



EXECUTIVE DIRECTOR'S REPORT

Doug P. McKeever, Chief Deputy Executive Director, Programs
May 16, 2024 Board Meeting

EXECUTIVE DIRECTOR'S UPDATE

COVERED CALIFORNIA 2024 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 18

February 15

March 21 *

April 18

May 16

June 20

July 18 *

August 15

September 19

October 17 *

November 21

December 19 *

**Possibly no meeting*

EXECUTIVE DIRECTOR'S UPDATE

- ❑ Deferred Action for Childhood Arrivals (DACA) Update
- ❑ Navigator Program 2024-2027 Grant Awardees
- ❑ State and Federal Policy/Legislative Update

BIDEN-HARRIS ADMINISTRATION FINALIZES POLICY TO EXTEND COVERAGE TO DACA RECIPIENTS

- ❑ On May 3, the U.S. Department of Health and Human Services issued a final rule expanding health coverage to Deferred Action for Childhood Arrivals (DACA) recipients. This rule amends the definition of “lawfully present” to include DACA recipients for purposes of eligibility for Affordable Care Act coverage through Marketplaces, where they may also qualify for financial assistance.
- ❑ As Covered California [commented](#) in response to the proposed rule issued last April, this is a critical step in further ensuring access to quality, affordable health care for all.
- ❑ Covered California is ready and excited to begin enrolling eligible individuals as soon as the change takes effect at the start of Open Enrollment on November 1, 2024. Covered California will also continue to work closely with our outreach and enrollment partners to ensure individuals and communities across California have the opportunity to take full advantage of this new policy.

NAVIGATOR PROGRAM 2024-2027 GRANT AWARDEES

Robert Kingston, Interim Director
Outreach and Sales Division

NAVIGATOR PROGRAM GRANT CYCLE 2024-2027

AWARDEES

- ❑ Covered California has awarded funding to 51 entities, which includes an additional 55 subcontractors, totaling 106 organizations participating in the Navigator Program. The partnership status of the 51 lead awardee entities with Covered California is categorized as follows:
 - 33 are current Navigator program lead entities;
 - 6 are current Navigator program subcontractors; and
 - 12 are new organizations (non-Navigators)
 - 5 are current Certified Application Counselor entities;
 - 1 is a previous Navigator lead entity; and
 - 6 are new to Covered California.

- ❑ 12 organizations are part of the Department of Health Care Services (DHCS) Navigator Project

NAVIGATOR PROGRAM GRANT PERIOD, FISCAL YEAR 2024-2025 FUNDING ALLOCATIONS

The total Navigator Program funding allocated for the first grant period of Fiscal Year 2024-25 amounts to \$10,057,950.

