

WEEKLY UPDATE

Coordinated Care Initiative Outreach Weekly Update



Register for July's CCI Quarterly Stakeholder Update!

DHCS' next quarterly stakeholder update will be held on Thursday, July 10th as a two-part conference call. Use the links below to register for one or both portions of the agenda:

- Part 1: [General Updates - 12:00 pm - 1:30 pm PT](#)
 - Updates on enrollment, outreach, ombudsman and oversight activities
- Part 2: [LTSS Integration - 3:30 pm - 5:00 pm PT](#)
 - Discussion on integrating long-term services and supports and recent guidance.

Watch for the full agenda to be posted on CalDuals.org.

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!

Are you or your agency doing outreach about the CCI and want to see it featured in the Weekly Update? Email us at info@calduals.org - we'll include it!

[Fontana Community Senior Center Health Fair](#)



6/21 - The Fontana Community Senior Center welcomed hundreds of people to its **annual health fair**. This year's fair focused on health and safety during the heat of summer, with an emphasis on hydration, sunscreen, and exercise. Attendees explored many health topic booths, including a table presenting information about the CCI, and participated in health talks, screenings, and activities such as Zumba.



Riverside County

6/25 - Addus HealthCare, an in-home service provider, hosted one of their regular **in-service meetings** for their staff and managers from their three Riverside offices. The majority of the meeting was spent discussing the CCI and overall changes affecting people with Medicare and Medi-Cal. Following this, Addus further explained how these changes would specifically impact how their staff interacts with their clients. Representatives from UDW updated attendees, and Addus discussed their new mobile app and hosted a raffle for attendees.



CCI seen nationally on PBS NewsHour

6/27 - PBS' NewsHour, in cooperation with the **San Diego County CCI Advisory Committee** and other LTCIP partners, featured a segment on the Coordinated Care Initiative last Friday. The piece aired on several stations nationwide, including Maryland, Washington D.C., San Diego and Sacramento, and explained California's coordinated care efforts, procedure and benefits in greater detail.

To watch, [click here](#).

Other Recent Events

Presentation for Pharmacy Students at University of the Pacific



6/27 - University of the Pacific, School of Pharmacy hosted a **CCI Train the Trainer presentation** during a weekly seminar aimed at preparing students and faculty who volunteer in CCI county communities and will assist seniors during the enrollment process this fall. The presentation emphasized the program history, timeline, eligible populations, enrollment process, and how the program shifts Medicare Part D coverage into Cal MediConnect. Students took away examples of the 90-day notice and the Part D disenrollment notice to help seniors who may receive these materials.

CCI Segment in Vietnamese Recorded in San Diego County



6/17 - A segment in Vietnamese about the CCI was recorded at **Viet News Television (VNTV)**. The segment was a brief discussion on the healthcare changes for those who have both Medicare and Medi-Cal and for those who have Medi-Cal only. Viewers learned about the importance of coordinating all of a person's health care services and how the CCI will improve those efforts. The notification system and enrollment timeline were explained, and viewers were instructed to watch for the blue envelopes from the state. Additional resources, including contact information for HICAP, HCO, and the region's outreach coordinator were also distributed if they needed any support or help.

To view the segment online, [click here](#).

Một phân đoạn trên chủ đề của Sáng Kiến Chăm Sóc Phối Hợp (CCI) đã được ghi lại

tuần này tại Việt tin tức truyền hình Viet News Television (VNTV). Phân đoạn CCI là một cuộc thảo luận ngắn gọn về những thay đổi chăm sóc y tế cho những người có cả hai Medicare và Medi-Cal. Đối với những người chỉ có Medi-Cal. Người xem được khuyến cáo để theo dõi có một phong bì màu xanh quan trọng sẽ được gửi ra cho họ. Trong đó đã được giải thích tầm quan trọng của chương trình về việc kết hợp các dịch vụ cho những người đang có duals và sẽ thay đổi sự phối hợp việc chăm sóc của họ. Thời khóa biểu của các thông báo đã được giải thích và người xem biết khi nào để mong đợi phong bì màu xanh của họ nếu họ có đủ điều kiện cho chương trình của một trong hai Cal MediConnect hoặc dịch vụ và hỗ trợ dài hạn (MLTSS). Tài nguyên thông tin như HCO, và địa phương HICAP và nhân viên tiếp cận số điện thoại đã được trao cho người xem nếu họ cần bất kỳ hỗ trợ hay giúp đỡ nào.

Statewide

- **6/19** - DHCS recently hosted a **second telephone town hall meeting** for beneficiaries to learn more about the Coordinated Care Initiative. Over 3000 people participating in the call, listening in both English and Spanish, and the speakers covered the enrollment options and answered participants' questions about transitioning into the new programs. You can find recordings to download and listen to last week's presentations both in [English](#) and [Spanish](#).

Alameda County

- **6/26** - The **National Senior Citizens' Law Council (NSCLC)** hosted "Healthcare Changes Impacting Low-Income Seniors and Persons with Disabilities."

