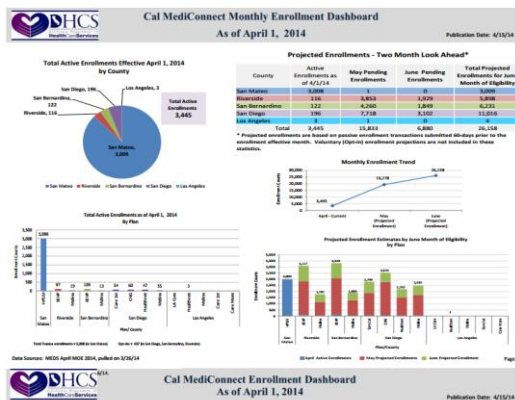


WEEKLY UPDATE

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!

Multilingual CCI Outreach in Los Angeles County

Made possible by a collaborative partnership, on April 25 beneficiaries and staff members of the **Korean Resource Center**(KRC, 민족학교) attended a CCI overview presentation. Interpreters from the Center participated in the presentation to provide material in both English and Korean. The KRC was founded in 1983 to empower the Korean American community and low-income immigrants through a holistic model that combines education, social services, and culture with effective community advocacy and organizing.

On April 27, **Keiro Senior Healthcare** sponsored the **Genki Conference and Resource Fair: Caregiver's Edition**, presented in conjunction with the Westside Conference Organizing Committee, which includes Japanese Institute of Sawtelle, Venice Hongwanji Buddhist Temple, Venice Japanese Community Center, Venice Pioneer Project, Venice Santa Monica Free Methodist Church, Westlight Community



Beneficiaries learn about the CCI at the Korean Resource Center last Friday

Church, West Los Angeles Buddhist Temple, West Los Angeles Holiness Church, and West Los Angeles United Methodist Church. Shawn Miyake, the CEO of Keiro Senior Healthcare, presented a breakout session on the CCI, and material on the CCI was distributed to more than 300 participants at the resource fair.



San Bernardino County

4/23 - InnovAge celebrated the opening of their new **Program for All-Inclusive Center for the Elderly (PACE) Center** in San Bernardino. The newly remodeled facility can accommodate up to 4,000 members and has its own medical room, dentist office, occupational and physical therapy rooms, two lounges, and a quiet room. The center also provides transportation throughout Riverside and San Bernardino Counties.

San Diego County

4/22 - More than 250 members from San Diego, San Bernardino and Riverside met at the annual **California Association of Health Facilities (CAHF) Regional Meeting**. This all-day training included a CCI/Cal MediConnect presentation. Following that, HICAP advisors provided tips on how to help consumers pick the right plan and representatives from the Center for Advocacy spoke about the Ombudsman program. The conference also covered licensing guidelines and methods of preparing nursing and skilled nursing facilities for the healthcare system shift. Facility employees were encouraged to connect with one another and to create positive relationships as new MLTSS and Cal MediConnect health plans move forward.

4/23 - UDW Care Provider Presentation: This was the first of a series of presentations reaching out to care providers and their IHSS recipients about the upcoming changes to their health care.



Other Recent Events

Santa Clara County

- **4/16 -** 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.
- **4/21 -** The biweekly meeting of the **Santa Clara Communications Committee** brought together representatives of both Santa Clara health plans, county IHSS offices, and local aging services and community groups. Together, they discussed ways to educate IHSS staff, caregivers, and recipients as a next step in CCI outreach.

Los Angeles County

- **4/24 -** The **LA All Plan CCI Stakeholder Workgroup** gathered to hear a presentation on Consumer

Rights and Protections in Cal MediConnect from Jane Ogle, former Deputy Director of Health Care Delivery Systems at DHCS. The Workgroup includes representatives from all the participating health plans, providers, community groups and other stakeholders.

San Diego County

- **4/23** - The monthly **CCI/Cal MediConnect Communications Workgroup** came together to share updates on outreach progress, including representatives from San Diego County's health plans, HICAP, Ombudsman representatives, 2-1-1, and HSD representatives. The workgroup also collaborates on the creation of flyers, robo-calling, and outreach to pharmacies and libraries with CCI information flyers and brochures.

Statewide

- **4/23** - In an effort to keep interested parties informed about the latest CCI developments, the Department of Health Care Services hosted a **stakeholder update webinar**. The webinar focused on the recently released Enrollment Data for Cal MediConnect and on the new policy surrounding accessible notices.



Looking Ahead

Alameda County

- 5/14 - Overview presentation for residents of EE Cleveland Manor in Oakland
- 5/29 - Overview presentation for residents of West Lake Christian Terrace Senior Building

Los Angeles County

- 5/1 - LA Communications Workgroup meeting
- 5/3 - Los Angeles Neighborhood Council Coalition meeting (LANCC)
- 5/5 - Maverick Medical Group presentation
- 5/9 - L.A. Care Stakeholder meeting
- 5/13 - HealthNet training
- 5/21 - Fickett Towers presentation
- 5/22 - Pomona Valley Hospital Medical Center training

Riverside & San Bernardino Counties

- 5/8 - CAHF Regional Annual Conference
- 5/19 - Adult Protective Services Multidisciplinary Team Conference

San Diego County

- 4/28 - UDW presentation for homecare providers in Chula Vista
- 4/28 - Access to Independence Train the Trainer for staff members
- 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
- 5/3 - National Alliance on Mental Illness (NAMI) 5K Walk
- 5/9 - Palomar Hospital Training
- 5/10 - The Fifth Annual Asian Cultural Festival, 12-8PM on Convoy Street between Clairemont Mesa Blvd. & Raytheon Road, Kearny Mesa

Santa Clara County

- 5/15 - Train the Trainer presentation for Santa Clara county IHSS staff and social workers

Statewide

- 4/29 - Webinar: CCI Overview for Insurance Brokers and Agents

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

- This week the first round of [Enrollment Data](#) about the CCI was posted on CalDuals. The document, updated each month, gives details about projected and active enrollments, the mailing schedule and HCO call center statistics.
- Also posted is a fact sheet entitled **What Medicare Doctors Need to Know**, which elaborates on the payment process for Medicare deductibles and coinsurance. You can find it in the [Providers](#) section.
- Finally, samples of both the **Los Angeles County Guidebook** and **Choice Form**(inside the Choice Book) are available in the [Enrollment Materials](#) section.



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