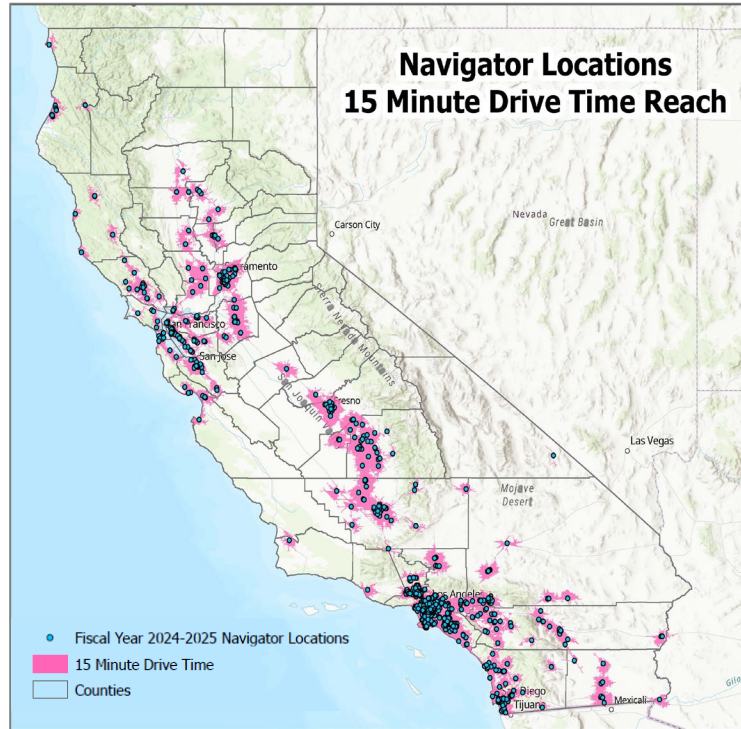
- **Core Grant:** A total of \$8.379 million in core grants will be allocated to 51 lead awardees in the Navigator Program. The program requires awardees to meet minimum assigned goals in enrollment effectuation, application assistance in CalHEERS eligibility, and outreach efforts. These activities are measured using a point system that correlates with the levels of funding provided.
- **Bonus:** A maximum of \$1,178,700 program funding has been set aside for distribution among entities that exceed their assigned effectuated enrollment goals. This allocation serves as an incentive to reward those who achieve beyond their specified targets in effectuating enrollments.
- **Supplemental Outreach Grant:** A total of \$500,000 in supplemental outreach grant funds will be allocated to six (6) lead awardees who applied and met the eligibility criteria to collaborate with community-based organizations. These partnerships support Community Health Workers, who are well-versed in the cultural nuances and specific needs of diverse communities, enhancing their capability to engage in effective outreach and education.

NAVIGATOR PROGRAM FISCAL YEAR 24-25 BUDGET ALLOCATIONS AND EXPECTED ENROLLMENTS

- ❑ The 106 organizations selected to participate in the Navigator Program are estimated to enroll/renew 39,290 individuals in Covered California Health Plans.
- ❑ \$500,000 is allocated for the supplemental outreach grant amongst six organizations.
- ❑ \$10,057,950 total program budget funding with 39,290 expected effectuated enrollments.
- ❑ 24 of awardees are receiving the minimum grant amount of \$60,500, including six organizations that are new to Covered California.

Funding Level	Number of Awards	Total Core Funding Amount	Maximum Bonus Amount	Supplemental Grant Amount	Total Core + Bonus + Supplemental Amount	Total Effectuation Enrollment
\$605,000	4	\$2,420,000	\$337,200	-	\$2,757,200	11,240
\$484,000	1	\$484,000	\$67,500	-	\$551,500	2,250
\$363,000	2	\$726,000	\$101,400	-	\$827,400	3,380
\$332,750	1	\$332,750	\$46,500	-	\$379,250	1,550
\$302,500	2	\$605,000	\$84,600	-	\$689,600	2,820
\$242,000	1	\$242,000	\$33,900	\$200,000	\$475,900	1,130
\$211,750	3	\$635,250	\$89,100	-	\$724,350	2,970
\$181,500	2	\$363,000	\$51,000	-	\$414,000	1,700
\$121,000	4	\$484,000	\$68,400	\$100,000	\$652,400	2,280
\$90,750	7	\$635,250	\$90,300	\$50,000	\$775,550	3,010
\$60,500	24	\$1,452,000	\$208,800	\$150,000	\$1,810,800	6,960
Total	51	\$8,379,250	\$1,178,700	\$500,000	\$10,057,950	39,290

NAVIGATOR PROGRAM EXPECTED GEOGRAPHIC REACH



Data 4/26/24 – FY 24-25 Navigator Locations

106 Entities with 1,109 physical enrollment locations*
 (51 lead and 55 subcontractor entities with 1,976 counselors)

90.5% (35,627,100) of total Californian's population lives within a 15-minute drive time of a Navigator location. Up from 89.6% now.

