AB 102 HEALTH ENROLLMENT NAVIGATORS PROJECT FOR CLINICS

Data Report Summary

DHCS
CALIFORNIA DEPARTMENT OF
HEALTH CARE SERVICES

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INFORMATIONAL NARRATIVE

Assembly Bill (AB) 102 appropriated a total of $20M Total Funds ($10M General Fund) to the Department of Health Care Services (DHCS) to provide funding for Community Health Centers (CHCs) and Regional Clinic Associations (RCAs) to serve hard-to-reach potentially eligible Medi-Cal populations from July 1, 2023, through June 30, 2025. DHCS awarded California Primary Care Association (CPCA) the $20M to serve as the third-party administrator and project work efforts started January 1, 2024. The Medi-Cal Health Enrollment Navigators Project for Clinics includes 98 CHCs and 9 RCAs across 38 counties.

Enrollment and retention data is reviewed to eliminate duplicates, identify enrollment and retention statuses, and reduce incomplete data. Enrollment and retention data are reported at an individual level allowing for various stratifications including sex, age, written language, spoken language, and race/ethnicity.

Activities and Definitions

- **Enrollment:** This field indicates the number of individuals encountered and enrolled into/approved for Medi-Cal as a result of submitting their application package.
- **Retention:** This field indicates the number of individuals encountered and approved for re-enrollment by the renewal date or within the 90-day cure period, or able to continue their enrollment in Medi-Cal by proactively submitting the required documents, as part of the annual redetermination process.

The following data points are reported by the project partners as aggregate totals.

- **Direct Outreach:** This field indicates the number of individuals directly encountered as part of the outreach activities. Outreach is defined as individuals being informed or educated about the Medi-Cal program including how to apply for and keep Medi-Cal benefits, if eligible. Example activities include community events, handing out flyers, direct calls, direct emails, and direct messages.
- **Media Outreach:** This field indicates the number of impressions encountered through various media platforms as part of the outreach activities. Example activities include radio ads, billboard ads, and Instagram posts.

- **Application Assistance:** This field indicates the number of individuals receiving assistance on how to apply for Med-Cal, fill out an application, and/or submit required substantiating documentation.
- **Assistance with Accessing and Utilizing Health Care Services:** This field indicates the number of individuals encountered and assisted with resolving any problems or requesting assistance in order to utilize their existing Medi-Cal benefits. Examples include providing assistance with utilizing services such as dental or medical office visits.
- **Assistance with Troubleshooting:** This field indicates the number of individuals encountered and assisted with resolving any problem or issues associated with being enrolled into or keeping their existing Medi-Cal benefits. Examples include assisting individuals with eligibility problems or case management issues in order to keep their on-going Medi-Cal benefits.
- **Assistance with Redeterminations:** This field indicates the number of individuals encountered and assisted with resolving any problems or issues associated with keeping their existing Medi-Cal benefits. Examples include assisting individuals with renewal application, obtaining the required documents for renewal, and reminding beneficiaries of an upcoming renewal.

DATA DISCLAIMERS AND CONTEXTUAL INFORMATION

The following information is needed to contextualize the data as it reads in this project summary report:

- Data report summarizes efforts from January 1, 2024, through May 31, 2024.
- Demographic information reported (i.e. sex, age, etc.) was self-reported by each individual who was enrolled or retained.
- Enrollment and retention submissions have been scrubbed for duplication, however, individuals can be encountered and assisted with multiple times throughout the course of the project.
- " * " indicates cell suppression for cell values less than 11; " **" indicates complimentary suppression.
- The totals for each table may vary due to not all data fields and/or demographic information being reported.

PROJECT IMPACT SUMMARY

The tables below contain a high-level summary of total project efforts from January 2024 – May 2024.

Self-Reported Data Points

Enrollment	Retention	Total
14,672	7,501	**22,173**

Direct Outreach	Media Outreach	Application Assistance	Navigation	Troubleshooting	Redetermination Assistance
445,159	**2,138,657**	**38,857**	**66,492**	**27,762**	**20,398**

Age Brackets Breakout

	0-17	18-25	26-49	50-64	65+	No Data	Totals
Enrollment	2,777	1,811	6,116	2,659	1,109	200	**14,672**
Retention	1,701	743	2,321	1,627	939	170	**7,501**

Impacts by Sex

	Female	Male	No Data	Totals
Enrollment	7,685	6,721	266	**14,672**
Retention	4,433	3,049	19	**7,501**

Top 5 Written Languages

	Spanish	English	Chinese	Korean	Russian
Enrollment	9,626	2,920	907	310	108
Retention	5,321	1,185	449	180	126
Totals	**14,947**	**4,105**	**1,356**	**490**	**234**

Top 5 Spoken Languages

	Spanish	English	Mandarin	Korean	Chinese
Enrollment	9,648	2,887	373	313	369
Retention	5,340	1,147	133	180	112
Totals	**14,988**	**4,034**	**506**	**493**	**481**

