

## 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!

#### Downtown Women's Center Presentation in Los Angeles



**6/2** - Consumers and staff of the **Downtown Women's Center** received back-to-back presentations about CCI. The first provided information for the staff, including individuals who work in their on-site medical clinic and in their housing department. Following this, a second presentation was provided specifically for the women, which was able to answer their specific

questions and inform them of when they could expect these changes.

DWC is the only resource in Los Angeles that is focused on serving homeless and very low-income women in LA's Skid Row community. DWC provides permanent supportive housing in addition to a day center that provides a wide range of services including meals, laundry facilities, showers, computers, a secure mailing address and counseling.



*Educational bingo*



*Four Seasons of Health Expo*

## Los Angeles County

**6/3 - AppleCare Medical Group**, along with **St. Francis Health Resource Benefits Center (HBRC)**, hosted an **educational bingo event at Bateman Hall** to educate the community about the CCI. During the event, more than 25 dual eligibles learned about enrollment, notices, and other resources available to them should they need further assistance once they receive their notices. The CCI presentation was provided in English and Spanish.

## Alameda County

**6/6 - Put on by the Tri-City Elder Coalition & the City of Fremont Human Services Department**, the **Four Seasons of Health Expo** promoted various activities and events for a healthy mind and body. The Expo featured two speakers, including a presentation about the CCI, as well as health and dental screenings, pharmacist consultation, health insurance counseling, transportation planning & Clipper Card distribution, living healthy presentations, U.S. Military MIA/POW & D-Day Ceremony, Zumba Gold, and others.

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## Other Recent Events

### New America Media event in Los Angeles County



**5/29 - New America Media** hosted a **roundtable event** in LA County, following similar events previously hosted in San Mateo, Riverside, San Bernardino, and San Diego Counties. The event featured a panel of experts including representatives from the Health Insurance Counseling & Advocacy Program (HICAP), Neighborhood Legal Services (NLS), National Senior Citizens' Law Center (NSCLC), and the Program of All-inclusive Care for the Elderly (PACE). In addition to the panelists, speakers shared their personal testimonies about how the Initiative impacts them as Medi-Medis. The event received media coverage from a variety of media markets including Chinese, Latino, African American, Pan-Ethnic, Korean, and Filipino.

## Los Angeles County

- **6/2 - L.A. Care** hosted a **Community Leader Meeting** to educate and inform beneficiaries and their families about upcoming health care changes.
- **6/2 - Pacific Clinics**, a private provider of mental health services located in Pasadena, hosted a presentation for their staff and the older adults they serve. The presentation allowed participants to ask questions about their specific healthcare needs and how to determine what they can do to make the decision that will be best for them.
- **6/3 - A group of more than 20 dual eligibles at the Ken Edwards Center** participated in a presentation on the Coordinated Care Initiative. They

learned about enrollment, notices, and resources such as HICAP should they need further assistance once they receive their 60 day notices.

- **6/6** - Residents at **Parthenia St. Senior Housing** participated in a presentation on the CCI. Parthenia St. Senior Housing has 77 units for low-income seniors, and attendees learned about enrollment, notices, HCO, and HICAP. Residents and service coordinators both received information with additional resources available to them if they need more help after residents receive their notices.
- **6/3** - As a continuing series of events made possible by a partnership between **CareMore health plan** and **PIH Health**, office staff and physicians of the **Whittwood Medical Office** had the opportunity to participate in a training on the CCI. The first event was held at Whittwood Medical Office, the second was at **Hacienda Heights Medical Office** and the final presentation of the week was at **PIH Health Hospital** in Whittier.
- **6/6** - In collaboration with **Dignity Health**, marketing staff, community relations staff and physician relations staff at **Glendale Memorial Hospital & Health Center** received a training on the CCI.

#### Riverside / San Bernardino Counties

- **6/5** - Representatives of the **Riverside Public Authority**, health plan representatives, and other community members met to discuss CCI outreach efforts.

