



There are Health Enrollment Navigator partners operating in all 44 CoC counties who can help people learn about, renew, 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 \(California's Medicaid Program\)](#)"



Opportunities for Greater Collaboration

There are many opportunities for providers to partner with Health Enrollment Navigators to help people experiencing homelessness complete Medi-Cal renewals, exercise their rights under federal waivers, apply to Medi-Cal for the first time, or re-apply if they have been disenrolled.



Street Outreach

To support people who don't want to leave their encampments to get services (because they risk losing personal belongings or don't want to leave their pets or household members behind), street outreach teams can partner with Health Enrollment Navigators on street outreach visits. During those visits, street outreach workers and Health Enrollment Navigators can find out if people have Medi-Cal and help them enroll if they do not or help them with renewals or exercise their rights under any federal waivers.



Coordinated Entry

Coordinated Entry (CE) offers practical and meaningful opportunities for cross-system coordination. There is an opportunity to build relationships between homeless service providers and Health Enrollment Navigators to facilitate warm hand-offs for Medi-Cal renewals (and to connect people to homeless system housing and services). CE's Homeless Management Integration System (HMIS) may be a way to collect data to enable warm hand-offs across the partnership.



Shelters and temporary housing providers

While people experiencing homelessness wait for housing and services, shelter or temporary housing provider staff can partner with Health Enrollment Navigators to work with clients to gather their documents and help them renew or apply for Medi-Cal.

For a list of the Health Enrollment Navigators and local entities that provide navigation services in your area, see: <https://www.dhcs.ca.gov/services/medi-cal/eligibility/Documents/SB154-Subcontractor-and-Local-CBO-Assistance.pdf>

