



Medi-Cal Renewals: Ensuring People Experiencing Homelessness Retain Coverage

Help People Experiencing Homelessness in California Retain Medi-Cal Coverage

ATTENTION:



After a 3-year pause, the **Medi-Cal renewal process** restarted in July 2023



Millions of Californians are at risk of losing **Medi-Cal coverage** if they do not renew, especially people experiencing homelessness



Medi-Cal members without a current mailing address **may not receive a renewal form** in the mail

HOW TO HELP:



Spread the word! Help clients keep Medi-Cal. These [tools](#) tell you how



Offer your mailing address as a place for clients to receive important Medi-Cal notices



[Join Homebase's webinar](#) on **10/3 @12:30PM** to learn more about keeping unhoused populations enrolled

Have questions? Contact Medi-Cal@homebaseccc.org!

Medicaid Basics

- Medicaid = public health insurance program that covers low-income families, individuals, children, parents, pregnant people, seniors, and people with disabilities
- **CA state version of Medicaid is called Medi-Cal**; Serves ~15.7 million
- CA's program is more expansive than other states



California's CalAIM Initiative

New initiative to improve the health of Californians with the most complex needs (including people exp. homelessness).

- **Enhanced Care Management (ECM):** Intensive care coordination + services across multiple systems to address clinical and non-clinical needs of Medi-Cal members.
- **Community Supports:** Housing-related services (housing navigation, housing tenancy and supports, housing deposits, post-hospitalization short-term housing + more).



Medi-Cal Renewals

Renewal notices come in the mail....

but not everyone has a mailing address.

Medi-Cal Renewals

- **Medi-Cal enrollees MUST renew* their coverage annually.**
 - Renewal* = county determines whether a member is still eligible.
- After a 3-year pause, the **renewal process has restarted** in CA as of June 2023.
- Renewal packages are **sent in regular mail** to last known addresses.
- **2-3 million will lose coverage in CA throughout the year-long process, including ~1.5 million who are still eligible.**

*Note: redetermination, recertification, renewal are all used interchangeably

What is at Stake?

- **Risk of not renewing = loss of health coverage and CalAIM housing supports.**
- When people cycle on & off Medi-Cal, often for reasons unrelated to eligibility, it can lead to:
 - Disruption in care and poor health care outcomes
 - Increased health care and administrative costs
- **People experiencing homelessness are especially at risk not renewing, therefore losing coverage!**

Unique Challenges for People Experiencing Homelessness

- Renewal notices will be sent to last known addresses - where people who have lost their housing no longer reside.
- Thus, individuals will receive:
 - **No** renewal packet
 - **No** notices/reminders
 - **No** translation notices

Special Rules

There are 2 special rules that may simplify the renewal process for people experiencing homelessness.

1. If an individual is **very low-income**, they may not have to complete a renewal packet – ex parte!
2. If the **county knows individual is experiencing homelessness**, expedited renewal/re-enrollment may be possible. But this requires individual to contact Medi-Cal.



How YOU Can Help

Next Steps: How to Renew

How to take advantage of special rules and help people experiencing homelessness renew Medi-Cal



- Update contact information
- Get a mailing address to share with Medi-Cal



- Create a Medi-Cal account online
- Call or visit the county Medi-Cal office to renew directly (might be long wait times)

Seek Assistance

- **Key Contacts**

- [Riverside County Dept of Public Social Services \(county Medi-Cal Office\)](#)

- (877) 410-8827
- Call for the nearest location

- [Health Enrollment Navigators](#)

- Catholic Charities of San Bernardino & Riverside Counties; Riverside County Dept of Public Social Services
- contact navigators for free assistance

- **Go online to apply or renew**

KeepMediCalCoverage.com

How to Renew Medi-Cal¹ if You are Experiencing Homelessness

To prepare for the renewal process, contact your county Medi-Cal office and share your most current contact information, such as name, address, phone number, and email address.

This way, the county will contact you with important information about keeping your Medi-Cal benefits. If you can set up a mailing address with a trusted source, that will be helpful.

When your Medi-Cal is about to end, it may be automatically renewed. If Medi-Cal has information that you are very low-income or have no income, they will send you a letter telling you your Medi-Cal is automatically renewed.



Partnering with Health Enrollment Navigators

There are Health Enrollment Navigator partners operating in all 44 CoC counties who can help people learn about, review, or apply for Medi-Cal.¹ There are also local community-based agencies that serve alongside state Health Enrollment Navigators that can assist with these needs. They can provide support in different languages, which is vital given the diversity of California's communities. Connecting with your local navigators is a valuable step, since they are trained to help your clients apply for or renew Medi-Cal, troubleshoot any issues during the process, or re-apply if they lose coverage. You can find your local, county-based Health Enrollment Navigators [here](#).

Health Enrollment Navigators and homeless service providers can partner together to prevent people experiencing homelessness from losing their Medi-Cal.

How Medi-Cal Renewals Impact People Experiencing Homelessness

People experiencing homelessness are all at risk of losing their health coverage over the next 12-month renewal period for one simple fact: they do not have a home address where they can receive their renewal paperwork.

Medi-Cal's renewal forms are sent to people's last known address. The renewal forms are pre-populated with information about the household's eligibility to renew. Most people experiencing homelessness do not have an address to receive their renewal forms. They may not know they need to renew their Medi-Cal until they go to a health care provider and discover they have lost Medi-Cal.

Partnering Across Health Care and Homeless Systems to Provide Medi-Cal Assistance

Homeless service providers often have deep and trusting relationships with people living in shelters, on the streets, in their cars, in encampments, and other places not meant for human habitation. They know where people can be found, but don't always have expertise on Medi-Cal applications and renewals.

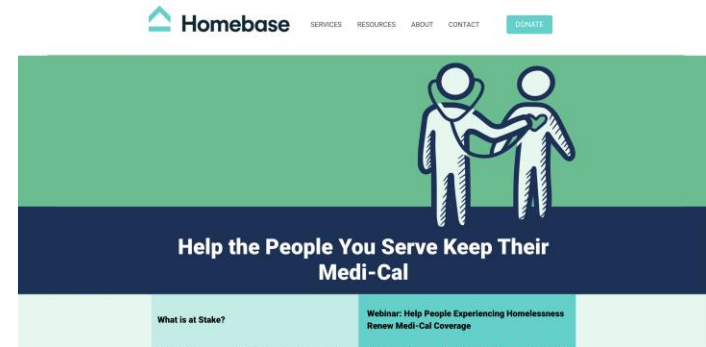
Health Enrollment Navigators have expertise on Medi-Cal renewals. Health Enrollment Navigators know how to work with the county Medi-Cal offices. They know what documentation is needed to ensure people don't lose health coverage. They have trusting and deep relationships within the health care communities they serve. They also know about the new special rules that can expedite Medi-Cal renewals for very low-income people and hard-to-reach populations, including people experiencing homelessness.



¹ For a quick overview of Medi-Cal, see the companion document, "Medi-Cal (California's Medicaid Program)".

Help Spread the Word

- Share Homebase tools within your communities:
www.homebaseccc.org/healthcare
- Contact Homebase with any questions at
Medi-Cal@homebaseccc.org
- Tell us your stories!
- Learn more about how to help your community at Homebase's state-wide Medi-Cal Renewal webinar on October 3 from 12:30-2:00 PM



Register Here!