

# Housing Community Supports Medi-Cal Enrollment and Retention

February 27, 2023



# Meeting Goals

Review the:

1. Importance of Medi-Cal Enrollment and Retention
2. Unwinding of the Public Health Emergency
3. Role of the Housing Community Supports Provider in
  - Helping clients enroll and retain Medi-Cal
  - Preparing for redeterminations



# Agenda

I. Housekeeping

II. Introduce the Panel (5 min)

III. Presentation (20 min)

IV. Questions and Answers with Panel (30 min)

V. Next Steps



# Housekeeping

- I. Please mute your microphone and keep your camera off during the presentation
- II. Please place questions in the chat
- III. Recording and slides will be made available after today's webinar



**Moderator:**

Rachel Metz, Consultant

**Housing Community Supports Presentation:**

Andrea Dodge, Housing Community Supports Program Manager, Alameda County Health Care Services Agency

**Panel**

**Monica Rosado:**

Health Insurance Technician, Alameda County Health Care Services Agency

**Danice Cook:**

Health Program of Alameda County (HealthPAC) Administrator, Alameda County Health Care Services Agency

**Njeri Mc-Gee-Tyner:**

Chief Eligibility and Enrollment Officer, Alameda Health Consortium

**Juan Ventanilla:**

Medi-Cal Program Specialist, Alameda County Social Services Agency



# Medi-Cal Enrollment: Presentation

I. Importance of Medi-Cal

II. Medi-Cal Redeterminations Restarting

III. How Housing Community Supports Providers  
can help



# Importance of Medi-Cal



- Medi-Cal provides connection to critical health services
  - ✓ Primary care
  - ✓ Behavioral health
  - ✓ And, housing community supports!
- Medi-Cal coverage must be renewed **EVERY** year



# Medi-Cal Redeterminations Restarting

- Individuals have **NOT** been disenrolled since March 2020, due to the Public Health Emergency (PHE) declared in earlier that year in response to COVID-19
- Starting July 1, 2023, people will lose their coverage if there is not a successful redetermination (renewal) before their redetermination date





# How Housing Community Supports (HCS) Providers Can Help

## 1. Check to make sure address on file is accurate

- If your client is unhoused, use an alternative address (SSA office, your clinic, an address of a friend or family member)

## 2. Prepare for redeterminations

- Check to see redetermination date of client
- Some clients may have their coverage auto-renewed through the Federal Hub. You can verify whether or not this is the case through the CARS system
- Help ensure clients obtain and complete redetermination packets



# How HCS Providers Can Help

- **Help Clients Enroll in Medi-Cal**
  - ✓ Talk to your clients about the benefits of health insurance
  - ✓ Check to see if your client is enrolled in Medi-Cal (don't just rely on what your client has told you)
  - ✓ Look-up on CARS web-site or call **1-888-999-4772** (see handout)
  - ✓ If client is not already enrolled, assist directly or get enrollment assistance (see handout)
  
- **Help Clients Retain Medi-Cal**
  - ✓ Track redetermination date in client's calendar and in any shared care plans
  - ✓ Talk with clients about expecting redetermination packets in the mail and explain importance of it
  - ✓ Help client with redetermination, or getting an appointment with redetermination (see handout)



# Questions and Answers



# Next Steps

1. HCSA will distribute FAQ from discussion
2. Continue to send questions about HCS role to [CalAIM@acgov.org](mailto:CalAIM@acgov.org)

