



# COUNTY of VENTURA

**MELISSA LIVINGSTON**  
Director

December 19, 2023

## **HUMAN SERVICES AGENCY**

855 Partridge Drive  
Ventura, CA 93003  
805-477-5100

Board of Supervisors  
County of Ventura  
800 S. Victoria Avenue  
Ventura, CA 93009

**JENNIE PITTMAN**  
Deputy Director  
Administrative Services

**VICTORIA JUMP**  
Deputy Director  
Aging & Disability Services

**Subject: Approval of, and Authorization for the Human Services Agency Director to Sign, a Memorandum of Understanding with Maximus, Inc., to Provide Medi-Cal Health Plan Education and Enrollment Services, as required by California Department of Health Care Services.**

**DAVID SWANSON HOLLINGER**  
Deputy Director  
Children & Family Services

**MARISSA MACH**  
Deputy Director  
Community Access & Engagement

## **Recommendation:**

**ELAINE MARTINEZ**  
Deputy Director  
Community Services

Approve, and authorize the Human Services Agency (HSA) Director, or designee, to sign, a Memorandum of Understanding (MOU) with Maximus, Inc., to provide Medi-Cal Health Plan education and enrollment services, as required by California Department of Health Care Services (Exhibit 1.)

## **Fiscal/Mandates Impact:**

There are no fiscal mandates associated with this action.

## **Discussion:**

The California Department of Health Care Services (DHCS) contracts with managed care providers to provide managed health care services to Medi-Cal clients. On January 1, 2024, Medi-Cal's Managed Care Plan will undergo a change as part of California's transformation of Medi-Cal to ensure members can access the care they need to live healthier, more fulfilling lives. Some Medi-Cal members, including many in Ventura County, will see their health care options (HCO) expand from the current one provider to include a second provider option. Ventura County is one of 17 counties transitioning to the new HCO model that will now include Kaiser Permanente as a second provider option, in addition to the existing Gold Coast Health Plan, when certain eligibility criteria are met. This change does not affect members' Medi-Cal coverage nor benefits. Medi-Cal coverage and benefits will stay the same even if their Medi-Cal health plan changes—a critical component, especially for vulnerable groups most at risk for negative health outcomes from interruptions in care.

DHCS has contracted with Maximus, Inc., to provide health plan education and enrollment services to aid the public with this transition, help members understand the changes, and

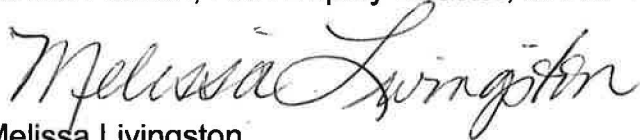
support health plan navigation during the transition. Through face-to-face presentations and community outreach events throughout Ventura County, Maximus will deliver an education campaign regarding the HCO changes, will assist applicants and existing beneficiaries in navigating the Medi-Cal managed care system, and will provide assistance with enrollments, dis-enrollments, customer service support, and problem resolution. In addition, Maximus, Inc., will provide training to designated HSA staff on the HCO changes, provider options, and selection criteria for beneficiaries. DHCS requires that the County sign an MOU with Maximus to provide these services in Ventura County.

We ask your Board to approve, and authorize the HSA Director to sign, the MOU with Maximus, Inc., to provide Medi-Cal Health Plan education and enrollment services to the residents of Ventura County.

**Strategic Plan:**

This item contributes to the Board of Supervisors (Board's 2024-2027) strategic priority to provide 'Healthy, Safe, and Resilient Communities', Goal (1) Provide equitable and timely access to quality healthcare, mental health, and public health services.

This item has been reviewed by the County Executive Office, the Auditor-Controller's Office and County Counsel. If you have any questions, please contact me at 805-477-5301, or Jennie Pittman, HSA Deputy Director, at 805-477-5340.

A handwritten signature in cursive script that reads "Melissa Livingston".

Melissa Livingston  
Director

Attachment:

Exhibit 1 – MOU with Maximus, Inc.