

## 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!

#### San Diego County Outreach Update

##### Mini Resource Fair and Beneficiary Presentation at Silvercrest Senior Apartments

Last Thursday, April 8, more than 30 residents of **Silvercrest Senior Apartments** learned about the CCI and available resources at a fair hosted with help from the **Latino Network Connection**. Silvercrest is a Department of Housing and Urban Development (HUD) facility with 125 affordable units for seniors in downtown



Silvercrest Senior Apartments residents learn about the CCI

San Diego. Since about 50 percent of the participants spoke Russian, Silvercrest management also arranged for an interpreter who was familiar with the CCI. Residents learned about how Cal MediConnect can provide care coordination and other benefits, how to exercise their choices and whom to contact with questions. Representatives from PACE and HICAP also passed out informational materials and helped answer questions during the Q&A session that followed.

##### Jewish Family Services

On April 11, **Jewish Family Services** sponsored presentations at **Congregation Beth Jacob** for two groups of 15 seniors with follow-up Q&A sessions, accompanied by Russian interpreter services.

##### Train the Trainer Presentations

Many local community organizations have signed up for Train the Trainer presentations to educate staff members who regularly work with beneficiaries

eligible for Cal MediConnect. These trainings will help ensure that beneficiaries can turn to trusted sources of information with their questions about the CCI. On April 11, for instance, the San Diego region's **IHSS Advisory Committee** received a training on the CCI.

On Wednesday April 9, 12 staff members from the **Union of Pan Asian Community (UPAC)** took part in an informative training about the CCI. UPAC provides linguistically appropriate counseling and outpatient mental health services primarily for people of Asian, Native Hawaiian and Pacific Islander descent. Given the diverse population this organization serves, it was crucial that staff members left the training feeling confident about their abilities to address clients' needs and explain changes in health care coverage. There are 13 UPAC locations throughout the greater San Diego area.



### Los Angeles County Provider Outreach

Last week, provider outreach and education was the main focus in Los Angeles County. Events ranged from small group discussions with medical directors to county specific webinars open to the public.

- **4/8** - More than 30 frontline staff at **Regal Medical Group**, an IPA serving primarily Los Angeles, Riverside and San Bernardino counties, participated in an overview training of the CCI. They also discussed additional resources they would use as an organization to strengthen their knowledge and understanding of the upcoming changes.



### Alameda County

#### Train the Trainer Session for Program Coordinators of Allen Temple Arms

On April 5, five program coordinators from **Allen Temple Arms, American Baptist Homes of the West (ABHOW)**, and other low-income senior housing facilities learned about how to direct their residents to CCI resources when notices begin to go out to Alameda in the fall.

#### Beneficiary Outreach

On April 9, residents of **St. Mary's Garden**, a low-income senior housing building with a large Asian-American population, attended a CCI overview presentation held in English, Mandarin, and Cantonese. Residents appreciated being able to ask questions about the enrollment timeline in their preferred language.

- **4/8 - Family Care Specialists Medical Group** board members convened at the White Memorial Medical Center to discuss updates on the CCI, including specifics on the Los Angeles County timeline, enrollment strategy, and the implicated changes for their group.
- **4/9** - Open to all providers, the hour-long **CCI Overview for Providers webinar** covered the basics of the CCI and focused on the program specifics for Los Angeles County. Plan representatives from the participating Cal MediConnect plans were available and participants had the opportunity to pose their questions.



## Other Recent Events

### Ombudsman Services Now Open

As of April 1, Cal MediConnect participants can ask questions and resolve problems regarding their health care through the Cal MediConnect Ombudsman Program. Although housed within the Department of Managed Health Care (DMHC) and initiated with help from the Department of Health Care Services (DHCS), the ombudsman service will be performed by independent, external firms. This will ensure that objective third parties assist enrollees and provide feedback to DHCS.

The ombudsman program is designed to:

- assist enrollees filing appeals and complaints where needed;
- investigate, negotiate and resolve enrollee problems/complaints with Cal MediConnect plans; and
- refer enrollees to relevant entities and programs as needed.

The ombudsman program will offer independent, local, person-centered, and linguistically and culturally competent assistance with Cal MediConnect issues.

Call **(855) 501-3077** for support or help with navigating Cal MediConnect.

