

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 Bernardino and Riverside Counties

In San Bernardino and Riverside counties, beneficiaries and providers alike are gearing up for passive enrollment to begin May 1st. Outreach coordinators are working hard to connect with as many beneficiaries as they can - especially those who will be enroll in Cal MediConnect in May - along with providers, whom beneficiaries rely on as key sources of information.



CBAS beneficiaries at Camelot Adult Day Health Care Center learn about their options under the Coordinated Care Initiative

- **3/31 - Family Practice Medical Group**, a San Bernardino-based group of physicians who primary serve seniors, received a provider presentation on the CCI that focused on how to best connect with those patients.
- **4/3** - More than 15 senior citizens at the **Perris Senior Center** received a Spanish-language presentation on the CCI and the choices available to them.
- **4/4** - Harbage Consulting coordinators provided outreach to CBAS consumers at the **Camelot Adult Day Health Care Center**. Outreach to beneficiaries at CBAS centers has been a top priority as those beneficiaries are set to enroll in Cal MediConnect in May. This beneficiary outreach event was a follow-up to a Train The Trainer presentation with Camelot staff members last week.



Update on Alameda Outreach

On Friday morning, 35 volunteer HICAP counselors participated in a CCI Train the Trainer session. Participants learned about the best methods to help dual eligibles understand the Cal MediConnect program before its implementation in January 2015. Since HICAP volunteers routinely travel out to senior centers and senior housing to give counsel where beneficiaries live, their knowledge will help spread reliable information about the CCI even faster.

The counselors had the chance to look over examples of the 90-, 60- and 30-day notices, the blue envelopes and the San Diego choice form, all of which resemble the materials Alameda County duals will receive later this fall. (Copies of these documents can be found on the [Enrollment Materials](#) page of [CalDuals.org](#).) They also asked questions about beneficiaries' flexibility with plan choices. They were pleased to hear that individuals who are eligible for Cal MediConnect can change their plans, opt out and re-enroll at any time for any reason.

The HICAP counselors were also pleased to learn about the synchronization of the Cal MediConnect enrollment and the Manged Medi-Cal MLTSS transition and the overall pushed-back enrollment timeline. HICAP counselors understand that beneficiaries benefit from clear messaging and were glad that dual eligibles have more time to explain the process and benefits of joining a Cal MediConnect plan.



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, third party firms. This will ensure that an objective third party assists enrollees and provides feedback to DHCS on one of its programs.

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
- refer enrollees to relevant entities and programs as needed.

Ombuds 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 about the service, visit CalDuals' [Ombudsman Resources](#) section.



Other Recent Events

Alameda County

- **4/2** - The seniors of the **Fruitvale Senior Center** in Oakland enjoyed an overview of CCI programs and received more information about the new enrollment timeline.
- **4/4** - 35 HICAP volunteer counselors participated in a CCI **Train the Trainers** session. During the session, volunteers learned about the new enrollment timeline in Alameda and learned the best ways to answer and direct commonly asked questions about Cal MediConnect and MLTSS.

Los Angeles County

- **3/20** - Harbage Consulting coordinators provided outreach to CBAS consumers at the **Camelot Adult Day Health Care Center**. Outreach to beneficiaries at CBAS centers has been a top priority as those beneficiaries are set to enroll in Cal MediConnect in May. This beneficiary outreach event was a follow-up to a Train The Trainer presentation with Camelot staff members last week.
- **4/4** - Approximately 30 staff from **Care1st Health Plan**, including outreach staff, enrollment specialists, and retention specialists, participated in a detailed training on the CCI.

Riverside / San Bernardino Counties

- **3/31 - Molina Health Plan** co-hosted an all-day training for CAHF administrators, directors, owners, health providers and other staff on transitioning over to managed health care. The presentation gave an overview of the CCI during two different sessions to over 200 attendees.

San Diego County

- **4/1** - Enrollment counselors from **Family Health Centers of San Diego** were trained about health insurance and the CCI for their clinics countywide.
- **4/2 - CCI Advisory Committee Meeting** - Just after the beginning of the voluntary enrollment period, the utilization of HICAP and the new Cal MediConnect program were a major topic for discussion. The Medical Society reported that although an informational flyer had just been released to 7,000 physicians' offices, further outreach would be necessary.
- **4/4** - Several organizations met to prepare for the **East County Caregiver Conference**, which will be held in June. The conference will provide caregiver education and training, including information about the CCI.

Statewide Stakeholder Outreach Events

- **4/2** - DHCS hosted a stakeholder call to discuss the changes to the enrollment timeline.



Looking Ahead

Los Angeles County

- 4/8 - Regional Medical Group Presentation
- 4/8 Family Care Specialists IPA
- 4/9 - Webinar: CCI Overview for LA Providers
- 4/10 - Los Angeles Communications Workgroup, 3 - 5 p.m. Hosted by St. Barnabas Senior Services. 675 S. Carondelet Street, Los Angeles
- 4/15 - CCI Train the Trainer, 10 a.m. - 12 p.m. Hosted by Neighborhood Legal Services of L.A. County. 13327 Van Nuys Blvd. Pacoima
- 4/16 - CCI Train the Trainer, put on by Neighborhood Services of Los Angeles County. 10:00 a.m. - 12:00 p.m. Hosted at the Historic General Hospital, 1200 State Street, Los Angeles
- 4/23 - The L.A. Care CCI Stakeholder Workgroup, 1 - 3 p.m. Hosted at the Garland Center Building, 1200 West 7th Street, Los Angeles
- 4/24 - All Plan CCI Stakeholder Workgroup, 1 - 3 p.m. Hosted at the Cathedral, 555 West Temple Street, Los Angeles

Riverside & San Bernardino Counties

- 4/9 - Sun City Adult Day Services presentation on Cal MediConnect
- 4/16 - Adult Day Services Center Riverside Training social workers
- 4/17 - ADRC meeting
- 4/23 - InnovAge PACE Grand Opening

San Diego County

- 4/8 - Mini Resource Fair and Beneficiary Presentation at Silvercrest Senior Apartments
- 4/8 - Beneficiary Presentation at Deaf Community Services
- 4/9 - Union of Pan-Asian Communities (UPAC) Training
- 4/10 - Healthy San Diego Work Group monthly meeting with health plans and outreach efforts
- 4/10 - Healthy San Diego Advisory monthly meeting. San Diego Strategic planning.
- 4/11 - IHSS Advisory Committee Training
- 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

Santa Clara

- 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](#).

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!

- An updated [enrollment chart](#) is now available and reflects the changes that were announced last week and discussed on the stakeholder call on April 2.
- 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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