

WEEKLY UPDATE

Coordinated Care Initiative Outreach Weekly Update

Events This Week in CCI Outreach

Would you like to have a "Train the Trainer" presentation for staff at your organization? [Fill out this form](#) and let us know!

3/6 - Inland Empire 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 continued in the Inland Empire this week, with a focus on Riverside and San Bernardino Counties.



Inland Empire area beneficiaries, caregivers and local advocates discuss the CCI with ethnic media reporters this week.

- Several dual eligible beneficiaries and family caregivers shared stories of the fragmented care they have been receiving, with one caregiver saying she can't wait for enrollment and the improvement coordinated care will provide to their family life.
- Gilbert Saucedo, HICAP Counselor in San Bernardino & Riverside Counties, gave an overview on the CCI and CalMediConnect. Lately, 90 percent of calls to HICAP have been CCI-related, which suggests that beneficiaries are opening their notifications, and seeking help.
- Carolyn Joyce of the [Aging and Disability Resource Connection and Community Access Center in Riverside](#) talked about how previous health care changes were not well planned, so beneficiaries were uncertain of changes to come, which is why advocates like the attendees have to be well informed in order to offer help.

- Ramona de Guzman, clinical social worker at [Adult Day Health Services of the Loma Linda Medical University](#) said how CalMediConnect will really help people, and that it will make them aware of CBAS and other services that will make a difference in their lives.

This event, which was developed in partnership with New America Media, attracted local Chinese, Filipino, African American and Hispanic media agencies. The next roundtable will take place in Alameda County.



Spotlight On: Kim Hyunh

Kim is an outreach coordinator who focuses her time in San Diego, Riverside & San Bernardino Counties. She is fluent in Vietnamese and point on outreach to Vietnamese-language communities.

Kim has over 15 years of experience working with special needs populations including consultant work, specializing in autism and advocate work helping families find crucial funding for services for their children. With aging parents, she has learned more about Medicare and she now is excited to be working in the community, helping seniors and persons with disabilities to understand their health care and options that best fit their lifestyles. Kim's mission is to empower individuals with facts to help them in improve their quality of life. On a personal level, she strives on a daily basis to have self-awareness and to work towards self-improvement. She has a Master's degree in Special Education and an undergraduate degree in Behavior Psychology at UCSD with two minors: Biology and Music.



3/5: San Diego County

Coordinated Care Initiative (CCI)/Cal MediConnect Advisory Committee Meeting

At a regular meeting of this advisory committee, stakeholders and community organizations continued collaboration on outreach activities for the CCI in San Diego County. New materials being developed for outreach were shared, including:

- Creating videos for homebound beneficiaries
- Train the trainer request forms now available on the CalDuals website,
- Tele Town Hall meetings and Robo call to consumers.

Other activities discuss included materials and training for staff at local libraries on the CCI. Health Plans also are reaching out and providing training to pharmacies on the CCI.

What's your favorite part of the CCI to explain to beneficiaries?

My favorite part is the Coordinated Care component which is embedded in the program. This is the key essential to increase the quality of care and accountability at no additional cost to the beneficiaries. It's a win win for everybody.

If you could have created any one work of great art-a song, a painting, a movie, etc.- what would it be?

I would be a movie director creating a documentary. I would highlight the magnitude of time, man power and the passion and compassion of great people happening behind the scenes in making history and bringing CCI alive.

If you had a time machine, where would you go and why?

I would travel back to 500 BC when Siddhartha decided to take the middle path of moderation, with kindness and awareness to ourselves and to others without creating additional pain and suffering to oneself and to others while seeking enlightenment.

What is your favorite ice cream flavor? Triple chocolate, fudge and brownies!



Other Recent Events

Alameda County

- **3/1 - The Congress of California Seniors:** Region 3 hosted a CCI presentation for their membership during one of their monthly Saturday meetings.

Los Angeles County

- **2/19 - LA Care CCI Stakeholder Meeting:** More than 80 local advocates and stakeholders met to coordinate outreach strategies for Los Angeles County. For example, Neighborhood Legal Services* will be partnering with community-based organizations to provide "train the trainer" sessions next month, made possible by a grant from LA Care.
- **2/26 - CAMPS Annual Convention:** Members of the California Association of Medical Product Suppliers attended a presentation on the CCI that highlighted recent policy changes and key benefits for providers.