For more detailed information, visit CalDuals' [Ombudsman Resources](#) page.

**Los Angeles County**

- **4/10** - Over 20 people representing different Los Angeles area organizations attended the **LA Communication Workgroup** where they worked to identify specific populations for future outreach activities.
- **4/12 - CareMore** celebrated the opening of their new **Care Center** in Whittier. As part of the celebration, they hosted a **Senior Resource Fair** for hundreds of local residents and distributed material about the CCI to participants.

#### Riverside / San Bernardino Counties

- **4/5** - CCI presentation for the **California Dialysis Council** in Palm Springs.

#### San Diego County

- **4/10** - The monthly **Behavioral Workgroup meeting** brought together the region's health plans, doctors and administrators who discussed procedures for tracking and classifying new clients.
- **4/10** - 15 members of the **Healthy Valley San Diego Workgroup** met to discuss health procedural implementations, including Covered California.
- **4/10** - The **Healthy San Diego Advisory** met to discuss health policy, funding and current issues in San Diego County.

#### Santa Clara County

- **4/5** - The **Aging Services Collaborative** hosted a **Caregiver Conference for Vietnamese Seniors and Family Caregivers**. Attendants participated in discussions about how family caregivers can effectively communicate with doctors. Presenters also educated attendees on the signs and symptoms of depression and what resources are available to Vietnamese speakers in Santa Clara County.

#### Statewide Outreach Events

- **4/11** - Presentation for the **Association of Health Care Attorneys** at Squaw Creek.



## Looking Ahead

#### Los Angeles County

- 4/15 - Neighborhood Legal Services CCI Training
- 4/15 - Webinar: CCI Provider Train the Trainer Presentation - [Register here](#)
- 4/16 - Neighborhood Legal Services CCI Training
- 4/16 - CCI presentation for Plummer Village
- 4/17 - Webinar: CCI Provider Overview - [Register here](#)
- 4/19 - CCI presentation at the Chinese Culture Center
- 4/24 - All Plan CCI Stakeholder Workgroup\*

- 4/25 - CCI Presentation for the Korean Resource Center
- \*A previous Weekly Update stated an incorrect date. This event will be held April 24th.

#### **Riverside & San Bernardino Counties**

- 4/16 - Adult Day Services Center Riverside training
- 4/17 - Long-Term Services and Stakeholders Advisory Group (LTSS-SAG) meeting
- 4/23 - InnovAge PACE Grand Opening

#### **San Diego County**

- 4/14 - Tri-City Medical Center Staff presentation
- 4/15 - Mini resource fair at Telacu Senior Housing
- 4/15 - Nursing facility training at Villa Monte Vista
- 4/16 - Beneficiary presentation at Deaf Community Services
- 4/17 - Casa Pacifica Adult Day Health training
- 4/18 - Access presentation to consumers on Cal MediConnect
- 4/22 - CAHF training for nursing facilities
- 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

#### **San Mateo County**

- 4/14 - Trainer presentation to the volunteers of San Mateo's Healthy Aging Response Team (HART)

#### **Santa Clara County**

- 4/15 - Santa Clara Stakeholder Workgroup
- 4/16 - From 9:00 am to 12:30 pm, Health Insurance Counseling & Advocacy Program (HICAP) at Sourcewise (previously Council on Aging Silicon Valley) welcomes all who are interested to an educational healthcare forum on the Coordinated Care Initiative. Inform and prepare yourself as experts explain the options and changes that will affect you. Seating is limited. [Click here](#) to register.
- 4/21 - 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](mailto:tammie.pitkin@caremore.com) or 408-478-0087

#### **Statewide Outreach Events**

- 4/23 - Stakeholder Update Webinar - [Register here](#)

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



## **New This Week**

### **Updates to CalDuals**

- The [Los Angeles Voluntary Enrollment Notice](#) is available on the Los Angeles County page.

- County specific enrollment charts are available on CalDuals and provide a detailed breakdown of the enrollment timeline for each unique population in the CCI counties.
- A [Beneficiary Ombudsman](#) page was created in conjunction with the unveiling of the Cal MediConnect Ombudsman line. This page describes the Ombudsman service and directs individuals to the appropriate number.
- County specific slide decks are now available. County decks can be found on each county page as well as in the [Outreach Toolkit](#).



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