CalDuals

Feb 7, 2014

WEEKLY UPDATE

Coordinated Care Initiative Outreach Weekly Update

This update is to keep DHCS outreach coordinators up-to-date on local education activities, CCI announcements and the work ahead.

Events This Week in CCI Outreach

1/30: San Mateo County Ethnic Media Roundtable

A series of ethnic media roundtables highlight the beneficiaries and frontline providers who will be participating in and benefiting from Cal MediConnect and the Coordinated Care Initiative kicked off in San Mateo County.

Bay Area beneficiaries or care givers discuss their experiences and need for care coordination.

- Several beneficiaries and family caregivers shared personal anecdotes about challenges they have faced navigating the healthcare system. Bilingual daughter Gladys Wilkom expressed hope that care coordinators available to Cal Mediconnect enrollees will be able to help her communicate treatment plans and the importance of prescription medication to her elderly father.
- Dr. Kenneth Tai, a physician who will serve beneficiaries in the Health Plan of San Mateo's (HPSM) Cal MediConnect program, discussed the needs of his diverse patients for more coordinated care. Dr. Fiona Donald, Medical Director for HPSM, provided an overview of the program.
- Tricia Vinson of the Legal Aid Society of San Mateo and Christina Kahn of San Mateo HICAP discussed the local resources available to help beneficiaries navigate the program.

See a video summarizing the event here.

The event attracted 19 reporters from Chinese, Korean, and Latino news agencies, as well as local community members, advocates and service providers. This roundtable, and the ones to follow in each CCI-participating county, have been developed by DHCS in partnership with New American Media, the country's first and largest national collaboration and advocate of 3,000 ethnic news organizations.

The next roundtable will be in San Diego County on February 26th. Stay tuned!

1/24: Santa Clara County IHSS Consumer Leadership Academy

California Alliance for Retired Americans (CARA) brought important information about the CCI to advocates and beneficiaries. Roughly 30 senior advocates and community leaders attended the presentation. After a day of learning advocacy skills such as how to organize presentations for town hall meetings, many individuals expressed interest in participating in the stakeholder comment process for CCI materials. Senior and disability advocate Janie Whiteford encouraged CARA participants to get involved in educating their communities on the CCI as Santa Clara County prepares to for the CCI enrollment.

Provider Webinars

As a part of provider outreach efforts, DCHS has partnered with CAPG, which represents physicians groups, to offer a series of webinars on Cal MediConnect. Thus far, each webinar has had around 80 participants!

- 1/29 - Health Risk Assessment: Physician group participants learned how Cal MediConnect plans will identify beneficiaries with higher needs who could benefit from increased care coordination. **Feedback from a participant: "Thank you for the straightforward, well organized, timely presentation!!"**
- 2/5 - Care Plans & Care Teams: Participants learned about the tools available to help physicians, care providers and health plans better coordinate and manage care for beneficiaries.

Other Recent Events

Alameda County

- **1/22 - Center for Elders' Independence:** Tour of PACE facility and discussion with staff about the CCI and Cal MediConnect.
- **1/23 - United Seniors of Oakland and Alameda County (USOAC):** Meeting to discuss case management services and density of service providers, particularly around public transportation issues for beneficiaries.

Los Angeles County

- **1/31 - Post Acute Care Conference:** Presentation on CCI for more than 50 providers at the California Hospital Association Post Acute Care Conference.
- **2/6 - Office of Clients' Rights Advocacy (OCRA) & North Los Angeles County Regional Center:** Seminar for consumers and their families on the CCI and Cal MediConnect.

Riverside & San Bernardino

- **1/16 - Aging & Disability Resource Connection:** Quarterly meeting for county agencies and community-based organizations to coordinate efforts to support beneficiaries in the CCI.
- **1/28 - Inland Empire CCI Advisory Committee:** Bi-monthly meeting of CCI stakeholders from San Bernardino and Riverside counties with a discussion on the health risk assessment, communication among committee members, and continuity of care.
- **2/5 - Lucque Senior Center:** Presentation on the CCI for more than 20 seniors and several staff members.

San Diego County

- **1/8 - CCI/Cal MediConnect Advisory Committee:** Monthly meeting of more than 50 community members, PACE, health plans and HICAP.
- **1/15 - St. Paul's PACE:** Tour of local PACE facility and discussion with local staff.
- **1/23 - Mary West Senior Center:** Tour and discussion with staff at a center serving more than 16,000 meals per month for local seniors.
- **1/30 - The Caregiver Coalition**: Monthly meeting featuring a discussion with 25 local agencies, community-based organizations and other stakeholders.

Looking Ahead

Alameda County

- 2/10: Commission on Aging Meeting
- 2/20: Senior Health Policy Forum

Riverside & San Bernardino Counties

- 2/12: Presentation for Adult Protective Services

San Diego County

- 2/19: East County Action Network (ECAN) Forum
- 2/26: Ethnic Media Roundtable

New This Week

Find new enrollment materials posted at CalDuals.org:

- 90 Day Notice for MLTSS in all 12 Threshold Languages
- 60 Day Notice for MLTSS in all 12 Threshold Languages
- Draft Cal MediConnect Plan Guidebook
- Chart on Status of CCI Notices

Also, you can find an updated Enrollment Chart here!

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