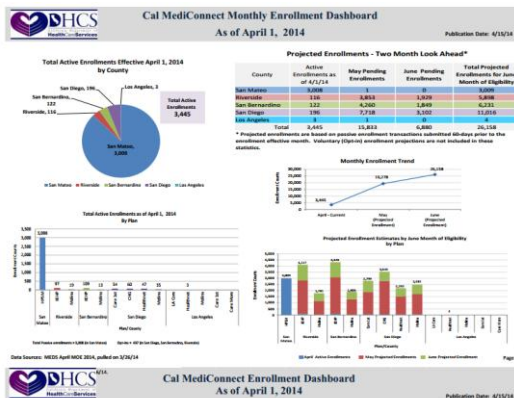


WEEKLY UPDATE

Coordinated Care Initiative Outreach Weekly Update



View Cal MediConnect Enrollment Data, updated each month!

See statistics about active and projected enrollment, notices, and the CCI call center each month by [clicking here](#).

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!

Santa Clara County Outreach Update

"Know Your Options" Symposium

On April 16, over 400 Santa Clara seniors, people with disabilities, social workers, and caregivers attended the "**Know Your Options**" symposium hosted by **Sourcewise** (previously the Council on Aging Silicon Valley), and interpreters converted the information into Mandarin, Vietnamese, Russian, and Spanish. Presenters gave an overview and update about the CCI in Santa Clara, and representatives of Anthem CareMore, Santa Clara Family Health Plan, and On Lok described the services their respective programs will provide. Afterwards, participants asked questions about the provider networks during a Q&A session or asked questions one-on-one at the plan's booths.



Beneficiaries, caregivers and other stakeholders in Santa Clara learn about the CCI

Amber Cutler of **NSCLC** provided a breakout session that explained the health plan options beneficiaries will be able to choose upon receiving their notices in October. Attendees also learned the myths and truths about the Medi-Cal nursing home benefit coverage with Pat McGinnis, Executive Director of **California Advocates for Nursing Home Reform**.



Los Angeles County

- **4/15**- LA-area providers participated in a **CCI Overview webinar**. One in a series of provider webinars, this 90-minute presentation focused on who is eligible for Cal MediConnect and the mandatory transition into Medi-Cal Managed Long-Term Services and Supports (MLTSS). The webinar also covered county specific timelines, details about beneficiaries' notices and enrollment procedures.
- **4/16**- Dual eligible residents



San Diego County

- **4/15** - Six staff members from the **Villa Monte Nursing Facility**, including administrators, head nurses, directors and billing staff took part in a **CCI Train the Trainer** presentation.
- **4/16** - Fifteen members of the deaf community, including deaf individuals, caregivers, and interpreters, gathered for a CCI overview presentation at the **Deaf Community Services** club house in the University Heights area. The audience engaged in a discussion about how the Cal MediConnect

of **Plummer Village**, a Section 8 housing project, took part in a CCI presentation. Plummer Village has 75 units total, 74 of which are assisted living units, and most of the residents speak languages other than English. Attendees had the opportunity to learn about how the CCI would impact the way they accessed their health care plans. .

- **4/17** - LA-area providers took part in a **Provider Train the Trainer webinar**. Besides the basics of the CCI and enrollment timelines, procedures and eligibility, the webinar also addressed how to best discuss these changes with beneficiaries and other staff members. Common questions, important elements of the CCI and external resources were all discussed.
- **4/19**- Beneficiaries gathered at the **Chinese Cultural Center** to hear a presentation about the CCI. Interpreters from the Center participated in the presentation, so the information was presented in both English and Chinese. Before the event, the Center hosted a press conference for major Chinese newspapers and television stations in an effort to promote the event within the community.
- care manager system will place another safety net under individuals who need help advocating for ASL interpreters and other ADA rights in health care.
- **4/17** - Ten staff and social workers at **Casa Pacifica Adult Day Health Care Center** participated in a CCI Train the Trainer presentation. The training was given in English and Spanish and highlighted the importance of care coordination and the enrollment process for San Diego County.
- **4/17** - Eight social workers and staff members at **Open Arms CBAS** joined in a training to learn more about the CCI. Specifically, the presentation focused on how notices will be sent out and resources that beneficiaries could access for counseling and enrollment assistance.
- **4/18** -More than 20 consumers from **Access to Independence** participated in a CCI presentation. Access to Independence is a non-profit organization that supports individuals with disabilities to help them live independently by providing a range of services. They serve about 5,000 consumers and their families in the region.



