

Work Plan Instructions

The Department of Health Care Services (DHCS) is requesting a complete Health Care Services Navigators Project. The Work Plan provides an overall scope of work and anticipates to implement and execute throughout the duration of the Health Care Services Navigators Project. Please use the Work Plan as part of the application process and, if awarded, as a guide for the work being completed in your county. Please complete each section of the Work Plan, including goals, activities, and approaches based on your community and county needs.

Planning & Start-Up

Identify specific program planning and start-up activities your county or organization will implement. Identify the anticipated completion date or timeframe.

Normal Operations

Identify specific strategies and activities your county or organization intends to utilize and execute (outreach, application assistance, enrollment, navigation, retention, and troubleshooting). Identify the responsible entity who will implement these activities.

Public Health Emergency (PHE) Plan

Per the Medi-Cal Health Enrollment Navigators Project (HNP) Bulletin 2022-002, the Department is preparing for the eventual termination of the COVID-19 PHE and the unwinding of efforts implemented during the emergency. To prepare for the resumption of normal operations within our communities, HNP is focused on specific activities, **above and beyond**, based off the status of the PHE. As such, identify below, the activities your county or organization intends to utilize and execute to meet each focus relating to the status of the population(s) and the responsible entity that will implement these activities.

During PHE

These focused activities are implemented while PHE is in effect. Identify activities relating to outreach to beneficiaries to provide their local county social services agency with any updated contact information direct or if media outreach will be used. Identify specific target population(s) and responsible entity.

60 Days Prior To PHE Termination

These focused activities are implemented from the 60 day notice through the end of PHE. Identify activities to encourage beneficiaries to update their contact information with their local county services office packets. Identify specific target population(s) and the responsible entity that will implement these activities.

12 Month PHE Unwinding Period
These focused activities are implemented at the end of the PHE through the unwind period as d support the retention and redetermination of Medi-Cal benefits. Identify the specific target popul will implement these activities.
Project Goals
For tab 5, on the normal operations table, identify the number of individuals your county or organ each data point related to normal operations. Enter the number for each goal under each fiscal y PHE table identify the number of individuals your county or organization anticipates to encounter Focused Activities.

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Navigators Project. DHCS will
way to refer and monitor the
Work Plan and provide realistic
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Program Planning and Startup Plan

Section 1: Identify specific Navigators Project's planning and start-up activities and the anticipated completion dates for the activities identified

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NAVIGATORS PROJECT WORK PLAN

(NAME OF COUNTY OR COMMUNITY-BASED ORGANIZATION)
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Attachment 2

Normal Operations

Section 2: Identify specific outreach, application assistance, enrollment, access & utilization to health care, troubleshooting, and retention strategies and activities that meets the core objectives of AB 74 you will conduct to implement this approach. Identify specific target population(s) and the responsible entity who will implement these activities. Please list an activity(ies) for each task. For reference, a short list of examples of activities under each task is on Tab 6.