Region	Lead Grantee HQ Location	Sub-Grantee HQ Location	Total Core Grant Funding Amount
Northern California / Greater Sacramento	7	11	\$1,603,250
Bay Area	4	10	\$786,500
Central Coast	6	1	\$393,250
Central Valley	6		\$1,331,000
Los Angeles	17	13	\$2,450,250
Inland Empire	3	8	\$242,000
Orange County	3	6	\$514,250
San Diego	5	6	\$1,058,750
Statewide	51	55	\$8,379,250

NAVIGATOR PROGRAM TARGETING 23 ETHNICITIES

Population	Target Ethnicities	Awardees Count
American Indian/Alaskan Natives	Alaska Natives	6
American Indian/Alaskan Natives	American Indian	16
Asian Pacific Islander / Hawaiian	Chinese	28
Asian Pacific Islander / Hawaiian	Filipino	28
Asian Pacific Islander / Hawaiian	Hawaiian/Pacific Islander	15
Asian Pacific Islander / Hawaiian	Japanese	19
Asian Pacific Islander / Hawaiian	Korean	18
Asian Pacific Islander / Hawaiian	Vietnamese	26
Black/African American	African	36
Black/African American	African American	35
Latino	Hispanic	48
Other	Armenian	12
Other	Hindus	10
Other	Middle-Eastern	15
Other	Pashtuns, Tajiks, Hazaras, and Uzbeks	7
Other	Persian	12
Other	Punjabis	11
Other	Russian	10
Other	Ukrainian	11
Southeast Asians	Cambodian	13
Southeast Asians	Hmong	9
Southeast Asians	Laotian	12
Southeast Asians	Thai	11

51 organizations awarded to reach 23 targeted ethnicities:

- Hispanic: 48 organizations (94%)
- Black / African American: 36 organizations (71%)
- Chinese: 28 organizations (55%)
- Filipino: 28 organizations (55%)
- Vietnamese: 26 organizations (51%)
- Korean: 18 organizations (35%)
- Other Southeast Asians and Other Ethnicities: Average of 11 organizations (22%)
- American Indian / Alaskan Natives: 6 organizations (12%)

NAVIGATOR PROGRAM TARGETING 21 SPOKEN LANGUAGES

Ethnicity	Spoken Language of Target Population	Awardees Count
Spanish	Spanish (Latino)	49
Other	Dari (Pashtuns, Tajiks, Hazaras, and Uzbeks)	15
Asian / Pacific Islander	Tagalog (Filipino)	15
Asian / Pacific Islander	Cantonese (Chinese)	14
Asian / Pacific Islander	Mandarin (Chinese)	13
Asian / Pacific Islander	Vietnamese (Vietnamese)	13
Other	Farsi (Persian)	11
Other	Arabic (Middle Eastern)	10
Southeast Asian	Hmong (Hmong)	9
Asian / Pacific Islander	Korean (Korean)	9
Other	Punjabi (Punjabis)	9
Other	Hindi (Hindus)	8
Asian / Pacific Islander	Japanese (Japanese)	8
Other	Russian (Russian)	8
Other	Armenian (Armenian)	6
Southeast Asian	Khmer (Cambodian)	6
ASL	American Sign Language (ASL) (All Ethnicities)	5
Other	Pashto (Pashtuns, Tajiks, Hazaras, and Uzbeks)	5
Other	Ukrainian (Ukrainian)	5
Southeast Asian	Thai (Thai)	4
Southeast Asian	Lao (Laotian)	2

51 organizations selected for awards, covering 21 spoken languages:

- Spanish: 49 organizations (96%)
- Tagalog: 15 organizations (29%)
- Dari: 15 organizations (29%)
- Cantonese and Mandarin: 14 organizations (28%)
- Vietnamese: 13 organizations (26%)
- Korean: 9 organizations (18%)
- Other Southeast Asian or Other Languages: Average of 8 organizations (17%)
- American Sign Language: 5 organizations (10%)

FY 2024-25 SUPPLEMENTAL OUTREACH GRANT AWARDEES AND BUDGET ALLOCATIONS

Grant Funds Awarded: \$500,000 allocated to six of the eight organizations that applied and met eligibility criteria for partnering with Community-Based Organizations (CBOs) to utilize Community Health Workers for outreach and education.

