



**YOLO COUNTY - CALIFORNIA COVERAGE AND HEALTH INITIATIVES
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
California Coverage and Health Initiative (CCHI) will convene a group meeting with all subcontractors to review expectations, roles, and responsibilities. The group meeting will be conducted via Microsoft Teams.	10/31/2022	N/A
CCHI will execute a Service Agreement with the subcontractor, Yolo County Children’s Alliance (YCCA), highlighting deliverables and expectations of services in Yolo County.	10/31/2022	N/A
Compile and prepare outreach materials to share with the subcontractor in anticipation of Public Health Emergency termination after October 15, 2022.	11/31/2022	N/A
CCHI will require all subcontractor staff working under this project to be trained in CCHI's Health Access Assister Curriculum via web-based.	11/31/2022	N/A
CCHI's contracted Salesforce Developer, Ten2Eleven, will work with the subcontractor to provide access to CCHI's Salesforce CRM system to track Outreach, Enrollment, Retention, and Utilization (OERU) data.	12/31/2022	N/A
CCHI's Salesforce Administrator will provide training to subcontractor's Health Access Assistors (HAAs) and its local partners in entering Medi-Cal OERU services in CCHI's customized Salesforce CRM System.	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
Enrollment	Having authorized representatives to assist eligible clients with the application process, and the preparation/submission of required documents, in-person or electronically based on the enrollee's needs.	1,2,3,4,5,6,7,8,9,10,11	YCCA
Application Assistance	Connecting with Yolo County representatives after 45-days of an application submission, to verify application status.	1,2,3,4,5,6,7,8,9,10,11	YCCA
Troubleshooting	Conduct troubleshooting efforts with Medi-Cal applications to resolve any issues with the county.	1,2,3,4,5,6,7,8,9,10,11	YCCA
Outreach	Distributing flyers on a monthly basis to schools, low-income housing apartments, churches, homeless shelters, senior centers, and other local community locations.	1,2,3,4,5,6,7,8,9,10,11	YCCA
Media Outreach	Posting informative social media posts across agency platforms and all regional Promotores groups' platforms.	1,2,3,4,5,6,7,8,9,10,11	YCCA
Outreach	Distributing outreach material via phone calls, texts, and mailers. Subcontractors will also post posters in markets and common local community areas.	4,7	YCCA
Application Assistance	Assist beneficiaries with the application process and ensure the submission of the necessary documents for enrollment.	1,2,3,4,5,6,7,8,9,10,11	YCCA
Access & Utilization	Subcontractors will assist with accessing and utilizing healthcare services. Two months follow-up surveys will be conducted with clients that received application assistance.	1,2,3,4,5,6,7,8,9,10,11	YCCA
Retention	Offer and advertise services for assistance with redetermination.	1,2,3,4,5,6,7,8,9,10,11	YCCA
Outreach	Subcontractors will proactively notify beneficiaries when their renewal packets are on the way, explain the steps of the renewal process, and be sure families know they need to submit their materials in advance of the deadline to avoid a lapse in coverage.	1,2,3,4,5,6,7,8,9,10,11	YCCA
Outreach	Pre-screen potential applications and provide education for those who may be eligible for Medi-Cal coverage.	1,2,3,4,5,6,7,8,9,10,11	YCCA
Outreach	Host special Medi-Cal outreach nights to provide informative and connective outreach regarding enrollment services.	1,2,3,4,5,6,7,8,9,10,11	YCCA



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Outreach	Conduct outreach to Yolo County Departments such as WIC, Public Health, and Behavioral Wellness to distribute collateral materials and collect contact lists for potential enrollees.	1,2,3,4,5,6,7,8,9,10,11	YCCA
Retention	Subcontractors will conduct follow-up calls with past clients to assist with coverage continuation education.	1,2,3,4,5,6,7,8,9,10,11	YCCA
Troubleshooting	Subcontractors will contact the Department of Human Services (DHS) to confirm if applications were received and to assist in the submission of missing documents as needed.	1,2,3,4,5,6,7,8,9,10,11	YCCA
Troubleshooting	Contact the Ombudsman office for assistance with cases that are encountering issues, as needed.	1,2,3,4,5,6,7,8,9,10,11	YCCA
Enrollment	Assist with submitting the necessary enrollment backup documents, training staff to become authorized representative(s) if needed, and keep in touch with clients for any further information needed. Communications will be facilitated via phone, in-person, or zoom (based on the client's preference).	1,2,3,4,5,6,7,8,9,10,11	YCCA