Task	STRATEGIES AND ACTIVITIES What strategies/ activities will be used to achieve the AB74 goals?	TARGET POPULATIONS Refer to Tab 6	RESPONSIBLE ENTITY Name of county or CBO, or subcontracted entity
Outreach	Farmer's Markets, 6 Weekly (Clearlake, Kelseyville, Lakeport, Cobb, Middletown, Hidden Valley) - Set up table at farmer's market, hand out flyers with Medi-Cal information to the general public including all target populations.	1-12 (all)	Lake
Application Assistance	Farmer's Markets, 6 Weekly (Clearlake, Kelseyville, Lakeport, Cobb, Middletown, Hidden Valley) - Assist individuals visiting our table one-on-one to complete their Medi-Cal application. Assist with collecting and submitting necessary verifications during the initial one-on-one session, or in subsequent visits. NOTE: The staff person providing Application Assistance for outreach will NOT be the same worker assigned the application for processing.	1-12 (all)	Lake
Retention	Farmer's Markets, 6 Weekly (Clearlake, Kelseyville, Lakeport, Cobb, Middletown, Hidden Valley) - Assist individuals visiting our table one-on-one to complete their Medi-Cal redetermination packet. Assist with collecting and submitting necessary verifications during the initial one-on-one session, or in subsequent visits. NOTE: The staff person providing Retention for outreach will NOT be the same worker assigned the recertification for processing.	1-12 (all)	Lake
Retention	Homeless Outreach Weekly (shelters currently in Lakeport and Clearlake) - Assist individuals visiting our table one-on-one to complete their Medi-Cal redetermination packet. Assist with collecting and submitting necessary verifications during the initial one-on-one session, or in subsequent visits. NOTE: The staff person providing Retention for outreach will NOT be the same worker assigned the recertification for processing.	5	Lake
Outreach	Homeless Outreach Weekly (shelters currently in Lakeport and Clearlake) - Set up table at the homeless shelter, hand out flyers with Medi-Cal information to the homeless individuals.	5	Lake
Access & Utilization	Homeless Outreach Weekly (shelters currently in Lakeport and Clearlake) - Provide individuals visiting our table with information on how to use Medi-Cal, and the difference between managed care and eligibility, including written materials (i.e., flyers) with additional resources, such as Partnership Health Plan's contact information and website.	5	Lake
Application Assistance	Homeless Outreach Weekly (shelters currently in Lakeport and Clearlake) - Assist homeless individuals visiting our table one-on-one to complete their Medi-Cal application, also schedule one-on-one appointments on site at the shelter to assist with completing the Medi-Cal application as needed, outside tabling. Assist with collecting and submitting necessary verifications during the initial one-on-one session, or in subsequent visits. NOTE: The staff person providing Application Assistance for outreach will NOT be the same worker assigned the application for processing.	5	Lake
Troubleshooting	Homeless Outreach Weekly (shelters currently in Lakeport and Clearlake) - Provide individuals visiting our table with assistance requesting new Medi-Cal Benefits Identification Cards, and providing points of contact to resolve issues.	5	Lake

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Retention	Behavioral Health Outreach (frequency to be determined - monthly minimum, multiple locations around the county) - Assist individuals visiting our table one-on-one to complete their Medi-Cal redetermination packet. Assist with collecting and submitting necessary verifications during the initial one-on-one session, or in subsequent visits. NOTE: The staff person providing Retention for outreach will NOT be the same worker assigned the recertification for processing.	1, 2	Lake
Outreach	Behavioral Health Outreach (frequency to be determined - monthly minimum, multiple locations around the county) - Set up table at behavioral health or peer support center, hand out flyers with Medi-Cal information to persons with substance abuse disorders or mental health disorders.	1, 2	Lake
Application Assistance	Behavioral Health Outreach (frequency to be determined - monthly minimum, multiple locations around the county) - Assist individuals served by behavioral health or the peer support centers visiting our table one-on-one to complete their Medi-Cal application, also schedule one-on-one appointments on site at behavioral health or peer support centers to assist with completing the Medi-Cal application as needed, outside tabling. Assist with collecting and submitting necessary verifications during the initial one-on-one session, or in subsequent visits. NOTE: The staff person providing Application Assistance for outreach will NOT be the same worker assigned the application for processing.	1, 2	Lake
Access & Utilization	Behavioral Health Outreach (frequency to be determined - Provide individuals visiting our table with information on how to use Medi-Cal, and the difference between managed care and eligibility, including written materials (i.e., flyers) with additional resources, such as Partnership Health Plan's contact information and website.	1, 2	Lake
Troubleshooting	Behavioral Health Outreach (frequency to be determined - monthly minimum, multiple locations around the county) Provide individuals visiting our table with assistance requesting new Medi-Cal Benefits Identification Cards, and providing points of contact to resolve issues.	4	Lake
Retention	Senior Center Outreach (frequency to be determined - monthly minimum, multiple locations around the county) - Assist individuals visiting our table one-on-one to complete their Medi-Cal redetermination packet. Assist with collecting and submitting necessary verifications during the initial one-on-one session, or in subsequent visits. NOTE: The staff person providing Retention for outreach will NOT be the same worker assigned the recertification for processing.	4	Lake
Outreach	Senior Center Outreach (frequency to be determined - monthly minimum, multiple locations around the county) - Set up table at senior center, hand out flyers with Medi-Cal information to aged persons.	4	Lake
Application Assistance	Senior Center Outreach (frequency to be determined - monthly minimum, multiple locations around the county) - Assist individuals served by senior centers visiting our table one-on-one to complete their Medi-Cal application, also schedule one-on-one appointments on site at senior centers to assist with completing the Medi-Cal application as needed, outside tabling. Assist with collecting and submitting necessary verifications during the initial one-on-one session, or in subsequent visits. NOTE: The staff person providing Application Assistance for outreach will NOT be the same worker assigned the application for processing.	4	Lake
Access & Utilization	Senior Center Outreach (frequency to be determined - monthly minimum, multiple locations around the county) - Provide individuals visiting our table with information on how to use Medi-Cal, and the difference between managed care and eligibility, including written materials (i.e., flyers) with additional resources, such as Partnership Health Plan's contact information and website.	4	Lake
Troubleshooting	Senior Center Outreach (frequency to be determined - monthly minimum, multiple locations around the county) - Provide individuals visiting our table with assistance requesting new Medi-Cal Benefits Identification Cards, and providing points of contact to resolve issues.	4	Lake