Disqualifications: Nine applications were disqualified due to various reasons, highlighting the critical need for adherence to application guidelines and requirements.

Organization Name	Entity HQ County Location	Minimum CBO partners	Minimum CHWs included	Outreach Events Required	Referrals Expected	Total Supplemental Funds
Grupo Comunitario En Salud Integral	Orange	2	8	48	2,000	\$200,000
North County Health Project Inc dba TrueCare	San Diego	1	4	24	1,000	\$100,000
Give For A Smile	Orange	1	2	12	500	\$50,000
Riverside County Black Chamber of Commerce	Riverside	1	2	12	500	\$50,000
Family Tax Inc.	Los Angeles	1	2	12	500	\$50,000
Opening Doors Inc.	Sacramento	1	2	12	500	\$50,000
Total		7	20	120	5,000	\$500,000

KEY MILESTONES

Milestone	Approximate Date*
Grant Execution and Awardee Onboarding	May 16, 2024 – June 2024
Navigator Grant Contract Period	July 1, 2024 – June 30, 2027
Navigator Grant Award Cycle Period, Fiscal Year 2024-25	July 1, 2024 – June 30, 2025

* All dates are approximate and subject to change, as necessary. Changes will be posted at <http://hbex.coveredca.com/navigator-program/>

KEY MILESTONES

Milestone	Approximate Date*
Grant Execution and Awardee Onboarding	May 16, 2024 – June 2024
Navigator Grant Contract Period	July 1, 2024 – June 30, 2027
Navigator Grant Award Cycle Period, Fiscal Year 2024-25	July 1, 2024 – June 30, 2025

* All dates are approximate and subject to change, as necessary. Changes will be posted at <http://hbex.coveredca.com/navigator-program/>

STATE AND FEDERAL POLICY/LEGISLATIVE UPDATE

STATE BUDGET UPDATE

- ❑ The Governor's May Revision was released on May 10. The \$288 billion budget summary reports a current revenue shortfall of \$27.6 billion.
- ❑ To address the shortfall, the Governor proposes some reductions, delays and revenue enhancements including a proposed increase in the Managed Care Organization (MCO) Tax to increase the net state benefit by \$689.9 million.
- ❑ More details regarding key health care provisions will be outlined in the Executive Director's Report at the May 16 Board meeting.

STATE BUDGET UPDATE

- ❑ The following stakeholder proposals directly related to Covered California are currently under consideration by the legislative budget committees:
 - A Health4All Coalition proposal to fund the operational aspects of expanding coverage to all Californians regardless of immigration status pursuant to AB 4 (Arambula).
 - A California Labor Federation proposal to increase the appropriation the strike lockout benefit program, pursuant to AB 2530 (Wood, Chapter 695, Statutes of 2022).

FEDERAL UPDATE

- ❑ On May 3, the U.S. Department of Health and Human Services (HHS) issued a final rule expanding health coverage to Deferred Action for Childhood Arrivals (DACA) recipients. As finalized, HHS amended the definition of “lawfully present” to include DACA recipients for purposes of eligibility for Affordable Care Act coverage through Marketplaces, where they may also qualify for financial assistance. This change takes effect November 1, 2024, allowing individuals to take advantage of Open Enrollment. As Covered California [commented](#) in response to the proposed rule issued last April, this is a critical step in further ensuring access to quality, affordable health care for all.
- ❑ On May 6, HHS published a [final rule](#) advancing critical protections against discrimination in health care under Section 1557 of the ACA. The final rule restores several protections previously scaled back in 2020, as well as codifies that Section 1557’s prohibition against discrimination based on sex includes LGTBQI+ individuals. Covered California looks forward to continuing to work with its partners to reinforce this important step forward toward a more equitable and inclusive health care system.

INFORMING FEDERAL POLICY IN WASHINGTON, D.C.

The week of April 29, Covered California joined 19 other state-based marketplaces in Washington, D.C. to meet with federal administration and congressional representatives. Covered California also met with key members of California's congressional delegation.



