

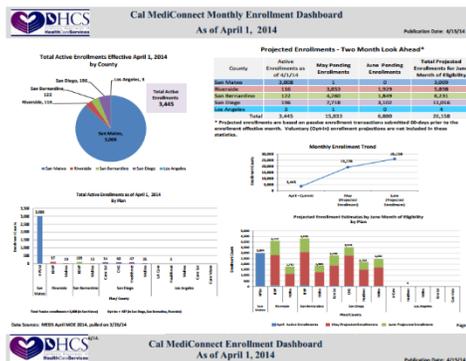
## WEEKLY UPDATE

Coordinated Care Initiative Outreach Weekly Update

### THANK YOU to our VETERANS and TROOPS



Today, remember the sacrifices of our fellow Americans who work diligently and selflessly, both now and in days gone by, to defend our country and preserve the freedoms we enjoy today.



View the latest 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](#).

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

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## Adult Protective Services Conference in San Bernardino County

**5/19 - The 27th Annual Adult Protective Services Multi-Disciplinary Team Conference** included a day filled with speakers, breakout workshops, and local vendors and organizations. Lora Connolly from the California Department of Aging kicked off the event with an interactive quiz where attendees tested their knowledge of "Health and Safety Matters", which served as the overall theme for the event.



The conference featured workshops on relevant items such as Medicare fraud, elder abuse, and services for homeless veterans. One of those workshops focused on the CCI and its implementation in Riverside and San Bernardino Counties, and drew IHSS, MSSP and HICAP workers.

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Upcoming New American Media Roundtable on May 29



HUD residents learn more about the CCI.

### Los Angeles County

- **5/21** - In partnership with the five participating Cal MediConnect health plans, **La Opinión** participated in a deskside briefing preview event for the **New America Media Roundtable**. The health plans, a physician, and a beneficiary spoke with La Opinión on the upcoming changes of the

### San Diego County

- **5/22** - Residents in **Housing and Urban Development (HUD) facilities** received an overview presentation of the CCI. Two of these senior communities received such overviews, one in English and one in Spanish. Participants learned about Cal MediConnect's transportation,

CCI and details about what to expect at the May 29th Roundtable. For more information about the upcoming event, please [click here](#).

vision, and care coordination capabilities, as well as the fact that Denti-Cal is being reinstated. For those concerned with accessing their current doctors before a major transition, the benefits of continuity of care - use of out-of-network doctors from up to six months (Medicare) to twelve months (Medi-Cal) - was explained.

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## Other Recent Events



On May 15, over 1600 people listened in on a **tele town hall meeting**. The first of a monthly series, the session was designed for beneficiaries who had already received their 60-day notices and large blue envelopes with the Cal MediConnect Guidebook and Choice Book. At least 200 people stayed on the line for 45 minutes of the call, and it was broadcast in both English and Spanish. Participants received a save-the-Date phone call prior to the event and a call as the event began. The tele town hall lasted about an hour.

Beneficiaries asked Cal MediConnect experts questions about the program, 23 of which were addressed during the call, including those about enrollment, plan coverage, and integration with current medical providers. Many beneficiaries who hadn't received their blue envelope with Cal MediConnect information wanted to know where to get them:

*To request printed materials - the Guidebook and Choice Book - call **Health Care Options** at **1-844-580-7272**, or for TTY, **1-800-430-7077**.*

A recording of the town hall meeting, plus a recording of the original script, will soon be available online. For the recording, visit the [DHCS Videos](#) section of [www.dhcs.ca.gov](http://www.dhcs.ca.gov) and look for the Tele Town Hall Meeting link dated 5.15.14.

If you participated in the tele town hall meeting and want to **give us feedback**, call DHCS at **916-319-9729**, or send us an email at [info@calduals.org](mailto:info@calduals.org).

### Alameda County

- **5/22** - Dually eligible residents of **Vineyard Village**, an ABHOW property in Livermore, received a presentation on the CCI.

### Los Angeles County

- **5/21** - Through a partnership with **Wave Innovations Consulting Group**, **Pacifica Hospital** received a presentation on the CCI for administrators of a SNF, ALF and Board and Care.
- **5/21** - Residents at **Fickett Towers**, a Section 8 senior housing facility, received a presentation on the CCI. Fickett Towers serves 245 residents from an array of different backgrounds including Korean, Iranian, Spanish and English. Presentations were given in both English and Spanish and additional information printed in Korean was made available.
- **5/21** - At the monthly **Pilipino American Network and Advocacy meeting**, attendees participated in a dialogue on the upcoming changes with representatives from both Care1st and the state.
- **5/22** - Office staff and others, including admittance, insurance verification and Cancer Care Center staff from the **Pomona Valley Medical Center** participated in a CCI overview presentation. Representatives from the health plans were available to answer questions. The hospital serves San Bernardino and Los Angeles counties.
- **5/22** - Billing and administrative staff from **Front Porch** gathered at their central office in Glendale to participate in a training on the CCI. Throughout the interactive presentation, attendees discussed issues such as eligibility, notices and billing.
- **5/22** - This month's **LA Communications Workgroup** was hosted at Care1st and included attendees from the five participating plans, PACE, an IPA, and HICAP, among others. The group discussed strategies to approach outreach in the county to physicians and pharmacists and discussed current challenges.
- **5/23** - Beneficiaries at **Terry Manor Apartments**, a HUD subsidized housing facility, attended a CCI presentation. The presentation focused on the basics of the program in terms of what is happening and when individuals need to make a decision. The presentation was provided in both English and Spanish.

