



GGHI FORUM
Building Stronger Bridges to Health
June 10, 2008



Workshops Descriptions: SESSION I

Navigation Just Got Easier: Room 609
The Basics of Medi-Cal Eligibility and Processes

Do you assist families with Medi-Cal applications? Do you have questions about Medi-Cal eligibility? Then this workshop is for you. The focus of discussion will be to explain three major components of Medi-Cal eligibility determinations, specifically steps an Eligibility Worker takes to make an eligibility decision, categorical eligibility or linkage and deprivation.

Presenter:
Gloria A. Martinez, *San Francisco Medi-Cal Health Connections*

Got Time? Room 610
Save An Hour with Tips on Prescreening and Interview Skills

This session focuses on helping you save time with tips on phone customer service, prescreening & client interview skills. You will better understand how providing quality service will help you to be more efficient in the application process. After the session you will be able to deal with complicated situations & feel more confident in caring for the needs of families of diverse backgrounds.

Presenters:
Steve Mendoza, *San Francisco Health Plan*
Jose Arinez, *San Francisco Health Plan*
Terence Ung, *San Francisco Health Plan*

Enrollment Should Feel Good: Room 608
Steps to Making Your Workstation Ergonomically Comfortable

The session focuses on making the workstation fit the worker by increasing awareness of practical solutions, workstation design and identification of proper ergonomic equipment. This session also focuses on taking a proactive approach to workplace comfort through the use of stretches and exercises.

Presenter:
Patricia Cruz, *Ergo Cure*

Uncharted Territories (for CAAs): Room 625 Lab
Overview of One e App Uncommonly Used Functions

****NOTE: For One e App CAA User Types Only**
In this workshop, we will explore a variety of features in One-e-App that are perhaps underutilized, and that can make your job as a CAA easier and more manageable! Come and learn some tricks and tools to manage your workloads, get organized, and stay on top of all the many tasks that you juggle every day. Learn about the larger context of the work you do as a CAA: staff from One-e-App will be joining us and sharing the latest exciting news of how One-e-App is being used in California and around the country. This workshop is for CAA User Types only. Computers are provided.

Presenters:
Rachel Arthur, *San Francisco Health Plan*
Ashok Rout, *The Center to Promote HealthCare Access*
Vishnuvardhan R Katta, *The Center to Promote HealthCare Access*

Workshops Descriptions: SESSION II

Navigation Just Got Easier: Room 609
The Basics of Medi-Cal Eligibility and Processes

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Presenters:
Anita Har, *San Francisco Medi-Cal Health Connections*
Kelly Smith, *San Francisco Medi-Cal Health Connections*

Learn The Facts: Room 610



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The Truth Behind Immigration, Public Charge, and Access To Health Coverage

This workshop will review the major immigration categories and pathways to lawful status. It will explore the myths and facts surrounding the "public charge" rules, and whether using health care will affect an individual's current or future immigration status. It will also review the procedures for sponsors who sign "affidavits of support" and issues for sponsored immigrants who need benefits.

Presenters:

Tanya Broder, *National Immigration Law Center*
Charles Weeler, *Catholic Legal Immigration Network, Inc.*

How Many? How Much? What Counts? Who Cares?

Room 608

We do! (for CAAs):

An Interactive Workshop Determining FPLs with Family Size and Income

This workshop session is designed to give participants hands-on experience reviewing the rules around determining FPL for children's programs which include: Medi-Cal for Children & Pregnant Women, Healthy Families Program, and Healthy Kids. This will be an INTERACTIVE and fun workshop. We will highlight family units that are unusual yet common in San Francisco. If you need to refresh your calculation skills or if you just would like to show off how fast you can determine eligibility, then this workshop is for you.

Presenters:

Larry Lucero, *Managed Risk Medical Insurance Board*
Adrian Núñez, *San Francisco Health Plan*

Uncharted Territories (for CAAs):

Room 625 Lab

Overview of One e App Uncommonly Used Functions

****NOTE: For One e App CAA Supervisor or DPH III User Types Only**

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Presenters:

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