



EXECUTIVE DIRECTOR'S REPORT

Jessica Altman, Executive Director | May 18, 2023 Board Meeting

ANNOUNCEMENT OF CLOSED SESSION

COVERED CALIFORNIA 2023 BOARD MEETING DATES

All meetings will be held at Covered CA Headquarters, 1601 Exposition Boulevard, Sacramento. Unless otherwise notified, meetings will begin at 10:00 am and are held the third Thursday of the month.

January 19

February 16 – *No Meeting*

March 9

April 20

May 18

June 15

July 20 *

August 17

September 21

October 19 *

November 16

December 21 *

**Possibly no meeting*

EXECUTIVE DIRECTOR'S UPDATE

COVERED CALIFORNIA WELCOMES NEW BOARD MEMBER AND NEW CHIEF MEDICAL OFFICER



Mayra E. Alvarez



Dr. S. Monica Soni

Medi-Cal to Covered California Transition Update

THE PUBLIC HEALTH EMERGENCY HAS ENDED

- ❑ The federal COVID-19 PHE emergency ended as anticipated on May 11, 2023.
- ❑ The Medicaid continuous coverage requirement ended on March 31, 2023.
- ❑ On April 1, 2023, Medi-Cal resumed its normal renewal processes, marking the beginning of the continuous coverage unwind.

MEDI-CAL TO COVERED CALIFORNIA ENROLLMENT PROGRAM LAUNCHES THIS MONTH

- ❑ Covered California will launch auto-enrollment of Medi-Cal transitioners under the authority of Senate Bill 260 at the end of May to align with Medi-Cal's continuous coverage unwind schedule. Coverage will begin on July 1st for the first group of transitioners.
- ❑ Covered California will refer to the program as the Medi-Cal to Covered California Enrollment Program in public communication.
- ❑ A co-branded marketing campaign and an updated CoveredCA.com homepage launched on May 15th.
- ❑ Covered California will share data preliminary data for the first group of transitioners in July and full data after the 60-day special enrollment period has closed.

MEDI-CAL TO COVERED CALIFORNIA ENROLLMENT PROGRAM ADVERTISING

- ❑ In-market May 15
- ❑ Languages: English, Spanish, Cantonese, Mandarin, Korean and Vietnamese
- ❑ Co-branded and coordinated with Medi-Cal
- ❑ Positions Covered California as a safe landing place for quality health coverage with campaign tagline:

**WE'LL KEEP YOU
covered**

The advertisement graphic features a dark blue background with an orange header bar. The header bar contains the text "IS YOUR MEDI-CAL ENDING?" in white, bold, uppercase letters. Below the header, the main text "Covered California is here to help." is displayed in white, with "Covered California" in a larger font size. At the bottom, there are two icons: an orange square with a white flower icon and the text "Medi-Cal", and a teal square with the Covered California logo and the text "COVERED CALIFORNIA". A large white arrow points from the Medi-Cal icon to the Covered California icon. To the right of the icons, the tagline "We'll keep you covered" is written in white, with a teal arrow pointing to the right.



STATE AND FEDERAL POLICY/LEGISLATIVE UPDATES

STATE BUDGET

- ❑ The Governor's May Revise was released on May 12.
- ❑ Total expenditures under the Budget are estimated at \$224 billion, including \$37.2 billion in total budgetary reserves.
- ❑ Key health care related items include:
 - Proposed the renewal of the MCO Tax effective April 1, 2023, through December 31, 2026, resulting in \$19.4 billion in funding.
 - \$4.8 billion to fund Universal Medi-Cal coverage regardless of immigration status.
- ❑ There were no proposed items in the May Revise directly related to Covered California.

STATE BUDGET

- ❑ In the Spring Finance Letter, released in April, the Department of Finance has requested an augmentation of the \$1 Per Member/Per Month California Premium Credit.
 - The augmentation request is for \$350,000 in FY 2023-24 and ongoing to cover additional enrollment.
 - This request has been heard in both Budget Subcommittees.

FEDERAL UPDATE

- ❑ On April 24, the U.S. Department of Health and Human Services (HHS) [released](#) a proposed rule expanding health coverage to Deferred Action for Childhood Arrivals (DACA) recipients.
- ❑ The proposed rule amends the definition of “lawfully present” to include DACA recipients for purposes of Medicaid and Affordable Care Act coverage through Marketplaces, where they may also qualify for financial assistance.
- ❑ To ensure DACA recipients are given the opportunity to shop and enroll in coverage during open enrollment, HHS proposes an effective date of November 1. Newly eligible DACA recipients would also qualify for a special enrollment period.
- ❑ Covered California continues to analyze this proposed rule for potential impact in California and prepare comments, which are due June 23.

STATE BASED MARKETPLACE VISIT WASHINGTON D.C.

