



Medi-Cal Capacity Grant Program Medi-Cal Member Outreach and Retention Grant Informational Webinar Q&A March 18, 2026



How to Apply

All MOR Grant details may be found on the Alliance website.

[Medi-Cal Member Outreach and Retention Program](#)

Applications are due on March 27, 2026.

Applications are available in the [Alliance Grant Portal](#).

Application & Eligibility

Are organizations allowed to apply for both Tier 1 and Tier 2?

Organizations may apply for only one tier.

Does the applying organization need to be an Alliance approved provider to apply for MOR grant funding?

No, Tier 2 applicants do not need to be contracted with the Alliance as a provider.

Are educational institutions allowed to apply for Tier 2?

Educational institutions, such as school district family resource centers, may apply through a 501(c)(3) or fiscal sponsor (e.g., family resource center). Direct specific questions to grants@thealliance.health.

Does CBO preference mean that government agencies cannot apply for Tier 2?

Tier 2 grants are focused on expanding capacity of CBOs for renewal assistance. Government agencies are not eligible for Tier 2.

Tier 1 Medi-Cal Outreach and Education applicants must be one of the following:

- A contracted Alliance provider.
- A 501(c)(3) nonprofit.
- A fiscal agent for a 501(c)(3) or community group.
- A governmental entity.

Tier 2: Medi-Cal Renewal Assistance applicants must be one of the following:

- A 501(c)(3) nonprofit.
- A fiscal agent for a 501(c)(3) or community group.

If an organization does not have prior experience with assisting in renewals, will that affect the approval chance of Tier 2?

Organizations with experience assisting members with renewals will be able to submit stronger applications than those without such experience.

Is an organization that currently has other active grants with the Alliance able to apply?

Yes, current grantees may apply for the MOR grant if their current grant is in compliance and the organization is in good standing.

Can you apply for the MOR grant if you have already applied for an Alliance grant in January?

Yes.

Is this grant limited to certain counties served by the Alliance?

Yes, grant activities must be administered in one or more of the five Alliance counties.

Are organizations required to have a physical office in eligible counties?

Yes.

If you are a 501(c)(3) (or fiscal agent) operating in multiple counties, would we apply to the grant once and use funding for both counties, or would we need to apply separately for each county?

One application would be submitted per organization. The application includes questions about which county/counties would be served.

Use of Funding

Can we use dollars to specifically fund a Case Manager's application assistance support, even though we may have other funding that is supporting other services that same Case Manager is providing during the same session? Can ECM workers already assisting with member renewals qualify for the Tier 2 grant.

Grant funding would not supplant existing funding. Grant activities would not duplicate existing services (e.g., Enhanced Care Management).

Are capital expenses allowed under the MOR grant?

No. Refer to the [grant program webpage](#) for eligible expenses.

Are subgrants allowed under this grant?

Yes, subgrants would be described under the Partners section of the application and detailed in the budget.

Implementation

What specific activities qualify as 'assistance' under the MOR program for Medi-Cal renewal support?

Assistance is defined as hands-on, individualized support that helps a member successfully complete the Medi-Cal renewal (redetermination) process.

Does the objective to "strengthen capacity" include supporting existing staff already doing the work OR does it mean there should be focus on expanding (i.e. adding staff to do the work)?

The grant may be used to expand current outreach, education, and renewal assistance activities. Personnel is an eligible expense.

Does the Alliance view the MOR grant primarily as a volume-based outreach initiative, or are you prioritizing Tier 2 proposals that specifically target high-utilizer, unhoused ECM populations at the highest risk of falling off the roster?

The Alliance seeks to fund a number of grants that support both broad Medi-Cal population reach and hard-to-reach Medi-Cal populations.

Do all individuals who are assisting Medi-Cal members need to be certified CHWs?

No.

Are Tier 2 grant recipients required to accept referrals from the Alliance, or can the grantee focus on internal client base and outreach activities?

Yes, Tier 2 grantees would be required to accept referrals from the Alliance to assist members and should also focus on their own outreach and workflows for identifying and assisting members.

For Tier 2 grantees, how are the 10 hours/week of staffed phone line dedicated to receive direct transfers from the Alliance to support Medi-Cal members needing hands-on assistance? Is it a set time each week, like Tuesdays and Thursdays from 9-2 or is it just 10 hours/week that staff/phone line need to be available?

The schedule is not dictated by the Alliance. Please see the [MOR grant application](#) where you describe your proposed schedule.

For Tier 2, is the person who answers that transfer call from the Alliance expected to assist the member with renewal immediately on the call or can they schedule them for an appointment to get more detailed assistance?

They should be able to provide immediate information about how they can assist the member, but may schedule an appointment to get more assistance.

Will the Alliance provide report templates for both required reports?

Yes, report templates will be provided for MOR grantees in the Alliance Grant Portal.

As an active ECM and Housing provider applying for Tier 2, does the Alliance encourage integrating our MOR grant data tracking directly into our existing CaAIM/ECM platforms?

Report templates will be provided for MOR grantees in the Alliance Grant Portal. The Alliance will not provide guidance on data collection/tracking systems used by grantees.

Medi-Cal Membership & Renewals

Is the Alliance coordinating with county eligibility offices to establish dedicated liaisons or expedited processing pathways for complex, high-acuity redetermination packets?

No. The local county eligibility offices have their own processes.

It's difficult to tell when a member's Medi-Cal expires. Can the expiration dates shown on Alliance portal be improved and made consistent between the different places we may find information?

For Alliance contracted providers, renewal date information is available in the Provider Portal. Please see the Provider Medi-Cal Redetermination Tool Kit for instructions.

<https://thealliance.health/for-providers/resources/medi-cal-redetermination-tool-kit>

Resources, Support, & General

Are grantees required to only utilize flyers and outreach materials produced by Alliance? Or just the messaging?

We encourage you to use Alliance materials, but you may supplement with your own materials. The messaging should align with messaging on Alliance materials.

Do you have videos available in indigenous languages?

The Alliance's videos available under [Medi-Cal Renewal Communications materials](#) do not include videos in indigenous language.

When do you anticipate online training will be available?

Development of online Medi-Cal renewal training is currently under development and anticipated to be available in June. Additional training materials are available through the [Department of Health Care Services](#).

Can we talk to someone from the Grants Team about our grant application or if questions arise during the application process?

Yes, please contact grants@thealliance.health.

