

County Social Services California Health Exchange Board Presentation

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County Eligibility Operations Today

- Integrated Initial & Ongoing Eligibility for
 - Medi-Cal and Other Health Programs
 - CalWORKs, CalFresh, Refugee Programs
- Multiple Channels Offered
 - In Person, Online, Over the Phone, By Mail
- Trained eligibility staff in county offices
 - Outstationed workers in clinics and hospitals
- Have experience with major changes and increases in service demand
 - CalWORKs Welfare to Work Implementation
 - Millions of new cases added during recession

Partnerships

- Counties partner today with many assisters
 - Certified Applications Assistors, CBOs
 - County Health Initiatives, First 5, Health Depts
 - Public and Private Hospitals, Clinics
- Anticipate maintaining & growing these partnerships as we implement the ACA
 - A network of assisters will be needed
 - Coordination between navigators, county eligibility
- Also partner with state staff in DHCS, DSS, and (going forward) the Health Benefit Exchange

Goals & Opportunities

- We want health care reform to be a success.
 - Work together to pre-enroll as many as possible
 - Offer excellent service to all customers
 - Ensure there is a “no wrong door” structure
- Take advantage of ACA to drive simplifications across our health and human services programs
 - Welcome elimination of assets test for MAGI Medi-Cal
 - Also can reduce complexity in the non-MAGI programs
- Take advantage of modernized technology to help manage workload and provide services

Looking Forward

- Build on what we have learned from experience
 - Identify needed changes in laws and rules
 - Undertake joint change management efforts
 - Partner with Exchange, DHCS, Navigators & Brokers to create the no wrong door experience
- Create seamless, universal coverage
- Integrate effectively with other needed services