

WEEKLY UPDATE

Coordinated Care Initiative Outreach Weekly Update



Events This Week in CCI Outreach

"Train the Trainer" Presentations Available

The "Train the Trainer" program is designed to educate local organizations which regularly work with dual eligible beneficiaries about Cal MediConnect and the Coordinated Care Initiative. Train the Trainer presentations prepare staff at senior centers, CBAS centers and other community organizations to answer beneficiary questions about the program, including how to choose a plan and how to find out if their doctor participates in a plan.

- 3/27 - Sixteen counselors at **Healthy San Diego** learned the basics of the CCI at a training, with follow-up meetings in the works for other staff members. Healthy San Diego is funded by the state to help with Medi-Cal outreach and enrollment in San Diego County.
- 3/28 - Twenty-five eligibility specialists and several social workers at the **San Ysidro Health Center** in San Diego County learned about the CCI during their weekly meeting. The Center provides health care services to over 4,000 dual eligibles, most of whom are Spanish-speaking. These people rely on the Center's staff for reliable information about health care policy changes.
- 3/25 - Staff members at the **Camelot Adult Day Health Care Center** in Riverside County were trained on Cal MediConnect and requested presentations for their beneficiaries the following week.



Healthy San Diego staff listen to a "Train the Trainer" presentation on Cal MediConnect.

Also last week, LA-area community-based organizations that offer Train the Trainer presentations gathered to collaborate on successful communication strategies and ensure clear, consistent messages countywide. Participating organizations included Neighborhood Legal Services, National Senior Citizens Law Center, Center for Health Care Rights and CCI outreach coordinators.

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



Spotlight On: Claudia Hensel

Claudia is an outreach coordinator for San Diego, San Bernardino, and Riverside counties and is particularly interested in ensuring access to health care.

She has a German BA in Social Work and a Master's in Gerontology from San Diego State University. For 10 years, Claudia worked with low-income, homeless and mental health clients using psycho-social assessments, counseling, and mediation. Before moving to the United States, she spent time in Australia as a tour guide and a volunteer on a dugong research field project. She then interned for San Diego County's Aging and Independence Services agency.

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

My favorite part is how the coordinated care of Cal MediConnect aims at preventing admission to the ER, hospital, or nursing home. By giving beneficiaries the support they need to live safely in their homes, money will be saved while allowing for better and happier outcomes for seniors.

If you could have created any one work of great art, what would it be?

How difficult to settle for one! But I would love to have written a piece of music that can move people to tears, lift up their spirits, and make them long for a better world, all in one work. For me, Dvořák's Ninth Symphony, From The New World, does all of that.



April 1: Cal MediConnect Coverage Begins, Ombudsman Program Open

Tomorrow, April 1, will be the first day of Cal MediConnect coverage for approximately 3,000 beneficiaries in San Mateo County. Beneficiaries in Riverside, San Bernardino and San Diego counties can also voluntarily enroll in their local Cal MediConnect plans.

Also launching tomorrow is the Cal MediConnect Ombudsman Program. This new program is designed to provide ombudsman services specific to the needs of Cal MediConnect beneficiaries, their family members and caregivers. The Legal Aid Society of San Diego is the independent organization that will operate the new program, in collaboration with local organizations in each of the CCI counties. These local organizations were chosen for their high level of experience providing ombudsman services and are being trained on topics specific to the Cal MediConnect program.

Starting April 1, beneficiaries who need help with their Cal MediConnect plans can call the Ombudsman Program at 1-855-501-3077.

For more information about beneficiaries' rights in Cal MediConnect plans, read this [fact sheet](#).

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

The 1920s are my favorite period. I love the sense of liberation and excitement that was in the air. A radical break from stifling traditions, new art, new fashions. And women finally had the vote in most countries!

What is your favorite ice cream flavor?

That would be a tie between Cherry Garcia and Coffee Heath Bar Crunch!



Other Recent Events

Los Angeles County

- **3/25** - The **LA Access to Health Coverage Coalition** took in a presentation about the CCI. The Coalition consists of more than 50 community-based organization, insurers, health care providers and public agencies, all of which had the opportunity to learn and dialogue about outreach and enrollment policies.
- **3/26** - **LA County CCI Stakeholders** held a joint meeting with all five LA health plans and was hosted by Care 1st. Speakers included Amber Cutler from the National Senior Citizens Law Center and Margaret Tatar from the Department of Health Care Services.

Riverside & San Bernardino Counties

- **3/25: Library Outreach:** As a part of ongoing efforts to provide information and education on the CCI through local libraries, we are distributing brochures to be posted on community bulletin boards and otherwise made available for library staff and the public. "Train the Trainer" and educational presentations are being scheduled for interested library staff.
- **3/25: InnovAge PACE Center Tour** - Center Director Kalondrea Davis provided a tour of the newly designed facility that will bring a much-needed PACE program to the Inland Empire.
- **3/25: Inland Empire CCI Advisory Committee Meeting** - Representatives of the counties, health plans, and other stakeholders discussed policy updates, data sharing, and the mailing of the first 60-day notices.

San Diego County

- **3/26** - The **CCI Communications Workgroup** shared updates on outreach and material developments. They also worked to finalize robo-calling in collaboration with UDW. County libraries will be provided with posters and flyers.

Santa Clara County

- **3/24** - The **Santa Clara Communications Committee**, a group of community stakeholders and health plan representatives met to discuss ongoing outreach efforts in the county. This week, participants looked over Santa Clara-specific fact sheets created by the Aging Services Collaborative.