The marketplaces provided state-level updates and shared information and insights into policy matters relevant to exchanges and the consumers they serve. A primary topic was the importance of enhanced federal premium tax credits and the implications and timing of their expiration at the end of 2025.



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

1. Navigator Program 2024-2027 Grant Awardees
2. Service Center Update
3. Covered California for Small Business Update
4. CalHEERS Update
5. Outreach and Sales Update

Appendix 1: Navigator Program 2024-2027 Grant Awardees

NAVIGATOR PROGRAM AWARDEE LIST, FY 2024-25

Sorted by Core Funding Grant Amount from Largest to Smallest

No.	Entity Name	Total # of Sub-Contractors	FY 24-25 Core Funding Amount	Maximum Bonus Amount	Supplement Outreach Grant Funding Amount	Total Grant Funding Amount
1	Alameda Health Consortium	9	\$605,000	\$84,300		\$689,300
2	Aliados Health	9	\$605,000	\$84,300		\$689,300
3	AltaMed Health Services Corporation		\$605,000	\$84,300		\$689,300
4	Community Clinics Health Network dba Health Quality Partners of Southern California	6	\$605,000	\$84,300		\$689,300
5	Clinica Sierra Vista		\$484,000	\$67,500		\$551,500
6	Ampla Health		\$363,000	\$50,700		\$413,700
7	Asian Americans Advancing Justice Southern California	15	\$363,000	\$50,700		\$413,700
8	Herald Christian Health Center		\$332,750	\$46,500		\$379,250
9	Family HealthCare Network		\$302,500	\$42,300		\$344,800
10	Healthy Community Forum for the Greater Sacramento Region dba Community HealthWorks		\$302,500	\$42,300		\$344,800
11	Grupo Comunitario En Salud Integral		\$242,000	\$33,900	\$200,000	\$475,900
12	Coalition of Orange County Community Clinics	3	\$211,750	\$29,700		\$241,450
13	Community Medical Centers, Inc.		\$211,750	\$29,700		\$241,450
14	Family Health Centers of San Diego, Inc.		\$211,750	\$29,700		\$241,450
15	Northeast Valley Health Corporation		\$181,500	\$25,500		\$207,000
16	Omni Family Health		\$181,500	\$25,500		\$207,000



*New entity to the Navigator Program FY 2024-27.

NAVIGATOR PROGRAM AWARDEE LIST, FY 2024-25

Sorted by Core Funding Grant Amount from Largest to Smallest

No.	Entity Name	Total # of Sub-Contractors	FY 24-25 Core Funding Amount	Maximum Bonus Amount	Supplement Outreach Grant Funding Amount	Total Grant Funding Amount
17	California Black Health Network	2	\$121,000	\$17,100		\$138,100
18	City of Long Beach		\$121,000	\$17,100		\$138,100
19	D' Access Central Inc		\$121,000	\$17,100		\$138,100
20	North County Health Project Inc dba TrueCare		\$121,000	\$17,100	\$100,000	\$238,100
21	Altura Centers for Health		\$90,750	\$12,900		\$103,650
22	Asian Pacific Health Care Venture, Inc.		\$90,750	\$12,900		\$103,650
23	Comprehensive Community Health Centers		\$90,750	\$12,900		\$103,650
24	LDP FINANCIAL		\$90,750	\$12,900		\$103,650
25	Open Door Community Health Centers		\$90,750	\$12,900		\$103,650
26	Riverside County Black Chamber of Commerce		\$90,750	\$12,900	\$50,000	\$153,650
27	Salud Para La Gente	1	\$90,750	\$12,900		\$103,650
28	Asian Resources, Inc.		\$60,500	\$8,700		\$69,200
29	Bonita Family Resource Center		\$60,500	\$8,700		\$69,200
30	California Physicians Alliance*		\$60,500	\$8,700		\$69,200
31	Center for Human Development*		\$60,500	\$8,700		\$69,200
32	Clínica Monseñor Oscar A. Romero		\$60,500	\$8,700		\$69,200
33	Community Bridges		\$60,500	\$8,700		\$69,200



*New entity to the Navigator Program FY 2024-27.