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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	Perform organization in-reach to existing clients to offer further education about the PHE and who may be impacted.	1,2,3,4,5,6,7,8,9,10,11	YCCA
Outreach	Provide as much PHE-related education and materials to the community as possible and available.	1,2,3,4,5,6,7,8,9,10,11	YCCA & CCHI
Outreach	Disseminate PHE information via text, and mailers. subcontractors will also hand out posters in markets and common areas.	1,2,3,4,5,6,7,8,9,10,11	YCCA
Media Outreach	Subcontractors will provide information related to the PHE over local radio stations.	1,2,3,4,5,6,7,8,9,10,11	YCCA
Media Outreach	Utilize all social media platforms to distribute updated PHE content (Facebook, Twitter, Instagram).	1,2,3,4,5,6,7,8,9,10,11	YCCA & CCHI
Outreach	Attend the Department of Health Care Services Ambassadors webinars to be informed regarding the unwinding of the Public Health Emergency (PHE). Dispersing said information and adjusting practices based on most recent publications.	1,2,3,4,5,6,7,8,9,10,11	YCCA & CCHI
Outreach	Share with community members the importance of keeping up-to-date information with DHCS. The message will be shared at outreach, enrollment, retention, and utilization events.	1,2,3,4,5,6,7,8,9,10,11	YCCA
Redetermination Assistance	Continue to assist families in completing renewal forms.	1,2,3,4,5,6,7,8,9,10,11	YCCA
Redetermination Assistance	Follow up with families to determine if their Medi-Cal is still active.	1,2,3,4,5,6,7,8,9,10,11	YCCA



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60 Days Prior to PHE Termination			
Outreach	Promoting the termination date of the PHE (per approval) during Monthly Outreach.	1,2,3,4,5,6,7,8,9,10,11	YCCA
Outreach	Making sure there is community awareness of what the PHE is when it will end, what will happen after the termination of PHE, and what options individuals have after termination.	1,2,3,4,5,6,7,8,9,10,11	YCCA
Retention	YCCA will reach out to all enrollments and potential Medi-Cal beneficiaries with regard to the PHE termination if applicable.	1,2,3,4,5,6,7,8,9,10,11	YCCA
Retention Assistance	Contacting current clients, becoming Authorized Representatives to better assist current and potential beneficiaries, and addressing issues present with PHE termination. Sending text messages and email updates; providing optional Zoom assistance. Reminding clients of submitting proper documentation to prevent any problems/ issues during this timeframe if required.	1,2,3,4,5,6,7,8,9,10,11	YCCA
12 Month PHE Unwinding Period			
Retention	Subcontractors will make courtesy calls to remind beneficiaries of their renewal date and updates on the unwinding of the PHE.	1,2,3,4,5,6,7,8,9,10,11	YCCA
Redetermination Assistance	Offer assistance with renewal packets and submit all supporting documents necessary.	1,2,3,4,5,6,7,8,9,10,11	YCCA
Retention	Mail letters to families who have successfully enrolled in the Medi-Cal program that explains how they need to report address or information changes to Medi-Cal.	1,2,3,4,5,6,7,8,9,10,11	YCCA
Redetermination Assistance	Subcontractors will follow up with families to determine if their Medi-Cal is still active.	1,2,3,4,5,6,7,8,9,10,11	YCCA
Redetermination Assistance	Subcontractors will verify individuals complete the renewal package in a timely manner to ensure household changes are addressed with Yolo County and do not further delay coverage. Such changes may include income change, county change, adding a member, or changes of family members in the household.	1,2,3,4,5,6,7,8,9,10,11	YCCA