#### San Diego County

- **6/4** - A monthly **CCI advisory monthly meeting** updated members on CCI outreach, ombudsman program, IHSS county contract with health plans, robo-calls, and other organizations' feedback on progress and questions.
- **6/4** - Residents at the **Renaissance Senior Living Center** learned about the CCI during a presentation. Consumers were able to have an open forum on how to fill out their Choice Forms and how to look up their doctor's network by calling the health plans and going to the health plan's websites. Also, consumers were given a list of contact numbers as quick references on who to call for any questions including Health Care Options, HICAP and Ombudsman Program for consumers' support and any complaints.

#### Santa Clara County

- **6/4** - Six members of the **Community Service Group's** senior case management team participated in a Train the Trainer presentation about the CCI. Case managers got an opportunity to see examples of the San Diego choice form and discuss how to assist seniors who many ask questions about enrollment.
- **6/7** - At the **8th Annual Festival in the Park at Hellyer Park: Live Health, Have Fun!**, attendees enjoyed music, dancing, and informational tables, including a CCI information table. There were also blood pressure and glucose screenings and a blood drive hosted by the Red Cross.



## Looking Ahead

*\*\*\*All our outreach activities, including private events, are listed in this Update. Only public events are linked below to our Calendar - all others are private.\*\*\**

### Statewide

- 6/19 - [Telephone Town Hall Meeting](#)
- 7/15 - CCI Overview for Insurance Brokers and Agents -- [Register here](#)

### Alameda County

- 6/9 - CCI overview presentation for Mandarin Chinese-speaking residents of Westlake Christian Terrace

### Los Angeles County

- 6/9 - Chinese American Human Services Association
- 6/10 - Retiree Committee Meeting
- 6/10 - Reed Park
- 6/11 - La Mirada Medical Office
- 6/11 - North Hollywood Senior Apartments
- 6/12 - AltaMed staff training
- 6/12 - LA Communications Workgroup
- 6/13 - Menorah House Apartments
- 6/13 - [LAAAC Monthly Conference Call - 5th Annual LAAAC Aging Summit Debrief](#)
- 6/14 - [CareMore: Whittier Flag Day](#)
- 6/15 - [NSCLC Training on the CCI hosted by LAAAC](#)
- 6/16 - CareMore Provider Network training
- 6/18 - CareMore Provider Network training
- 6/19 - [LA Stakeholder meeting](#)
- 6/20 - Pasadena Senior Center Health Fair

### Riverside / San Bernardino Counties

- 6/11 - Skilled Health webinar training for San Bernardino staff members
- 6/17 - Inland Empire Disabilities Collaborative
- 6/25 - NAMM California OPTUM webinar training
- 6/25 - Addus Healthcare In-Service

### San Diego County

- 6/9 - Sharp IOP Q&A phone conference
- 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
- 6/14 - [Mabuhay Festival](#)
- 6/18 - Silvercrest Resource Fair for residents
- 7/2 - [UDW consumer presentation](#)
- 7/10 - La Mesa Enrichment Center for consumer members
- 7/14 - SynerMed Training for staff

### Santa Clara County

- 6/10 - CCI Train the Trainer presentation for staff of NV Home Health Care
- 6/10 - Bi-weekly Santa Clara Communications Committee meeting

- 6/13 - CCI Overview presentation for the residents of Fellowship Plaza

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.

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## New This Week

### Enrollment Timeline Update

Eligible beneficiaries enrolled in the Multipurpose Senior Services Program (MSSP) in Los Angeles, Riverside, San Bernardino and San Diego have a new Cal MediConnect enrollment date of October 1, 2014. This population was originally scheduled to enroll in Cal MediConnect in August. Look for an updated enrollment chart on CalDUALS.org soon!

### Updates to CalDUALS

- The **stakeholder call** and **transcript** from May 16 are now available online! You can find permalinks to both of these under 'General CCI Updates' on our [Stakeholder Process](#) page.
- On June 4, DHCS released an updated version of the **enrollment timeline**, which can be found on our [Enrollment Charts & Timelines](#) page.
- **Fact sheets** on how to **Find a Provider** have been posted on the [Los Angeles, Riverside, San Bernardino](#) and [San Diego](#) County pages.

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