Los Angeles County

- **6/23** - In partnership with **Care1st**, insurance agents and brokers from **JAR Insurance Services** participated in a presentation on the CCI. Brokers were encouraged to follow strict compliance guidelines and work with their clients to help them make the health care decisions that are best for them.
- **6/24** -The main office at **Front Porch** connected to five of their communities via video conference to allow beneficiaries from these sites to participate in a presentation on the CCI. One of the sites provided a sign language interpreter so the presentation was also provided in ASL for that community. Participants utilized the video conference technology to view slides and ask specific questions about their health care and their health care cards.
- **6/24** - At a lunch and learn for office managers, staff from **Dignity Health** participated in a presentation on the CCI. The staff is actively working to spread education to their network by sharing beneficiary material and information on their contracted Cal MediConnect health plans.
- **6/25** - As a follow-up to a previous presentation at **Pacifica Hospital**, the hospital invited their network affiliates, including nursing facilities, administrative staff, and assisted living facilities to attend a presentation on the CCI. The event served as a venue to learn about the CCI and also to connect and learn from the different organizations that attended.
- **6/25** - More than 40 residents eligible for Cal MediConnect at **Pledgeville Senior Citizens Villa** learned about enrollment options, notices and resources available to them for further assistance. The Choice Form was discuss with the

group to better prepare them for enrollment once they start receiving their notices.

- **6/26** - Spanish and English speakers at Chimbole Cultural Center, Palmdale, participated in a **bilingual information session** on Cal MediConnect, sponsored by **L.A. Care**. The presentation covered enrollment, timelines, notices, and additional resources.
- **6/26 - AppleCare Medical Group and St. Francis HBRC Collaborative** hosted an event at **East Rancho Dominguez Service Center**. Participants learned about the enrollments process, notices, and resources available to them should they need more help once they receive their notices.
- **6/26** - Residents at **Long Beach Senior Apartments** received a training on the CCI. Participants learned about enrollment options and the notice process, and were given phone numbers for additional resources (Health Care Options, HICAP) in case they had other questions.

Riverside / San Bernardino Counties

- **6/24** - Volunteers who participate in the **Senior Companion Program** received a training about the CCI. Senior Companion Program volunteers spend time with seniors living at home and in care settings like retirement homes, adult day care centers, and nursing homes. By learning about the upcoming changes, these volunteers can better assist the seniors they serve with making informed choices about their health coverage.
- **6/26** - A **webinar** was provided for staff at **North American Medical Management, California (NAMM)** in Riverside County. This organization develops and manages provider networks, and over 20 people participated. [View a recording of that webinar here.](#)

San Diego County

- **6/24 - San Diego Community Action Network (SanDi-CAN)** members had an opportunity to learn and participate in an open discussion on the CCI. The Network's members meet each month to educate each other about other events and happenings in San Diego County.
- **6/25 - Communication Workgroup** meeting focused on the county's Tele Town Hall on CCI and Cal MediConnect. The workgroup provided updates from the health plans, and ombudsmen.
- **6/26** - The 10th annual **Somali American Cultural Festival** had a great turnout this year. There were diabetes and blood pressure health screens available for participants, along with fliers and fact sheets about the CCI to increase awareness.
- **6/28** - The **Caregiver Coalition of San Diego** and **Meridian Baptist CCI presentation** was an all-day event. There were different organization providing information on various topics for providers and family members who are care for

their loved ones. There were two breakout session and the topic about Cal MediConnect was presented to participants.

Santa Clara County

- **6/26** - The **National Senior Citizens' Law Council (NSCLC)** hosted "Healthcare Changes Impacting Low-Income Seniors and Persons with Disabilities."



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.*****

Los Angeles County

- 6/30 - AppleCare Medical Group and St. Francis HBRC Collaborative beneficiary event
- 7/1 - El Dorado Community Services Center - management, billing / claims staff
- 7/2 - El Dorado Community Services Center - medical managers and clinic office staff
- 7/2 - Aurora Behavioral Health presentation
- 7/3 - Care1st Resource Center Huntington Park (Español)
- 7/3- Community Health Alliance of Pasadena presentation
- 7/7: Culver City Senior Center
- 7/9: Adams Building (Korean)
- 7/10: Communications Workgroup Meeting
- 7/11: Bellflower Friendship Manor (Spanish/English)

Riverside / San Bernardino Counties

- 7/8 - San Marino Senior Apartments
- 7/24 - Reche Canyon Regional Rehabilitation training

San Diego County

- 7/2 - [UDW consumer presentation](#)
- 7/10 - La Mesa Enrichment Center consumer presentation
- 7/11- Pharmacy group training
- 7/14- Columbia Towers Senior Apartments presentation
- 7/17 - Novartis training for staff
- 7/29 - Deaf Community Services presentation
- 7/29 - UPAC staff training in National City

Santa Clara County

- 7/19 - West Coast Disability Pride Parade & Festival

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.org

- On the [Los Angeles County](#) page, you can find informational materials specific to LA in **Arabic, Armenian, Russian, Tagalog, and Vietnamese**.
- DHCS released a **notice regarding Medicare Part D coverage**, which will be included with all future 60-day notices. Find it (in **English** and **Spanish**) at the bottom of the [Enrollment Materials](#) page.
- **Choice Books for Managed Long-Term Services and Supports (MLTSS) recipients** are now available on the [Enrollment Materials](#) page. Two different versions are posted: one for **individuals with Medicare doctors** and one for **individuals with Medi-Cal doctors**. (*Please note: People eligible for Cal MediConnect and MLTSS alike both use the same Guidebook, but ultimately choose their plan with different Choice Books, including the two samples posted.*)
- A recording of the **webinar** put on for the staff at **North American Medical Management, California (NAMM)** in Riverside County is now available on the [Provider Webinars](#) page.
- The slides from a **webinar** co-hosted by DHCS, MSSP, and the California Department of Aging (CDA) on the CCI is now available on the [Stakeholder Webinars](#) page.

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