NAVIGATOR PROGRAM AWARDEE LIST, FY 2024-25

Sorted by Core Funding Grant Amount from Largest to Smallest

No.	Entity Name	Total # of Sub-Contractors	FY 24-25 Core Funding Amount	Maximum Bonus Amount	Supplement Outreach Grant Funding Amount	Total Grant Funding Amount
34	Community Health Association Inland Southern Region	8	\$60,500	\$8,700		\$69,200
35	Community Health Councils dba Rising Communities*	1	\$60,500	\$8,700		\$69,200
36	Family Health Care Resources		\$60,500	\$8,700		\$69,200
37	Family Tax Inc.*		\$60,500	\$8,700	\$50,000	\$119,200
38	Gardner Family Health Network Inc.*		\$60,500	\$8,700		\$69,200
39	Give For A Smile*	1	\$60,500	\$8,700	\$50,000	\$119,200
40	Hively*		\$60,500	\$8,700		\$69,200
41	Precision Health Center (Jimmy Ung)*		\$60,500	\$8,700		\$69,200
42	LA Free Clinic dba Saban Community Clinic		\$60,500	\$8,700		\$69,200
43	La Maestra Community Health Centers		\$60,500	\$8,700		\$69,200
44	Latinas Contra Cancer*		\$60,500	\$8,700		\$69,200
45	Los Angeles Unified School District		\$60,500	\$8,700		\$69,200
46	North East Medical Services*		\$60,500	\$8,700		\$69,200
47	Opening Doors Inc.*		\$60,500	\$8,700	\$50,000	\$119,200
48	Providence Little Company of Mary Foundation		\$60,500	\$8,700		\$69,200
49	Santa Barbara County Workforce Development Board*		\$60,500	\$8,700		\$69,200
50	St. Louise Resource Services		\$60,500	\$8,700		\$69,200
51	Young & Healthy		\$60,500	\$8,700		\$69,200
TOTAL		55	\$8,379,250	\$1,178,700	\$500,000	\$10,057,950



*New entity to the Navigator Program FY 2024-27.

Appendix 2: Service Center Update

SERVICE CENTER UPDATE

Improving Customer Service

- ❑ Partnered with Covered California University (CCU) for New Employee Training

Enhancing Technology Solutions

- ❑ Partnered with CCIT on continued parity efforts in Amazon Connect

Staffing Updates

- ❑ Vacancy rate of 7.5 percent (2024) comparable to prior year of 8.2 percent (2023)

SERVICE CENTER UPDATE

April Weekly Quick Sort Transfers

Week 1*	Week 2	Week 3	Week 4	Week 5*	Total
04/01 – 04/06	04/07 – 04/13	04/14 – 04/20	04/21 – 04/27	04/28 – 04/30	
1,074	1,330	1,151	1,400	742	5,697

*Partial Week

April Consortia Statistics

SAWS Consortia	Calls Offered	Service Level %	Calls Abandoned %	ASA
CalSAWS	3,578	90.61%	2.18%	0:00:45

☐ CalSAWS = Statewide Automated Welfare System (consortia)

SERVICE CENTER UPDATE

Comparing April 2024 vs. 2023 Call Statistics

Year	Calls to IVR	Calls Offered to SCR	Abandoned %	Calls Handled	ASA	AHT	Service Level %
2024	*	237,865	12.84%	207,328	0:06:54	0:20:03	10.93%
2023	271,442	158,103	2.20%	154,043	0:00:55	0:19:42	79.56%
Percent Change	*	50% Increase	484% Increase	35% Increase	653% Increase	2% Increase	86% Decrease

Due to the transition to Amazon Connect SSO, all call data has been impacted.

