August 15, 2023

Patricia Barbieri – Director, Social Services Division

Siskiyou County Health & Human Services Agency  
818 South Main Street

Yreka, CA 96097

Ms. Barbieri,

Thank you for the opportunity to present a proposal to conduct temporary Medi-Cal support services for the Siskiyou County Health & Human Services Agency, Social Services Division. Medi-Cal policy changes and staff vacancies present resource challenges for Social Services in the years 2023 and 2024. With the end of Medi-Cal Continuous Coverage on March 31, 2023, the Social Services division is responsible for processing Medi-Cal renewals for the first time since 2020. Negative actions started on April 1, 2023, for Medi-Cal participants with a June 2023 renewal date that no longer meet the eligibility criteria or provide timely verification. Social Services has 14 months to complete renewals, returning to normal Medi-Cal redetermination operations by June of 2024, per the California Department of Healthcare Services (DHCS).

Responding to the significant operational challenges associated with redetermining the eligibility of all those on the Social Services Medi-Cal rolls while managing staff vacancies and the increase in demand for other social services requires assistance from a vendor that understands the Medi-Cal program and the data systems that support it.

SolutionsWest is ideally suited to assist Siskiyou County Social Services, given our experience in similar projects, staff qualifications, and subject matter expertise. The SolutionsWest team includes former California county staff with decades of experience providing client services for various programs such as Medi-Cal, CalFresh, CalWORKs, and General Assistance. Additionally, SolutionsWest is conducting system training for all CalWIN counties migrating to CalSAWS in 2022 and 2023, so there is a depth of knowledge of the primary data system used for Medi-Cal services.

SolutionsWest has conducted similar Medi-Cal support projects in California. SolutionsWest has worked on Medi-Cal staffing projects with the Monterey County Department of Social Services, Mendocino County Social Services, Riverside County Department of Public Social Services, and most recently, San Benito County Health and Human Services Agency. SolutionsWest supported thousands of Medi-Cal cases through these engagements.

To temporarily increase Social Services capacity through the Medi-Cal Unwinding period, SolutionsWest can quickly mobilize and adjust to County-specific procedures to immediately assist with data entry and case follow-up activities, resulting in timely and accurate client benefits. The SolutionsWest team will not be making eligibility determinations or issuing benefits. Staff are being provided on a limited basis to address the surge in demand, they are not replacing existing staff positions or intended to be a long-term resourcing strategy.

The following proposal outlines the deliverables, responsibilities of SolutionsWest and Siskiyou County Social Services, and the costs to meet the agency’s goal of servicing Medi-Cal clients in a timely manner while operations and policy return to pre-pandemic levels.