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Retention	Student & Families Outreach - Local Colleges (frequency to be determined - two Junior Colleges in county) - Assist individuals visiting our table one-on-one to complete their Medi-Cal redetermination packet. Assist with collecting and submitting necessary verifications during the initial one-on-one session, or in subsequent visits. NOTE: The staff person providing Retention for outreach will NOT be the same worker assigned the recertification for processing.	6, 9, 10	Lake
Outreach	Student & Families Outreach - Local Colleges (frequency to be determined - two Junior Colleges in county) - Set up table at community college, hand out flyers with Medi-Cal information to the young people of color, lower -wage workers, their families and dependents, and uninsured children or youth formerly enrolled in Medi-Cal.	6, 9, 10	Lake
Application Assistance	Student & Families Outreach - Local Colleges (frequency to be determined - two Junior Colleges in county) - Assist individuals served by local colleges visiting our table one-on-one to complete their Medi-Cal application, also schedule one-on-one appointments on site at the college to assist with completing the Medi-Cal application as needed, outside tabling. Assist with collecting and submitting necessary verifications during the initial one-on-one session, or in subsequent visits. NOTE: The staff person providing Application Assistance for outreach will NOT be the same worker assigned the application for processing.	6, 9, 10	Lake
Access & Utilization	Student & Families Outreach - Local Colleges (frequency to be determined - two Junior Colleges in county) - Provide individuals visiting our table with information on how to use Medi-Cal, and the difference between managed care and eligibility, including written materials (i.e., flyers) with additional resources, such as Partnership Health Plan's contact information and website.	6, 9, 10	Lake
Troubleshooting	Student & Families Outreach - Local Colleges (frequency to be determined - two Junior Colleges in county) - Provide individuals visiting our table with assistance requesting new Medi-Cal Benefits Identification Cards, and providing points of contact to resolve issues.	6, 9, 10	Lake
Retention	Student & Families Outreach - Lake County Office of Education (frequency to be determined - multiple schools around the county) - Assist individuals visiting our table one-on-one to complete their Medi-Cal redetermination packet. Assist with collecting and submitting necessary verifications during the initial one-on-one session, or in subsequent visits. NOTE: The staff person providing Retention for outreach will NOT be the same worker assigned the recertification for processing.	6, 9, 10	Lake
Outreach	Student & Families Outreach - Lake County Office of Education (frequency to be determined - multiple schools around the county) - Set up table at school, hand out flyers with Medi-Cal information to the young people of color, lower -wage workers, their families and dependents, and uninsured children or youth formerly enrolled in Medi-Cal.	6, 9, 10	Lake
Application Assistance	Student & Families Outreach - Lake County Office of Education (frequency to be determined - multiple schools around the county) - Assist individuals served by schools visiting our table one-on-one to complete their Medi-Cal application, also schedule one-on-one appointments on site at the schools to assist with completing the Medi-Cal application as needed, outside tabling. Assist with collecting and submitting necessary verifications during the initial one-on-one session, or in subsequent visits. NOTE: The staff person providing Application Assistance for outreach will NOT be the same worker assigned the application for processing.	6, 9, 10	Lake
Access & Utilization	Student & Families Outreach - Lake County Office of Education (frequency to be determined - multiple schools around the county) - Provide individuals visiting our table with information on how to use Medi-Cal, and the difference between managed care and eligibility, including written materials (i.e., flyers) with additional resources, such as Partnership Health Plan's contact information and website.	6, 9, 10	Lake
Troubleshooting	Student & Families Outreach - Lake County Office of Education (frequency to be determined - multiple schools around the county)	6, 9, 10	Lake

