



County of San Mateo

Inter-Departmental Correspondence

Department: COUNTY MANAGER

File #: 20-779

Board Meeting Date: 10/20/2020

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Michael P. Callagy, County Manager
Subject: Team of the Month for October 2020

RECOMMENDATION:

Honor the Health Coverage Team of the Month for October 2020 and authorize the President of the Board to sign the commendation.

BACKGROUND:

The Team of the Month program was established in September 2018 to recognize and honor County teams who consistently demonstrate an outstanding level of performance.

Our Team of the Month for October 2020 is the Health Coverage Team from Human Services Agency and Health. Team members include: Maribel Macias, Nikki Sajise, Catalina Martinez, Alberto Arias, Graciela Lopez, and Jill Dawson.

DISCUSSION:

The Health Coverage Team work together with many other partners daily to help residents who are at -risk of losing coverage under the Medi-Cal program to maintain and regain their benefits. One of the most important roles is to help our low income, disabled and other vulnerable residents access benefits they are entitled to under the Federal law.

Recently the Health Coverage Team from Human Services Agency and SMC Health recognized an increasing number of disabled residents losing Medi-Cal. Upon investigation, they learned that due to a system glitch, clients were losing their Supplemental Security Income (SSI) thus resulting in Medi-Cal disenrollment of high-risk residents involved in the Aging and Adult Services In Home Support Services Program. This problem was discovered in August and impacted 55 San Mateo County residents. The Health Coverage Team was the first to escalate the questions and concerns about the problem to the State Department of Health Care Services, and upon further review the State learned that this appeared to be a statewide problem impacting many people and they immediately fixed the problem.

Due to this team's outstanding teamwork, persistence in understanding, and escalating to the State,

they were able to solve a problem for at least 55 San Mateo County residents and many more statewide. We are proud of their diligence and collaboration that resolved this problem.

Our County is fortunate to have the Health Coverage Team as an outstanding Team.