

Final Update: Year of Medi-Cal Redeterminations

Yingjia Huang, Assistant Deputy Director, Health Care Benefits and Eligibility

Where We Are

- » Continuous Coverage Unwinding officially ended on May 31, 2024
- » California had over 13.3 million renewals (excludes Medi-Cal members in Presumptive Eligibility, state-only, and federal SSI programs) and is the largest Medicaid caseload in the nation.
- » As of June 2024, 88% or 11,625,200 of 13.3 million renewals have been completed. Most of the 12% remaining renewals are from March-May 2024, which is within the 90-day cure period.

A Year in Reflection

- » Increased Auto-Renewal (Ex Parte) rates from an average 35% (June – November 2023) to an average of 66% (December 2023 to May 2024)
- » Policy flexibilities allowed for a higher auto renewal rate for California's Seniors and Persons with Disabilities (Non-MAGI group) after automation of policy flexibilities
 - 3.9% (5,354 of 137,401) of all Non-MAGI were auto-renewed in Nov 2024 vs. 47% (69,715 of 148,198) in April 2024
- » As of June 2024, approximately 7.8 million Californians successfully continued in coverage through the redetermination process and is one of the highest retention rates in the nation to date.
- » Lower Disenrollment Rates with Policy Automation
 - A drop from 18-22% monthly disenrollment rate (June – Nov 2023) to 8-10% (Dec to May 2024)
 - Approximately 1.9 million individuals were disenrolled during the Continuous Coverage Unwinding

What We Have Learned in Outreach

- » DHCS created one landing page for application and renewal information: [Get Medi-Cal or Keep Your Medi-Cal](#) which provides information for Medi-Cal members at different places in their journey
 - More than 3.1 million unique visitors to the landing page throughout the duration of the campaign.
- » Targeted Messaging is Effective:
 - Development of a resource hub [Keep Your Community Covered](#) that offers a range of outreach materials to help members use and keep their coverage, totaling 6,750 total outreach assets, downloaded 17,000 times by Ambassadors and stakeholders
 - Paid media advertising: Using zip codes and income threshold to target campaign, with ad placements delivering over 1.69 billion impressions, and digital advertising garnering over 3.4 million clicks throughout the campaign.
 - Partnerships with ethnic media (approximately 70 media outlets) resulting in a total of 183 pieces of news coverage
 - Text Messaging: Most popular communication modality with our Medi-Cal members
- » Community Partnership: As of June 2024, close to 8,000 DHCS Coverage Ambassadors



Questions?