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Retention	Tabling at various community events - Assist individuals visiting our table one-on-one to complete their Medi-Cal redetermination packet. Assist with collecting and submitting necessary verifications during the initial one-on-one session. NOTE: The staff person providing Retention for outreach will NOT be the same worker assigned the recertification for processing.	1-12 (all)	Lake
Outreach	Tabling at various community events - Set up table at various community events as yet to be identified (such as the annual "Hero's of Health and Safety Fair", hand out flyers with Medi-Cal information to the general public including all target populations.	1-12 (all)	Lake
Application Assistance	Tabling at various community events - Assist individuals at local community events visiting our table one-on-one to complete their Medi-Cal application. Assist with collecting and submitting necessary verifications during the initial one-on-one session. NOTE: The staff person providing Application Assistance for outreach will NOT be the same worker assigned the application for processing.	1-12 (all)	Lake
Retention	Jail Outreach - Assist individuals during our scheduled visits one-on-one to complete their Medi-Cal redetermination packet. Assist with collecting and submitting necessary verifications during the initial one-on-one session, or in subsequent visits. NOTE: The staff person providing Retention for outreach will NOT be the same worker assigned the recertification for processing.	11	Lake
Outreach	Jail Outreach - Visit the jail, make a presentation and/or hand out flyers with Medi-Cal information to incarcerated individuals.	11	Lake
Application Assistance	Jail Outreach - Assist incarcerated individuals to complete their Medi-Cal application, also schedule one-on-one appointments on site at the jail to assist with completing the Medi-Cal application as needed, outside our regularly scheduled outreach visits. Assist with collecting and submitting necessary verifications during the initial one-on-one session, or in subsequent visits. NOTE: The staff person providing Application Assistance for outreach will NOT be the same worker assigned the application for processing.	11	Lake
Retention	Probation Outreach - Assist individuals during our scheduled visits one-on-one to complete their Medi-Cal redetermination packet. Assist with collecting and submitting necessary verifications during the initial one-on-one session, or in subsequent visits. NOTE: The staff person providing Retention for outreach will NOT be the same worker assigned the recertification for processing.	11	Lake
Outreach	Probation Outreach - Visit probation meeting, make a presentation and/or hand out flyers with Medi-Cal information to the individuals on probation.	11	Lake
Application Assistance	Probation Outreach - Assist individuals at probation meeting to complete their Medi-Cal application, also schedule one-on-one appointments on site at the probation office to assist with completing the Medi-Cal application as needed, outside our regularly scheduled outreach visits. Assist with collecting and submitting necessary verifications during the initial one-on-one session, or in subsequent visits. NOTE: The staff person providing Application Assistance for outreach will NOT be the same worker assigned the application for processing.	11	Lake
Media Outreach	Media Outreach Campaign (details to be developed) - Campaign may include, advertising on local Lake County Transit busses, local radio stations, local periodicals, and social media messaging, as well as developing tailored messaging for target populations.	1-12 (all)	Lake
Troubleshooting	Jail Outreach - Provide individuals at our meeting with assistance requesting new Medi-Cal Benefits Identification Cards, and providing points of contact to resolve issues.		
Access & Utilization	Jail Outreach - Provide individuals at our jail meeting with information on how to use Medi-Cal, and the difference between managed care and eligibility, including written materials (i.e., flyers) with additional resources, such as Partnership Health Plan's contact information and website.		
Access & Utilization	Probation Outreach - Provide individuals at our probation meeting with information on how to use Medi-Cal, and the difference between managed care and eligibility, including written materials (i.e., flyers) with additional resources, such as Partnership Health Plan's contact information and website.		