### San Diego County

- **5/19** - Two social workers from **Sharp Hospital** participated in a phone conference training on the CCI to better understand care coordination. They learned about the differences between Fee for Service (FFS) versus managed health care plans under the CCI, along with the additional coordination, transportation and vision benefits Cal MediConnect provides that aren't covered under the current FFS plans.

- **5/20** - The **Center for Health Strategies** hosted an educational forum that focused specifically on care coordination under Cal MediConnect, including panels on care transition and provider communication. The diverse range of panelists included Gail Washington from LA County's DPSS, Jonathan Instrin from Libertana Home Health, and Lydia Missaelides from CAADS, among others.
- **5/20** - Nurses, administrators and social workers from **Palomar Hospital** in Escondido learned about the CCI, many for the first time. They learned how Cal MediConnect health plans coordinate a patient's care with help from a Care Plan Coordinator, and how a Health Risk Assessment (HRA) would be conducted from the health plans during the first 45 days that a patient is enrolled in the new plan.
- **5/20** - Ten social workers and staff members from **St. Vincent de Paul** participated in a CCI training. Most of their training focused on outreach and interaction with the roughly 1,000 individuals served by their facility whose lack of a permanent residence makes receiving health care change notices difficult. Staff members were advised to have their clients contact Social Security to update their contact information, then call Health Care Options for additional Guidebooks, Choice Forms, or materials in alternate languages.
- **5/22** - Consumer presentation was given at **Access to Independence** in Escondido. They learned that Health Care Options could provide notices and information in different formats such as Braille, and learned about the Ombudsman services phone number in the event of any ongoing problems with Cal MediConnect.



## Looking Ahead

### Alameda County

- 5/28 - Rescheduled CCI presentation to the seniors of EE Cleveland Manor in Oakland
- 5/29 - CCI presentation for residents of West Lake Christian Terrace in Oakland

### Los Angeles County

- 5/27 - ABHOW Fern Lodge presentation
- 5/27 - ABHOW Casa De La Vista presentation
- 5/28 - City of Pasadena Public Health presentation
- 5/29 - New America Media Roundtable
- 5/30 - 2nd Annual Mental Health Resource Fair
- 6/2 - L.A. Care CCI stakeholder information session
- 6/2 - Pacific Clinics presentation
- 6/2 - Downtown Women's Center Staff presentation

- 6/2 - Downtown Women's Center Consumers presentation
- 6/3 - Ken Edwards presentation
- 6/3 - Whittwood Medical Offices
- 6/5 - Hacienda Heights Medical Office
- 6/6 - PIH Health Hospital

### Riverside / San Bernardino Counties

- 5/27 - Inland Empire CCI Advisory Meeting
- 6/5 - Senior Apartments presentation
- 6/11 - Skilled Nursing webinar training

### San Diego County

- 5/27 - Physician Trust training
- 5/28 - HUD presentation
- 5/28 - UDW presentation in central San Diego
- 5/29 - Encinitas Nursing and Rehabilitation Center training
- 6/4 - CCI Advisory monthly meeting
- 6/4 - Renaissance Senior Living presentation
- 6/10 - UPAC consumer presentation
- 6/12 - HSD monthly meetings
- 6/12 - Behavioral Workgroup meeting
- 6/12 - Union of Pan Asian Communities (UPAC) training downtown division
- 6/13 - LTCIP meeting

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

An **updated Enrollment Chart** is now available on the [Enrollment Charts and Timelines](#) section of CalDuals.org. *This latest chart is based on proposed policy and is subject to change as policy is updated.*

There are now fact sheets on **How to Find Cal MediConnect Providers** for **Los Angeles, Riverside, San Bernardino** and **San Diego** Counties. Find them in our [Outreach Toolkit](#) - now linked under the red "Beneficiaries" button for easier access.

We've also added new fact sheets for **San Diego** and **Santa Clara Counties**, including resources on San Diego Behavioral Health and Santa Clara fact sheets on Cal MediConnect and MLTSS in Chinese, Spanish and Vietnamese. Find them all on our [External Resources](#) page.

**Audio recordings** in English of **Cal MediConnect notices, Guidebook** and **Choice Book**, and **MLTSS notices** are now available on our [Enrollment Materials](#) page.

**Translated beneficiary materials** are now available for **Los Angeles County**. Fact sheets in Spanish, Korean, and simplified and traditional Chinese can be found on the [LA County page](#). More translated materials will be coming soon.



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CalDuals | 1501 Capitol Ave | Sacramento | CA | 95814