Top Races

	White or Caucasian	Asian	Multi-Racial	American Indian or Alaska Native	African American or Black
Enrollment	7,719	1,623	520	246	215
Retention	4,771	718	390	52	48
Totals	**12,490**	**2,341**	**910**	**298**	**263**

Top Ethnicities

	Hispanic, Latino, or Spanish Origin	Mexican/Mexican American/Chicano	Other Hispanic, Latino, or Spanish Origin	Chinese	White or Caucasian
Enrollment	6,568	1,457	1,009	821	537
Retention	3,535	964	647	417	297
Totals	**10,103**	**2,421**	**1,656**	**1,238**	**834**

Detailed Impacts by Language

Spoken Language

Spoken Language	Enrolled	Retained	Totals
American Sign Language	*	0	*
Arabic	23	22	45
Armenian	*	*	*
Bahasa Indonesia	*	0	*
Bengali/Bangla	*	*	15
Cantonese	193	218	411
Chinese	369	112	481
Declined to State	241	23	264
Dutch	*	0	*
English	2,887	1,147	4,034
Farsi	17	28	45
French	*	*	*
Hindi	*	*	**
Hmong	*	*	*
Japanese	0	*	*
Khmer	0	*	*
Korean	313	180	493

Spoken Language	Enrolled	Retained	Totals
Mandarin	373	133	506
Mixteco	14	14	28
Nepali	*	0	*
Other	196	66	262
Other Sign Language	*	0	*
Pashtu/Pashto	16	21	37
Persian	*	0	*
Portuguese	*	*	**
Punjabi	**	*	21
Romanian	*	*	*
Russian	108	126	234
Samoan	*	0	*
Somali	*	0	*
Spanish	9,648	5,340	14,988
Swahili	*	0	*
Tagalog	*	*	*
Thai	**	*	32
Tongan	*	*	*
Turkish	*	*	11

Spoken Language	Enrolled	Retained	Totals
Vietnamese	147	41	188
Zapoteco	*	0	*
Totals	14,672	7,501	22,173

Written Language

Written Language	Enrolled	Retained	Totals
American Sign Language	*	0	*
Arabic	23	22	45
Armenian	*	*	*
Bahasa Indonesia	*	0	*
Bengali/Bangla	**	*	22
Cantonese	*	*	12
Chinese	907	449	1,356
Declined to State	242	26	268
Dutch	0	0	0
English	2,920	1,185	4,105
Farsi	17	28	45
French	*	*	*

Written Language	Enrolled	Retained	Totals
Hindi	*	*	11
Hmong	0	*	*
Japanese	0	*	*
Khmer	0	*	*
Korean	310	180	490
Mandarin	**	*	25
Mixteco	*	*	*
Nepali	*	0	*
Other	195	63	258
Other Sign Language	*	0	*
Pashtu/Pashto	16	21	37
Persian	*	0	*
Portuguese	*	*	*
Punjabi	**	*	20
Romanian	*	*	*
Russian	108	126	234
Samoan	*	0	*
Somali	*	0	*
Spanish	9,626	5,321	14,947

Written Language	Enrolled	Retained	Totals
Swahili	*	0	*
Tagalog	**	*	13
Thai	32	0	32
Tongan	*	*	*
Turkish	*	*	11
Vietnamese	146	41	187
Zapoteco	0	0	0
Totals	14,672	7,501	22,173

Detailed Impacts by Ethnicity

Ethnicity	Enrolled	Retained	Totals
American Indian or Alaska Native	72	37	109
Asian	208	111	319
Asian Indian	**	*	36
Bangladeshi	**	*	19
Black or African American	123	26	149
Bolivian	*	0	*
Brazilian	*	*	*
Cambodian	*	0	*
Chilean	*	0	*
Chinese	821	417	1,238
Colombian	**	*	36
Cuban	*	*	*
Declined to State	606	141	747
Ecuadorian	*	*	*
Fijian	*	*	*
Filipino	**	*	32
Guatemalan	86	19	105

Ethnicity	Enrolled	Retained	Totals
Hispanic, Latino, or Spanish origin	6,568	3,535	10,103
Hmong	*	*	11
Honduran	**	*	22
Indonesian	*	*	*
Korean	286	100	386
Malaysian	0	*	*
Maya	*	0	*
Mexican/Mexican American/Chicano	1,457	964	2,421
Mixteco	*	0	*
Multi-Ethnic	*	*	11
Native Hawaiian	*	0	*
Nicaraguan	*	*	12
Other	1,727	957	2,684
Other Asian	*	**	46
Other Hispanic, Latino, or Spanish Origin	1,009	647	1,656
Pakistani	*	0	*
Peruvian	*	0	*

Ethnicity	Enrolled	Retained	Totals
Puerto Rican	*	*	*
Salvadoran	31	27	58
Samoan	*	0	*
Taiwanese	*	0	*
Thai	**	*	16
Tongan	*	*	11
Unknown	763	99	862
Venezuelan	*	0	*
Vietnamese	151	36	187
White or Caucasian	537	297	834
Totals	14,672	7,501	22,173