Looking Ahead

Alameda County

- **4/4** - Alameda County **HICAP New Volunteer Training** begins on April 4th, and CCI outreach coordinators have been invited to present to new HICAP counselors and train them on how to direct questions about Cal MediConnect.
- **4/12 - African American Caregiving and Wellness Forum:** 8:30 a.m. to 2 p.m. Presented by the Alameda County Alzheimer's Association, the forum will include important discussion groups, resources, and updates on Alzheimer's research. It will be held at the North Oakland Senior Center - 5714 Martin Luther King Jr Way, Oakland, CA 94609. For more information, and to register, please click [here](#).
- **6/6 - Four Seasons of Health Expo:** A collaborative project by the Fremont Human Services Department, Kaiser, Taiwanese Community Help Association, and many more will be at the Fremont Multi-Service Senior Center in Central Park - 40086 Paseo Padre Parkway in Fremont from 9:30 a.m. to 1:30 p.m. For more information, or if you are interested in participating as a table vendor or sponsor, please contact Linette Yang, Expo Coordinator, at linette@beyondexp.com.

Los Angeles County

- **4/3** - CCI Presentation in Spanish at Perris Senior Center

Riverside & San Bernardino Counties

- **3/31** - Provider presentation for Family Practice Medical Group of San Bernardino
- **3/31** - Nursing facility training for administrators, owners, nurses and providers
- **4/4** - Beneficiary presentation at Camelot Adult Day Health Care Center

San Diego County

- **4/1** - Family Health Centers of San Diego training
- **4/8** - Mini resource fair and beneficiary presentation at Silvercrest Senior Apartments
- **4/8** - Beneficiary presentation at Deaf Community Services
- **4/11** - IHSS Training on CCI
- **4/22** - Nursing facility training
- **4/22** - UDW presentation for homecare providers in El Cajon
- **4/23** - UDW presentation for homecare providers in Escondido
- **4/28** - UDW presentation for homecare providers in Chula Vista
- **4/29** - UDW presentation for homecare providers in San Diego
- **4/30** - UDW presentation for homecare providers in Oceanside

Santa Clara

- **4/2** - Presentation at **Rincon Gardens Senior Housing** in Campbell - The presentation to senior residents will explain benefits and changes to MLTSS and Cal MediConnect. To attend, please RSVP to tammie.pitkin@caremore.com or

408-478-0087

- **4/5 - Aging Services Collaborative** - Caregiver conference for Vietnamese seniors and family caregivers. Topics will include "How to Communicate with your Physician," "Depression - Signs/Symptoms/Services" and "Advanced Care Planning." The event will take place at the Tully Public Library with information and resources from community providers. Conference will be conducted in Vietnamese. Please RSVP to tammie.pitkin@caremore.com or 408-478-0087
- **4/7 - Santa Clara Communications Committee Meeting** - Bimonthly meeting of community stakeholders and health plan representatives to discuss ongoing outreach efforts in the county. tammie.pitkin@caremore.com or 408-478-0087
- **4/15 - Santa Clara Stakeholder's Meeting:** Quarterly meeting of community stakeholders, providers, and health plan representatives to obtain updates of CCI initiatives and process. This meeting will allow stakeholders to suggest improvements for CCI implementation. To attend, please RSVP to Cristina Lopez-Pollard at cristina.lopez-pollard@caremore.com
- **4/16** - Sourcewise, the HICAP agency of Santa Clara county, will host a large event at the Santa Clara Convention Center entitled "**Know Your Options: Make Informed Decisions About Healthcare.**" Speakers will discuss Medicare and Cal MediConnect in Santa Clara county. Registration for this event is free, and you can request translation services for Mandarin, Vietnamese, Spanish, and Russian. To register for this event, [click here](#).
- **4/28** - Monthly **Consumer Advisory Committee** gives health plans the chance to obtain advice and improvement ideas from members representing the Duals population. RSVP to tammie.pitkin@caremore.com or 408-478-0087
- **5/3 - ASC Caregivers Count! Conference** - The Caregivers Count! Conference will be Saturday, May 3rd, from 9 a.m. to 2:00 p.m. at the Campbell Community Center, located at 1 W Campbell Avenue in Campbell. Caregivers Count! will provide support, resources and guidance to informal and family caregivers. Attendees will hear from experts on topics that include Self-Care, Legal Issues, Advance Care Planning, Caregiver Fitness and Long-Term Care Resources. RSVP [here](#).

Statewide

- **3/31 - NSCLC Webinar on Consumer Protections in MLTSS.**
- **4/2 - Monthly Stakeholder Update Call:** Please join the Department of Health Care Services as they host a call from 11 am to noon on the recent timeline changes and the 1115 Waiver. To register for the call, [click here](#).

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



New This Week

CCI Updates

DHCS announced several changes to the enrollment timeline this week:

- Aligning Cal MediConnect and Managed Medi-Cal Long-Term Services and Supports (MLTSS) Enrollment
- MLTSS Transition for FFS Population to Start in August
- Enrollment in Alameda and Orange Counties is being adjusted until no sooner than January 2015

More information is available on CalDuals.org and through this week's stakeholder call on April 2 from 11:00 am to 12:00 pm. Register for the call [here](#).

Now on CalDuals.org

- Both 30-day Cal MediConnect and MLTSS notices are now available on CalDuals.org.
- A **new county-specific fact sheet** is available on each of the CCI county pages and provides contact information for who to call in the counties.
- **Updated Medicare Star Ratings** for 2014 are now available under the [Federal Guidance page](#).
- A **Spanish version of the CCI Overview** is now available in the [Outreach Toolkit](#).
- 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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