

ACA Readiness Project
Outreach and Education Subcommittee Meeting
January 10, 2014
Meeting Notes

Attendees: Candice Adam-Medefind (Healthy House), Deepi Sahota (Livingston Medical Group), Hortensia Silva (Public Health), Ivan Prado (Golden Valley Health Centers), Minerva Perez (Golden Valley Health Centers), Lupe Delgado (United Way), Joau Lee (Merced Lao Family), Teresa Guerrero (Parent Institute for Quality Education), Gabriela Ramirez (Parent Institute for Quality Education), Isai Palma (Building Healthy Communities), Tatiana Vizcaino-Stewart (Building Healthy Communities), Daniel April (Mentoring Odd Jobs Organization), Martha Armas-Kelly (Catholic Charities), Gabriel Orozco (Catholic Charities), Myisha Reed (First 5 Merced County), Carolyn Nazabal (Memorial Hospital Los Banos), Irene Miranda-Henson (Mercy Merced – Rural Health Clinics), Crissy Gallardo (Merced Organizing Project) and Cindy Valencia (Public Health)

Outreach, Education and Enrollment:

- Enroll America – This presentation did not occur and Brian Mimura will reschedule. In lieu of Enroll America presentation, the committee completed a worksheet to help inform the upcoming Mixed Immigrant Families and ACA presentation on 2/27. Attendees were also asked to identify congregations that they as individuals/organization have a relationship with. A draft faith based community letter was shared and attendees were asked to provide feedback. Once finalized this template letter can be utilized by the committee and shared with the faith based community.

Committee Updates:

- Irene, from Mercy Rural Health Clinics, called all their MAP patients, sent enrollment information and provided them with the CEC list. Irene mentioned that some people are getting miscommunication about not being able to get seen until they get coverage. Their Rural Health Clinic still sees patients while they are waiting for coverage.
- Deepi, from Livingston Medical Group, reported getting a lot of people coming back to CECs with questions. Some examples shared were, only some family members receiving insurance/Medi-Cal cards, some people received requests from HSA for more information and others just hadn't heard back from anyone at all.
- Martha, from Catholic Charities, shared that she is a CEC and their target population is the 0-20 year olds. They are working with Merced College EOP.
- Lupe, from United Way, shared that United Way is looking into applying to become CECs. They will keep us posted.
- The group had questions about Medi-Cal and MAP. Cindy will field questions to MAP and HSA for clarification.

- Cindy asked about efforts in the Westside. Carolyn, from Los Banos Memorial, said she was not aware of any internal efforts. Candice, from Healthy House, said they are trying to set up an enrollment event and they also have two CECs working specifically on the Westside targeting the African American community. Candice will keep us posted on the event.

Outreach and Enrollment Strategies:

Covering Your City/Community

- Isai, from Building Healthy Communities, asked the group if they were interested in participating in two upcoming enrollment events, one in Planada on Feb. 22nd. Isai shared that Supervisor Pedrozo is supporting the effort in Planada. Isai gathered a sign in list of interested partners who could provide CECs and outreach specialists. The group also identified a date for the second event in Merced, March 8th. Isai is waiting for confirmation from the City Mayor to allow for flyer distribution with the City utility bill. There are more people in Merced and spreading the word will be more challenging. Isai asked for help doing pre-enrollment screenings prior to the event, at town halls and other events. Supervisor Pedrozo is having a town hall meeting on Feb. 20th at Sacred Heart.

Next Steps:

- Subcommittee members were invited to attend the Enrollment events on Feb. 22nd in Planada and March 8th in Merced. Isai will continue to follow-up with the group regarding event logistics.
- Members were asked to review the faith based community letter and provide Cindy feedback/edits.
- The meeting ended early at 12:15 PM.
- Answers to the group's questions:

1) What are we telling MAP clients who applied for coverage after 12/15/13 or people who are still in need coverage?

The uninsured need to apply immediately via Covered CA website/phone/CEC locations, but for Medi-Cal going down to HAS might be the fastest. Public Health is currently trying to focus on getting all the former MAP clients that have not applied yet. Public Health has 7 available appointment on Tuesday, Wednesday, Thursday and 4 appointments on Monday and Friday.

2) What are we telling people who have applied for coverage and are waiting for their Medi-Cal card?

If seeking information on the status of their Medi-Cal application, call 385-3000 ext. 2578. They will need to leave their full name, date of birth, social security number (if they have one), and a contact number. This method of contact may take up to 1 day for a return call.

If in-person assistance is needed they may come to the Human Services Agency located on 2115 Wardrobe in Merced for follow-up.

3) Where should we direct MAP clients who are waiting for their Medi-Cal card?

Direct MAP customers to Betty and Amanda at 260 E. 15th Street in Merced (Public Health building). If they are not available and the customer cannot wait:

- *If seeking information on the status of their Medi-Cal application, call 385-3000 ext 2578. They will need to leave their full name, date of birth, social security number (if they have one), and a contact number. This method of contact may take up to 1 day for a return call.*
- *If in-person assistance is needed they may come to the Human Services Agency located on 2115 Wardrobe for follow-up.*

*For very **urgent** cases forward their name, date of birth, social security number, and contact information to Linda Warfel and Karl Stahlhut at 381-1200.*

4) Is MAP gone?

If a client has available coverage available, they must seek out that coverage before they can apply for MAP eligibility.

5) Why do some MAP clients have different colored cards?

We will use a purple/lavender card for any eligible MAP clients, if any. Coverage ended effectively Dec. 31, 2013 for all MAP clients.