- **2/27 - Health Net Stakeholder Workgroup Meeting:** Over 50 local advocates and stakeholders, including LA's five Cal MediConnect health plans, were in attendance at Health Net's Stakeholder Workgroup Meeting. Speakers included Raffie Barsamian, Martha Smith, Sean O'Brien and Jane Tunney of Health Net as well as Amber Cutler from the National Senior Citizens Law Center and Emma Daugherty for the CCI. The speakers led discussions on Medi-Cal expansion and how to involve members in the policy making process.

San Diego County

- **2/25 - Cal MediConnect Kick-Off Event:** Around 200 Behavioral Health Service providers attended training on Managed Medi-Cal Long Term Services and Supports and Cal MediConnect. All four health plans were available to answer any questions for providers regarding coverages and services in the behavioral and mental health.
- **2/26 - CCI Communication Workgroup:** 20 or more members went over items needed for CCI flyers in ethnic languages to be translated in Spanish, Arabic, Vietnamese and Tagalog.
- **2/27 - Caregiver Coalition:** At this monthly meeting, more than 25 community-based organizations and service providers listened to a presentation by Dr. Steven Oppenheim of PACE about geriatric frailty. The following discussion touched on Cal MediConnect as one tool to keep even frail patients out of nursing facilities.

San Mateo County

- **2/20 - Fair Oaks Adult Activity Center:** Staff at the Peninsula Family Service site in San Mateo County tuned in to a webinar on the Coordinated Care Initiative.
- **3/3 - Burlingame Long-Term Care Center:** San Mateo-specific CCI overview presentation for case managers and staff. Community Program Specialist Gladys Balmas from the San Mateo County Department of Aging and Adult Services joined for the presentation.
- **3/6 - City of San Mateo Senior Center:** A small-group Q&A session for seniors at the City of San Mateo Senior Center. Individuals who had questions about their notices engaged in a conversation about the enrollment process.

Santa Clara County

- **2/24 - Santa Clara Communications Committee Meeting:** Health plans and local stakeholders met during this bi-weekly meeting about how to best utilize existing networks for beneficiary outreach.

Statewide Stakeholder Outreach Events

- **2/27 - HCBS Universal Assessment Workgroup Webinar:** The Home and Community Based Services Universal Assessment Workgroup hosted a webinar titled "A Snapshot of Uniform Assessment Practices in Medicaid Managed Long Term Services and Supports".
- **3/4 - NSCLC Duals Demonstration Webinar:** The National Senior Citizens Law Center gave a webinar update on duals demonstration projects across the country.

*Previously the Weekly Update mistakenly stated LA Care was partnering with the National Senior Citizens Law Center on outreach and education. LA Care is partnering with Neighborhood Legal Services of Los Angeles County.



Looking Ahead

Los Angeles County

- 3/9: Telemundo Salud y Bienestar Health Fair
- 3/12: CCI Overview for Pioneer Medical Group

Riverside & San Bernardino Counties

- 3/19 - 3/20: California Association of Health Facilities CCI training
- 3/25: Inland Empire CCI Advisory meeting

San Diego County

- 3/11 - 3/15: American Society on Aging conference
- 3/12: Latino Senior Connection Resource Fair at Arbor Terrace (a low-income housing complex)
- 3/14: Long Term Care Integration Project Meeting
- 3/19: CBAS Workgroup meeting
- 3/19: Spring Into Healthy Living Event

San Mateo County

- 3/12: Presentation for [Lesley Terrace](#) senior community in Belmont at noon
- **3/21: Health Coverage Resource Fair** from 10 a.m. to 2 p.m at the College of San Mateo (1700 W. Hillsdale Blvd., San Mateo). Representatives from the Health Plan of San Mateo, HICAP, and many other local organization will provide information on health insurance, housing, county services, health services and Medi-Cal. For more information call (650) 349-2200. There is no cost for this event.

Statewide

- 3/14: [DHCS Monthly Stakeholder Update Webinar](#)

Doing an event on the CCI? Let us know! Email info@calduals.org and put "Weekly Update" in the subject line.



New This Week

New on CalDuals.org!

- All Weekly Updates can now be found on the [Stakeholder Process page](#). Also added to this page are the transcripts from the three stakeholder calls that took place in February.
- [The Calendar](#) has new features including a link to Subscribe so that you receive an update about upcoming events on the calendar. To have your event posted to the calendar please email info@calduals.org



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