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Troubleshooting	Probation Outreach - Provide individuals at our meeting with assistance requesting new Medi-Cal Benefits Identification Cards, and providing points of contact to resolve issues.		
(Select One)			
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Public Health Emergency (PHE) Plan

Section 3: On this tab, partners should list additional activities that go above and beyond the core AB74 activities as for the following phases of PHE. 1) Identify activities relating to outreach focus during PHE to encourage beneficiaries to provide their local county social services agency with any updated contact information such as: name, address, phone number, and email so the county can contact beneficiaries with important information about keeping their Medi-Cal coverage. Identify specific target population(s) and the responsible entity who will implement these activities. 2) Identify activities relating to outreach and retention during the 60 days prior to PHE termination. Identify specific target population(s) and the responsible entity who will implement these activities. 3) Identify activities relating to the PHE unwind which focuses on retention. Identify specific target population(s) and the responsible entity who will implement these activities.

Task	STRATEGIES AND ACTIVITIES What strategies/ activities will be used to achieve this phase?	TARGET POPULATIONS Refer to Tab 6	RESPONSIBLE ENTITY Name of county or CBO, or subcontracted entity
During PHE			
Outreach	At all outreach tasks under "Normal Operations," also provide additional flyers regarding PHE end, including encouraging the public to report address changes to ensure their redetermination packet is sent to the correct address when the PHE ends.	1-11 (all)	Lake
Media Outreach	In addition to the media outreach task under "Normal Operations," develop additional messaging regarding preparing for the PHE end, including encouraging the public to report address changes to ensure their redetermination packet is sent to the correct address when the PHE ends, and disseminate through all media outreach methods identified in "normal operations" (i.e., Lake County Transit bus posters, local radio, local periodicals, and social media.)	1-11 (all)	Lake
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60 Days Prior to PHE Termination			
Outreach	At all outreach tasks under "Normal Operations," also provide information regarding the fact the PHE has ended and recertifications are now due for MC over the next 12 months, including the importance of completing and submitting the redetermination packet when received, and ensuring the address on record with the county is accurate.	1-11 (all)	Lake
Media Outreach	In addition to the media outreach under "Normal Operations," develop additional messaging regarding the PHE end, including the importance of completing and submitting the redetermination packet when received, and ensuring the address on record with the county is accurate, and disseminate through all media outreach methods identified in "normal operations" (i.e., Lake County Transit bus posters, local radio, local periodicals, and social media.)	1-11 (all)	Lake