- ❑ The total Calls Offered increased from 2023 by 50%
- ❑ Calls Handled increased from 2023 by 35%
- ❑ The Abandoned % increased from 2023 by 484%
- ❑ Service Level decreased from 2023 by 86%

Appendix 3: Covered California for Small Business Update

COVERED CALIFORNIA FOR SMALL BUSINESS UPDATE

Group & Membership Update:

- Groups: 8,913
- Members: 77,371
- Average Group Size: 8.7
- Net Membership YTD: 3,345

**membership reconciled through March 14, 2024*



Appendix 4: CalHEERS Update

CALHEERS UPDATE

- **CalHEERS Release 24.6 is planned for June 17, 2024 and will include:**
 - Updated "Eligibility Results" page to accurately show latest eligibility details and start date from user's application from the prior year.
 - Track Medicare coverage to determine subsidy eligibility only for the months a user is not covered.
 - Link CiCi Chatbot with CalHEERS to assess affordability of employer-sponsored health insurance (an effort to resolve the Family Glitch issue).
 - Improve the percentage of documents submitted online that are automatically validated without the need for manual review.
 - Improve SCR read-only access to allow users to not only see pages and their data on CalHEERS website but also update a document affecting what they are allowed to access.
 - Add "Household Income - State Subsidy" to the list of details that can be automatically checked in a group process.

CALHEERS UPDATE - CONTINUED

- Create a means to compare CalHEERS user-submitted tax information with their filed income at the end of the year.
- Make subsidy information viewable in Salesforce and the Enroller Portal/BoB, and ensure that if an enroller leaves or passes away, their work is automatically handed over to another assister.
- Launch a new program for workers on strike or locked out that can be easily managed. This will let us activate or deactivate the program for any specific benefit year and also add or change records related to strikes or lockouts.

COVEREDCA.COM UPDATES

- ❑ **Smartling language translation workflows for Dotcom nears implementation**
 - Currently Spanish translations cover ~75% of the Dotcom experience and less than 10% of our 11 other language offerings. The goal of Smartling is to create 100% parallel experiences across the website in every supported language.
 - By leveraging a Global Delivery Network of servers we will ensure a fast, reliable, and secure translation experience for users in real-time regardless of their location.
 - We're translating the roughly 131,000 words on our site using technology first, then having experts check the translations to ensure they're linguistically and culturally accurate before making them publicly available.

- ❑ **We've refreshed the main image on our homepage for the Special Enrollment period**
 - The images have been carefully chosen to showcase people from a variety of backgrounds and abilities, underscoring our commitment to serving everyone.

COVEREDCA.COM UPDATES - CONTINUED

- **We're developing a comprehensive new design of our chatbot, CiCi**
 - This involves aligning the look and functionality across our main website and the CalHEERS application. By adopting a new style guide and shared coding practices, our teams can collaborate more effectively, as we're all using the same design and technical guidelines.

Appendix 5: Outreach and Sales Update

OUTREACH & SALES ENROLLMENT PARTNER TOTALS

Uncompensated partners supporting enrollment assistance efforts

ENROLLMENT ASSISTANCE PROGRAM	ENTITIES	COUNSELORS
Certified Application Counselor	218	1,136
Plan-Based Enroller	13	548
Medi-Cal Managed Care Plan	2	22

OUTREACH & SALES NON-ENGLISH ENROLLMENT SUPPORT

Data as of April 30, 2024

10,554 Certified Insurance Agents

19.3% Spanish

10.4% Chinese

4.3% Vietnamese

4.9% Korean

21.6% Other Languages

1,070 Navigator: Certified Enrollment Counselors

52.9% Spanish

4.1% Chinese

1.6% Vietnamese

0.7% Korean

5.5% Other Languages

1,136 Certified Application Counselors

46.7% Spanish

4.2% Chinese

1.2% Vietnamese

0.5% Korean

3.3% Other Languages

548 Certified Plan Based Enrollers

17.5% Spanish

2.6% Chinese

1.3% Vietnamese

0.5% Korean

1.6% Other Languages

22 Certified Medi-Cal Managed Care Plan Enrollers

58.9% Spanish

5.3% Chinese

15.8% Vietnamese

0.0% Korean

0.0% Other Languages