- ❑ On the week of April 24, state-based exchanges from around the country, including Covered California, visited Washington D.C. to meet with congressional and federal administration officials.
- ❑ The primary focus of the trip was for states to share updates on activities surrounding the end of Medicaid continuous coverage.
- ❑ Covered California also met with members of the California Congressional Delegation to provide general updates and inform them of the specific work we are doing, in partnership and coordination with the Department of Health Care Services, on Medi-Cal to Covered California transitions.

PUBLIC COMMENT

CALL: (877) 336-4440

PARTICIPANT CODE: 6981308

- ❑ To request to make a comment, press 10; you will hear a tone indicating you are in the queue for comment. Please wait until the operator has introduced you before you make your comments.
- ❑ If watching via the live webcast, please mute your computer to eliminate audio feedback while calling in. Note, there is a delay in the webcast.
- ❑ The call-in instructions can also be found on page two of the Agenda.

EACH CALLER WILL BE LIMITED TO TWO MINUTES PER AGENDA ITEM

NOTE: Written comments may be submitted to BoardComments@covered.ca.gov.

APPENDICES

APPENDICES: TABLE OF CONTENTS

- ❑ California for Small Business Update
- ❑ CalHEERS Update
- ❑ Outreach & Sales Update

COVERED CALIFORNIA FOR SMALL BUSINESS

□ Group & Membership Update:

- Groups: 8,858
- Members: 77,612
- Average Group Size: 8.7
- YTD New Sales: 2,865

**membership reconciled through 4/14/2023*



CALHEERS UPDATE

CalHEERS Release 23.6 is planned for June 19, 2023 and will include:

- ❑ Implementing the following notice functionality:
 - Creation of supplemental inserts
 - Creation of admin notices
 - Configuration of active/hold/suppress functions
 - Creation of box snippets
 - Implementing new capability for color printing of notices
- ❑ Implementing new functionality to withhold selected populations from the Medicare and Deceased Periodic Verification Confirmation (PVC) process and discontinue consumers from the appropriate program(s) following the no-response process.
- ❑ Establishing an Enrollment Snapshot for the legacy Enrollment IDs enabling Service Center staff to review the changes done to an enrollment for legacy Enrollment IDs.
- ❑ Improvement to the verification display on the Personal Verification page and enhance the verification caching logic for better understanding of verification outcomes and impacts to the consumer.

CALHEERS UPDATE - CONTINUED

- ❑ Combining the existing Admin Home and Individual Search to put the search functionality on Admin Home, including a navigational header at the top, and bookmark functionality.
- ❑ Extending existing IVR SB260 Opt In/Opt Out functionality/back end APIs to the Covered CA Chat Bot.
- ❑ Update to close renewal mode and change any in-progress RRC to in-progress RAC application and keep the case in RAC mode after a user has completed renewal and selected both Health and Dental plans for the future benefit year.
- ❑ Enhancing security features and ability to gather additional information for application creation on the new Enroller Portal/Salesforce application.
- ❑ Replacing the CalHEERS annual renewal enrollment functions (active & passive) with a custom solution.

COVEREDCA.COM UPDATE

Launched May 1, 2023:

- ❑ Introduction of a user-friendly Medi-Cal Transition (MCT) section on CoveredCA.com's homepage, complete with a prominent call-to-action button, encouraging consumers to learn more about their healthcare plan options on the following page.
- ❑ Sitewide banner notifying consumers of upcoming application outage due to PCAP.

Launching May 19th, 2023:

- ❑ Enhancement of our chatbot, CiCi, to better assist users with queries related to transitioning from Medi-Cal to Covered California, in compliance with Senate Bill 260 (SB-260).

OUTREACH & SALES ENROLLMENT PARTNER TOTALS

Uncompensated partners supporting enrollment assistance efforts

ENROLLMENT ASSISTANCE PROGRAM	ENTITIES	COUNSELORS
Certified Application Counselor	212	1243
Plan-Based Enroller	12	445
Medi-Cal Managed Care Plan	3	50

OUTREACH & SALES NON-ENGLISH ENROLLMENT SUPPORT

Data as of May 8, 2023

11932 Certified Insurance Agents

17.5% Spanish

9.3% Chinese

3.8% Vietnamese

4.6% Korean

18.9% Other Languages

1,214 Navigator: Certified Enrollment Counselors

57% Spanish

4.1% Chinese

1.6% Vietnamese

1.2% Korean

6.1% Other Languages

1,243 Certified Application Counselors

50.1% Spanish

4.3% Chinese

1.3% Vietnamese

.5% Korean

6% Other Languages

445 Certified Plan Based Enrollers

31.2% Spanish

4.7% Chinese

1.6% Vietnamese

.7% Korean

2.5% Other Languages

50 Certified Medi-Cal Managed Care Plan Enrollers

56.0% Spanish

2% Chinese

4% Vietnamese

0% Korean

2% Other Languages