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Retention Assistance	Staff a lobby kiosk at our office and/or provide hotline assistance for customers walk-in or calling to immediately take address change reports, and pass them on to the case-holding worker for processing to ensure the RE packet is sent to the correct address when generated. Outreach staff will also answer any general questions about PHE end, such as "when is my recertification due?" or "when will I get my packet?"	1-11 (all)	Lake
Retention	At all retention tasks under "Normal Operations," also take address change reports, and pass them on to the case holding worker for processing to ensure the RE packet is send to the correct address when generated. Outreach staff will also answer any general questions about PHE end, such as "when is my recertification due?" or "when will I get my packet?"		
(Select One)			
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(Select One)			
(Select One)			
12 Month PHE Unwinding Period			
Retention	At all retention tasks under "Normal Operations," assist individuals to complete their Medi-Cal redetermination packet. Assist with collecting and submitting necessary verifications. Take address change reports and pass them on to the case holding worker for processing to ensure RE packets are sent to the correct address. Outreach staff will also answer any general questions about PHE end, such as "when is my recertification due?" or "when will I get my packet?"	1-11 (all)	Lake
Redeterminat ion Assistance	Staff a lobby kiosk at our office and/or provide hotline assistance staffing for customers walk-in or calling to immediately complete their Medi-Cal redetermination packet. Assist with collecting and submitting necessary verifications. Take address change reports and pass them on to the case holding worker for processing to ensure RE packets are sent to the correct address. Outreach staff will also answer any general questions about PHE end, such as "when is my recertification due?" or "when will I get my packet?"	1-11 (all)	Lake
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Normal Operations			
	FY 2022-23	FY 2023-24	FY 2024-25
Media Outreach	2,000	2,000	2,000
Direct Outreach	1,000	1,000	1,000
Application Assistance	250	250	250
Enrollment	300	300	300
Retention	100	100	100
Navigation	100	100	100
Troubleshooting	100	100	100

Focused Activities For PHE	
Direct Outreach	2,000
Application Assistance	200
Media Outreach	2,000
Enrollment	200
Retention	400
Navigation	150
Troubleshooting	150

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<u>Target Populations</u>	
1.	Persons with Mental Health Disorders
2.	Persons with Substance Use Disorders
3.	Persons with Other Disabilities
4.	Aged Persons
5.	Homeless Persons
6.	Young People of Color
7.	Immigrants & Families of Mixed Immigration Status
8.	Persons with Limited English Proficiency
9.	Low-Wage Workers and their Families and Dependents
10.	Uninsured Children or Youth Formerly Enrolled in Medi-Cal
11.	Persons Who are in County Jail or State Prison, on State Parole, on County Probation, or Under Post Release Community Supervision
12	Populations affected by the Medi-Cal eligibility expansions

Task	Definition	Example
Enrollment	Activities for this task are for individuals encountered was enrolled into/approved for Medi-Cal as a result of submitting their application package.	Example activities include processing/approving the Medi-Cal application or when Medi-Cal enrollment is a direct result of being educated by or receiving assistance from the Navigators Project.
Retention	Activities for this task are for individuals encountered that result in their continuation of their Medi-Cal benefits, or re-establishing eligibility within the 90 day cure period.	Example activities include processing redeterminations, change in circumstance reports, assisting individuals complete the redetermination packets and and/or submit required substantiating documentation.
Direct Outreach	Activities for this task are if the individual was directly encountered as part of the outreach activities. For purposes of this Project, "outreach" is defined as "Individuals being informed or educated about Medi-Cal Program including how to apply for and keep Medi-Cal benefits.	Example activities include community events, handing out flyers, and direct calls.
Media Outreach	Activities for this task are used if the individual was encountered through various media platforms as part of the outreach activities. For purposes of this Project, "outreach" is defined as "Individuals being informed or educated about Medi-Cal Program including how to apply for and keep Medi-Cal benefits.	Example activities include radio ads, bill board ads, and an Instagram post.
Application Assistance	Activities for this task are when an individual encountered was assisted in completing any or all parts of the Medi-Cal application package.	Example activities include filling out an application, and/or submit required substantiating documentation.
Access & utilization to health care	Activities for this task include assisting with access & utilization to health care.	Example activities include providing information about how to use Medi-Cal, explaining the difference between managed care and eligibility.

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Troubleshooting	Activities are assisting with resolving any problems or issues associated with their Medi-Cal benefits and access to care.	Example activities include researching limitations or denials of care, requesting new Medi-Cal Benefits Identification Cards, and providing points of contact to resolve issues.
Assistance with Redetermination	Activities for this task are when an individual encountered was assisted in completing any or all parts of the Medi-Cal annual redetermination package prior to their redetermination date, or those same efforts during the 90 day cure period to retain.	Example activities include researching limitations or denials of care, requesting new Medi-Cal Benefits Identification Cards, and providing points of contact to resolve issues.