Other Recent Events

San Diego County

- **4/8** - More than 30 residents of **Silvercrest Senior Apartments**, a 125-unit affordable housing complex, learned about the CCI at a fair hosted with help from the **Latino Network Connection**. Since about 50 percent of the participants spoke Russian, Silvercrest management also arranged for an interpreter who was familiar with the CCI. Residents learned how Cal MediConnect can provide care coordination and other benefits, how to make their choice 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.

- **4/9** - Twelve 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.

Riverside / San Bernardino Counties

- **4/16** - Social workers and administrative staff at the **Connexus Adult Day Services Center** in Riverside County participated in a Train the Trainer presentation to better assist their members with accessing outside resources for counseling and navigating the 60-day packet and choice form. The Center serves about 75 people, many of whom are dual eligibles.
- **4/17** - **Long-Term Services and Supports Stakeholders Advisory Group (LTSS-SAG)** members, including representatives from the ADRC, DPSS and 211, participated in their regular meeting. The group shared updates including their work with the CCI and upcoming county events such as Mental Health Awareness Month events in May and Elder Abuse Awareness Month events happening in June.

San Mateo County

- **4/14** - Volunteers of the **Healthy Aging Response Team (HART)** took in a CCI presentation during their 4th anniversary meeting.

Santa Clara County

- **4/15** - More than 20 key stakeholders gathered for the **Santa Clara County Stakeholder** meeting, including representatives from Anthem CareMore, Santa Clara Family Health Plan, Aging Services Collaborative, the Alzheimer's Association, Sourcewise, and many more. Jane Ogle gave an update on the CCI rollout in San Mateo, San Diego, San Bernardino, and Riverside. One of the group's next steps is to plan and execute a training for IHSS providers in Santa Clara County.



Looking Ahead

Statewide

- 4/23 - Monthly Stakeholder Update Webinar: DHCS staff will provide an update on CCI implementation, including reviewing the recently released enrollment data dashboard. [Click here to register.](#)
- 4/29 - Webinar: CCI Overview for Insurance Brokers and Agents

Alameda County

- 4/28 - Community Resource for Independent Living (CRIL) will host a free Train

the Trainer event for caregivers at the Fremont Family Resource Center from from 1:30 to 3:30 pm. This training will focus primarily on how to develop a disaster preparedness plan for seniors and individuals with disabilities.

Los Angeles County

- 4/24 - All Plan CCI Stakeholder Workgroup
- 4/25 - CCI presentation for the Korean Resource Center
- 4/27 - Genki Conference Caregivers Edition
- 4/29 - CareMore Good Samaritan Presentation
- 5/1 - LA Communications Workgroup Meeting

Riverside & San Bernardino Counties

- 4/23 - InnovAge PACE Grand Opening

San Diego County

- 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
- 5/1 - San Diego Medical Society Presentation
- 5/1 - San Diego HICAP Presentation

Santa Clara County

- 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 or 408-478-0087

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

New This Week

Updates to CalDuals

- **Enrollment Data Dashboard:** See statistics about active and projected enrollment, notices, and the CCI call center each month by [clicking here](#).
- **Sample MLTSS enrollment notices** - those sent out [90](#), [60](#), and [30](#) days before enrollment - are now available on the [Enrollment Materials](#) page.

Stay Connected



For More Information Visit
www.CalDuals.Org