

Date: November 30, 2023

Medi-Cal Eligibility Division Information Letter No.: I 23-56

TO: ALL COUNTY WELFARE DIRECTORS
ALL COUNTY MEDI-CAL PROGRAM SPECIALISTS/LIAISONS

SUBJECT: REINTRODUCTION OF THE MEDI-CAL HEALTH ENROLLMENT
NAVIGATORS PROJECT

The purpose of this letter is to provide counties with a reintroduction of information regarding the Medi-Cal Health Enrollment Navigators Project (Navigators Project).

BACKGROUND

The Health Enrollment Navigators Project was initially established on July 1, 2019, via Assembly Bill 2019 (Chapter 23, Statutes of 2019) and appropriated \$60M through June 30, 2022, to serve specified hard-to-reach target populations for: outreach, application assistance, enrollment, redetermination assistance, retention, assistance with access and utilization of health care (navigation services), and assistance with troubleshooting their benefits.

On July 1, 2022, the Navigators Project received an additional \$60M (through June 30, 2026) via Senate Bill (SB) 154 (Chapter 43, Statutes of 2022) to continue these efforts. Detailed information regarding the Navigators Project requirements, partners, meetings, events, and all materials/information mentioned in this document can be found on the [Navigators Project](#) webpages.

SB 154

With the additional SB 154 appropriation, the Navigators Project provides funding for 35 county and community-based organization (CBO) partners, called Navigators Project Partners (Project Partners), to perform the required outreach and assistance services in 44 counties throughout California. Some Project Partners perform these services on their own and others subcontract the required activities to other CBOs. Each Project Partner has put together a work plan tailored to the specific counties they serve, with the purpose of maximizing efforts to meet the project requirements.

Project Partners conduct outreach via direct contacts or by leveraging various media platforms such as advertisements, social media, and other print media. Application and redetermination assistance are also provided to Medi-Cal applicants and current members, increasing the accuracy and completeness of documents submitted to the

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counties for processing and facilitating successful and timely benefit enrollment and retention. Project Partners are also available to provide assistance with access and utilization for targeted and hard-to-reach Medi-Cal members, including immigrants and individuals whose primary language is not English, as well as with troubleshooting against other barriers preventing members from using their benefits.

The Navigators Project partners are required to implement certain activities in order to meet the project's core requirements throughout the project timeframe. However, Project Partners are often called upon to assist with various other DHCS efforts. Project Partners will conduct focused and targeted outreach, enrollment, and retention activities specifically related to each effort. A few of the additional efforts Project Partners are currently assisting with are listed below.

- Continuous Coverage Requirement unwinding. For more information about this effort, please visit the webpages.
 - [DHCS Coverage Ambassadors](#)
 - [Keep Your Medi-Cal Coverage](#)
 - [Keep Your Coverage Outreach Campaign](#)
- Adult Medi-Cal Expansion. This expansion is for adults ages 26 through 49. For more information about this effort, please visit the webpage.
 - [Adult Medi-Cal Expansion](#)
- Asset Limit Changes in Medi-Cal. This expansion is about the increase to the asset limits for Non-Modified Adjusted Gross Income (Non-MAGI) Medi-Cal programs and eventual elimination of asset consideration. For more information about this effort, please visit the webpage.
 - [Asset Limits for Non-MAGI Medi-Cal](#)

The Navigators Project Partners are established and recognized entities within their local communities and are readily available to assist with Medi-Cal coverage-related activities (barring the ability to render eligibility determinations). One way counties may choose to leverage Navigators Project partners and assist in alleviating some of the demand placed upon county eligibility staff is by setting up a co-locating approach. This arrangement would allow CBO Navigators Project partners to be present in (but not limited to) county eligibility offices and to provide direct assistance (i.e., application assistance, troubleshooting, and navigation services) to current and prospective Medi-Cal members as needed.

By way of this MEDIL, DHCS reminds county welfare departments that the Navigators Project Partners are available to provide direct support and work in conjunction with the county welfare departments to provide Medi-Cal enrollment and retention support. This support is especially critical, given the unwinding of the Continuous Coverage Requirement, the resumption of annual eligibility determinations, the need to contact Medi-Cal members to retain their coverage, and staffing challenges in some counties.

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Please visit the [Navigators webpage](#) for updated information. If you have any questions about the project, you can reach the Navigators Project by email at HealthNavigators@dhcs.ca.gov.

Sincerely,

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Health Care and Benefits
Department of Health Care Services