County of Los Angeles
DEPARTMENT OF PUBLIC SOCIAL SERVICES
12860 CROSSROADS PARKWAY SOUTH · CITY OF INDUSTRY, CALIFORNIA 91746
Tel (562) 908-8400 · Fax (562) 695-4801

SHERYL L. SPILLER
Director

PHIL ANSELL
Chief Deputy

Board of Supervisors
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MARK RIDLEY-THOMAS
Second District
SHEILA KUEHL
Third District
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Fourth District
MICHAEL D. ANTONOVICH
Fifth District

January 27, 2015

TO: Each Supervisor

FROM: Sheryl L. Spiller, Director

SUBJECT: **SUMMARY OF ANNUAL RENEWAL OUTREACH EFFORTS TO MEDI-CAL BENEFICIARIES**

As requested by Supervisor Solis following the quarterly Affordable Care Act (ACA) presentation at the January 6, 2015 Board Meeting, attached is a summary report of my Department's outreach efforts related to the Medi-Cal renewal process.

The attached *Medi-Cal Renewal Summary Report* recaps our outreach efforts to Medi-Cal beneficiaries who were due to renew their Medi-Cal in 2014. It shows the number of renewal packets due and mailed, as well as, the dates when the Reminder Notices and Automated Outbound Calls were made.

The report also indicates the number of Live Calls attempted by staff and the successful contacts. Lastly, it identifies the number and percentage of renewal packets received at the various points in our outreach efforts.

If you have any questions or require additional information, please contact me at (562) 908-8383, or your staff may contact Anjetta Venters-Bowles, Assistant Director, at (562) 908-8655 or via email at anjettaventers-bowles@dpss.lacounty.gov.

SLS:pa

Attachment

c: Interim Chief Executive Officer
Acting Executive Officer, Board of Supervisors
County Counsel

DPSS 2014 Medi-Cal Renewal Summary Report

January & June 2014	
Total Renewals Mailed	137,332
Date	Action
07/17/14	53% Packets Rcvd
07/18/14	64,508 Reminder Notices Mailed
07/23/14	82,271 Outbound Calls
07/25/14	52% Packets Rcvd
07/31/14	68% Packets Rcvd
08/2/14 to 09/26/14	Live Calls
Live Call Results	23, 078 Attempted 6,487 Successful Contacts
08/07/14	70% Packets Rcvd
09/25/14	76% Packets Rcvd
11/25/14	77% Packets Rcvd
	9,525 ExParte Review General Relief/CalFresh (Includes Feb & July count)
11/30/14	Terminations 24,601
	18%
No packet received, but no termination due to program exception.	**5%

February & July 2014	
Total Renewals Mailed	158,642
Date	Action
07/25/14	46% Packets Rcvd
07/31/14	48% Packets Rcvd
08/20/14	76,148 Reminder Notices Mailed
08/26/14	102,860 Outbound Calls
08/29/14 to 11/22/14	Live Calls
Live Call Results	28, 686 Attempted 9,873 Successful Contacts
09/04/14	56% Packets Rcvd
10/14/14	61% Packets Rcvd
11/25/14	63% Packets Rcvd
	ExParte Review (Included in Jan & June count)
11/30/14	Terminations 49,147
	31%
No packet received, but no termination due to programexception.	**6%

March & August 2014	
Total Renewals Mailed	173,090
Date	Action
08/19/14	52% Packets Rcvd
08/20/14	83,027 Reminder Notices Mailed
08/26/14	58,866 Outbound Calls
08/29/14 to 12/30/14	Live Calls
Live Call Results	Call Results included in July and September results
09/09/14	54% Packets Rcvd
10/21/14	61% Packets Rcvd
11/25/14	63% Packets Rcvd
12/30/14	65% Packets Rcvd
	9,685 ExParte Review General Relief/CalFresh (Includes in April & September count)
12/31/14	Terminations 51,080
	30%
No packet received, but no termination due to program exception.	**5%

April & September 2014	
Total Renewals Mailed	152,224
Date	Action
09/09/14	40% Packets Rcvd
09/18/14	40% Packets Rcvd
09/19/14	194, 007 Reminder Notices Mailed include May & October
09/23/14	58,867 Outbound Calls
09/25/14	48% Packets Rcvd
09/26/14 to 12/30/14	Live Calls
Live Call Results	13,084 Attempted 4,055 Successful Contacts
09/30/14	63% Packets Rcvd
11/05/14	70% Packets Rcvd
12/10/14	71% Packets Rcvd
12/30/14	72% Packets Rcvd
	ExParte Review (Included in March & August count)
12/31/14	Terminations 37,080
	24%
No packet received, but no termination due to program exception.	**4%

DPSS, January 25, 2015

**Program exceptions are cases where the beneficary's age is over 60 or under one year old.