

# COVID-19 Public Health Emergency Unwinding Plan

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# Background

- » In January 2020, the U.S. Department of Health and Human Services declared a public health emergency (PHE) in response to the outbreak of COVID-19.
- » Families First Coronavirus Response Act Continuous Coverage Requirement
- » The U.S. Department of Health and Human Services renewed the COVID-19 PHE through January 2023

# Resuming Normal Business Operations

- » When the PHE ends, counties will process annual renewals on the beneficiaries next normally scheduled annual renewal date.
- » Counties will follow normal business processes when completing post-PHE renewals
- » Continuous Coverage for Young Adults
  - » DHCS will continue to cover individuals who enrolled as part of the young adult expansion policy, and who have aged out or will age out of state-funded full scope Medi-Cal as a result of turning 26 years old from March 2020 through December 2023. This group would most likely transition to restricted scope Medi-Cal once Medi-Cal renewals resume after the COVID-19 PHE ends.

# Resuming Normal Business Operations

## County PHE Unwinding Toolkit

- » DHCS released a County COVID-19 PHE Unwinding Readiness Toolkit and corresponding Medi-Cal Eligibility Division Information Letter to counties. The County COVID-19 PHE Unwinding Readiness Toolkit is designed to help counties assess readiness in the three key areas of high impact:
  - » Organization and staffing
  - » Staff training for all levels of staff who perform or supervise Medi-Cal related case activities
  - » Lobby management, call center guidance, and outreach strategies

# ELIGIBILITY SEQUENCING MAP

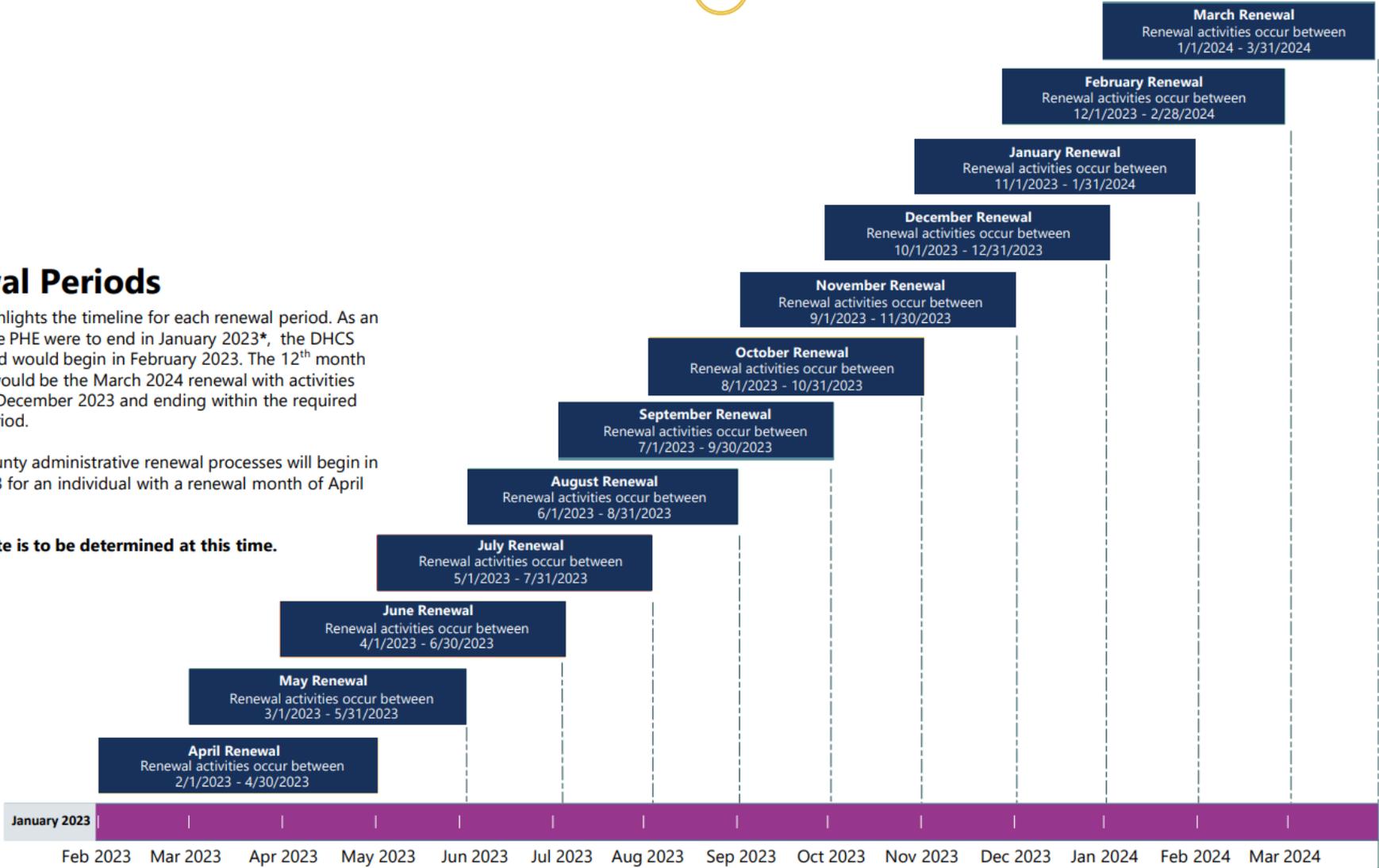


## Renewal Periods

This page highlights the timeline for each renewal period. As an example, if the PHE were to end in January 2023\*, the DHCS renewal period would begin in February 2023. The 12<sup>th</sup> month of eligibility would be the March 2024 renewal with activities beginning in December 2023 and ending within the required 14-month period.

**Example:** County administrative renewal processes will begin in February 2023 for an individual with a renewal month of April 2023.

**\*PHE end date is to be determined at this time.**



**March 31, 2024**  
End of 14 month renewal period

# DHCS Coverage Ambassadors

- » **The COVID-19 PHE will end soon and millions of Medi-Cal beneficiaries may lose their coverage.**
- » **Top Goal of DHCS:** Minimize beneficiary burden and promote continuity of coverage for our beneficiaries.
- » **How you can help:**
  - » Become a **DHCS Coverage Ambassador**
  - » Download the Outreach Toolkit on the [DHCS Coverage Ambassador webpage](#)
  - » [Join the DHCS Coverage Ambassador mailing list](#) to receive updated toolkits as they become available

# DHCS Coverage Ambassadors

- **Phase One: Encourage Beneficiaries to Update Contact Information**
  - **Launch immediately**
  - Multi-channel communication campaign to encourage beneficiaries to update contact information with county offices.
    - » Flyers in provider/clinic offices, social media, call scripts, website banners
- **Phase Two: Watch for Renewal Packets in the mail. Remember to update your contact information!**
  - **Launch 60 days prior to COVID-19 PHE termination.**
  - Remind beneficiaries to watch for renewal packets in the mail and update contact information with county office if they have not done so yet.

# COVID-19 PHE Communications and Outreach Campaign

- » Budget Act of 2022 appropriated \$25 million to DHCS to seek a communications/advertising vendor to implement a broad and targeted education and outreach communications campaign for Medi-Cal beneficiaries during and after the end of the COVID-19 PHE.
- » Anticipated launch in November 2022 with vendor onboard.