



Bidder's Conference: Community Enrollers for Medi-Cal - May 23rd, 2024 Frequently Asked Questions & Answers

Are a minimum number of community events required?

A: No, we have removed this requirement. Organizations are free to propose as few or as many as needed to achieve their objectives.

Can we apply with subcontractors?

A: Yes.

Will CalOptima provide contact lists for potential enrollees/members due for renewals?

A: Information on members due for renewals will be provided but not potential enrollees.

What is the key contact's information for SSA?

A: Please reach out to Cristal Perez (cristal.perez@ssa.ocgov.com) and CC Marth Rosas (martha.rosas@ssa.ocgov.com) and Miguel Anguiano (miguel.anguiano@ssa.ocgov.com) regarding community enrollers.

Is the definition of "Community Enrollers" to be understood as Orgs as Community Enrollers or org staff as community enrollers?

A: Applicant organizations must both create a CBO account on BenefitsCal and then have trained staff to do the actual enrollment work.

What is the historical average of new enrollments for Medi-Cal each month.

A: SSA receives approximately 11,000 Medi-Cal applications monthly.

Can you confirm if the 12-month grant period is September 1, 2024 - August 31, 2025?

A: Yes, this is the anticipated grant period. There is potential it could shift a month later but we are not anticipating that.

When is the next bidders meeting?

A: We will only offer one Bidder's Conference for this grant. However, we have the recording available for review.

Not clear whether the enrollers are required to be certified. And if certified is required, is that being done by the SSA office. If not certified, is the completed application with eligibility determination being completed then completed by the County for issuance of SNAP and Medi-Cal cards?

A: Enrollers need to be trained by SSA and have access to the BenefitsCal portal to submit information on behalf of individual applicants.

What is the average amount of enrollers for an Organization

A: no average, depends on your bandwidth and ability

For the minimum requirement benchmarks (i.e. minimum number of 60 Medi-Cal applications), is a family considered 1 application towards that number, or is each family member counted towards the application count?

A: We will count the number of individuals covered in the application

If a potential applicant currently contracts out their community enrollers with the county, are they still eligible to apply for this grant?

A: Not if those positions are already funded by the county or any other funding source.

Could you repeat the unallowable expenses?

A: Funding cannot be used for partisan lobbying or staff already funded through the provision of reimbursable CalOptima Health services.

What happens after the 12-month contract period is over? Is there a separate fee paid for each successful enrollment?

A: No. The grant will be the only incentive.

The Community Investment Strategy section has a broader target population, is this only for undocumented people?

A: The Investment Strategy refers to the values underpinning CalOptima Health's grantmaking. The target population for this funding opportunities are individuals that may qualify for Medi-Cal, with particular attention to the undocumented population of adults who are newly eligible for Medi-Cal.

Any other data sharing/reporting requirements besides which members are up for redetermination? How will data be shared (is there an online data-sharing portal?)

A: We have a secure portal. Reports will be required on a quarterly basis that will ask about progress.

For the monthly benchmark numbers, are they unduplicated? Or can we count youth more than once throughout the 12-month period for the services.

A: If multiple applications are submitted for an individual, an organization should count the number of applications submitted.

Do you need to have an NPI number to be an enroller?

A: SSA does not have that requirement.

Any sense of whether this will be a one-time funding opportunity for outreach and enrollment?

A: This is our second opportunity and we will explore future opportunities.

How about certified Covered California enrollers?

A: As long as an individual has training on and access to BenefitsCal through their organization, they are eligible.

Does that mean that each staff of the org designated as community enroller has to enroll 60 new Medi-Cal applicants, 20 renewals and 10 Cal Fresh? or is that per org?

A: An organization's proposal has to indicate how they will achieve those benchmarks; whether using distinct enrollers for each type or application or not. That is at the discretion of the proposer.

Is this a sign up for just MediCal or does it become a direct signup into CalOptima?

A: This proposal is specifically for Orange County residents who are applying for Medi-Cal; they will not necessarily enroll in CalOptima Health.

Is this RFP for a specific age group?

A: No it is not, however there is a focus on undocumented adults who are newly eligible for Medi-Cal.

Can you confirm the eligibility criteria for potential community members for CalOptima? Or is there a document / link to view this eligibility criteria?

A: Medi-Cal eligibility criteria can be found here: <https://www.dhcs.ca.gov/Get-Medi-Cal/Pages/default.aspx>

CAP OC already does SNAP outreach and enrollment, but the County reviews and determines final eligibility. We have never been aware of a certification process for what we have been doing for decades.

A: To be eligible for this funding opportunity, organizations must have access to and staff trained on BenefitsCal, where Medi-Cal applications can be submitted on behalf of individuals.

What are key metrics do we have to collect in order to report back to CalOptima per month (name of coverage, etc.)

A: Quarterly reports on progress toward a grantee's stated objectives will be required. Template will be shared.

How does CalOptima want orgs to track their deliverables for this grant?

A: Quarterly reports on progress toward a grantee's stated objectives will be required. Template will be shared.

Does the medi-cal coverage expand to international students as well, considering immigration status is not one of the eligibility anymore.

A: Please refer to eligibility criteria to understand who qualifies and does not qualify for Medi-Cal. Medi-Cal eligibility criteria can be found here: <https://www.dhcs.ca.gov/Get-Medi-Cal/Pages/default.aspx>

Do the minimum number of applications have to be met on a monthly basis or can they average out over the course of a year?

A: Yes, an applicant could propose to meet the minimum application submissions over the course of a year where their monthly totals fluctuate but overall the minimum per month average is achieved.

To confirm, if an enroller is being hired and then needs to be trained, is the organization held to the minimum number of enrollment applications for that person in any months of training?

A: CalOptima Health leaves it to applicants to propose the most competitive and achievable objectives. However, applicants are not required to achieve the minimum number of enrollments until they have a trained enroller on staff.