
Outreach	Provide language and literacy assistance with completing forms, reading notices, reporting changes, and accessing medical services.	1,2,3,4,5,6,7,8,9,10	County of Ventura and contracted CBOs
Retention	Provide language and literacy assistance with completing forms, reading notices, reporting changes, and accessing medical services.	1,2,3,4,5,6,7,8,9,10	County of Ventura and contracted CBOs
Access & Utilization	Provide language and literacy assistance with completing forms, reading notices, reporting changes, and accessing medical services.	1,2,3,4,5,6,7,8,9,10	County of Ventura and contracted CBOs
Enrollment	County provides monthly lists to contracted CBOs of households that were denied Medi-Cal to offer assistance in reapplying.	1,2,3,4,5,6,7,8,9,10	County of Ventura and contracted CBOs
Enrollment	County provides monthly lists to contracted CBOs of households receiving CalFresh but not Medi-Cal, to offer Medi-Cal application assistance.	1,2,3,4,5,6,7,8,9,10	County of Ventura and contracted CBOs
Outreach	Conduct direct outreach to Ventura County high schools to provide, assist with, and pick up applications.	1,2,3,4,5,6,7,8,9,10	County of Ventura and contracted CBOs
Outreach	Conduct direct outreach to Ventura County clinics, hospitals, senior centers, and Adult Day Health Care centers to provide, assist with, and pick up Medi-Cal applications.	1,2,3,4,5,6,7,8,9,10	County of Ventura and contracted CBOs



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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	Provide Flyers at outreach events reminding individuals to update their contact information in anticipation of the PHE ending.	1,2,3,4,5,6,7,8,9,10	County of Ventura and contracted CBOs
Media Outreach	Post on Social Media and/or radio program information reminding individuals to update their contact information in preparation of the PHE ending.	1,2,3,4,5,6,7,8,9,10	County of Ventura and contracted CBOs
Media Outreach	Health Navigators will leverage targeted Phase 1.0 DHCS PHE Unwind Communication outreach campaign materials that community organizations can use to connect beneficiaries with Health Navigators for assistance with completing annual renewal packets and responding to local county offices requests in order to maintain coverage.	1,2,3,4,5,6,7,8,9,10	County of Ventura and contracted CBOs
60 Days Prior to PHE Termination			
Media Outreach	Health Navigators will leverage targeted Phase 2.0 DHCS PHE Unwind Communication outreach campaign materials that community organizations can use to connect beneficiaries with Health Navigators for assistance with completing annual renewal packets and responding to local county offices requests in order to maintain coverage.	1,2,3,4,5,6,7,8,9,10	County of Ventura and contracted CBOs
Outreach	Update flyers, brochures, and other outreach material to state PHE has been lifted/ended, you should receive a notice in the mail to complete your Medi-Cal Renewal, please make sure your contact information is current. Share how and where individuals may receive assistance in completing Medi-Cal Renewals. Hand out these flyers at outreach events: Health and resource fairs, back to school nights, food pantries and site distributions, and other community events.	1,2,3,4,5,6,7,8,9,10	County of Ventura and contracted CBOs



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Media Outreach	Update social media message/radio show to state "PHE has been lifted/ended, you should receive a notice in the mail to complete your Medi-Cal Renewal, please make sure your contact information is current."	1,2,3,4,5,6,7,8,9,10	County of Ventura and contracted CBOs
Retention Assistance	Assist current clients in providing updated addresses and phone numbers to the county..	1,2,3,4,5,6,7,8,9,10	County of Ventura and contracted CBOs
Retention Assistance	Assist client in requesting new Medi-Cal renewals in the event they have lost or misplaced their renewal packet and offer assistance in completing and returning Medi-Cal Renewal packet once it is received.	1,2,3,4,5,6,7,8,9,10	County of Ventura and contracted CBOs
Retention	Assist clients in completing Medi-Cal renewals and submitting to the county.	1,2,3,4,5,6,7,8,9,10	County of Ventura and contracted CBOs
Outreach	Provide language and literacy assistance with completing forms, reading notices, reporting changes, and accessing medical services.	1,2,3,4,5,6,7,8,9,10	County of Ventura and contracted CBOs
Retention Assistance	Provide language and literacy assistance with completing forms, reading notices, reporting changes, and accessing medical services.	1,2,3,4,5,6,7,8,9,10	County of Ventura and contracted CBOs
12 Month PHE Unwinding Period			
Redetermination Assistance	Use county provided list to contact individuals who have not provided their Medi-Cal Renewal packets and remind individuals to provide their packets.	1,2,3,4,5,6,7,8,9,10	County of Ventura and contracted CBOs
Retention	Assist individuals and families in completing their Medi-Cal Renewal packets and provide to county.	1,2,3,4,5,6,7,8,9,10	County of Ventura and contracted CBOs
Retention	Assist individuals and families in providing verification to the county for processing .	1,2,3,4,5,6,7,8,9,10	County of Ventura and contracted CBOs