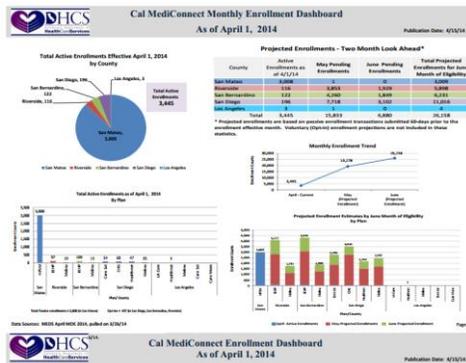


WEEKLY UPDATE

Coordinated Care Initiative Outreach Weekly Update



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](#).

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!

Armenian CCI Beneficiary Presentation in Los Angeles County

ԿԱՐԵՒՈՐ ԼՈՒՐ IMPORTANT NEWS

HZOR Center in coordination with
calduals.org invite you for

BENEFICIARY PRESENTATION

in Armenian language

Միացվե՛լ մեզի Coordinated Care Initiative-ի
ներկայացման՝ տրամադրուած California De-
partment of Health Care Services-ի կողմէ: Եկե՛ք
աւելի՛ն իմանալու՝ Cal MediConnect-ի եւ Medi-
Cal Managed Long Terms Services եւ Supports-ի

7/16 - Patients at **Hzor Adult Day Health Center** in Pasadena participated in a CCI presentation delivered in English, with the option to listen in **Armenian** via available headsets. This event was made possible by a sponsorship from the five participating Cal MediConnect plans in Los Angeles and **Pals for Health**, a local organization that provided the interpretive services. The event was promoted in local Armenian newspapers and throughout the community. Next week, Hzor ADHC will host a similar presentation sponsored by the Cal MediConnect health plans for the Arab community, with interpretive services provided in Arabic by Pals for Health.

Los Angeles County

- **7/16** - Spanish-speaking residents eligible for Cal MediConnect at **Concourse Court Senior Housing** learned about their enrollment options, notices, and other resources available to them while they go through the decision-making process of choosing a plan for Cal MediConnect or for MLTSS. Some residents had already received notices, which they had with them during the presentation. Residents learned that for enrollment or disenrollment they needed to contact HCO. Those who are still undecided were asked to call HICAP for one-on-one counseling.
- Residentes elegibles para participar en el Programa de Cal MediConnect recibieron una

Riverside / San Bernardino Counties

- **7/15** - The office and outreach staff for **Congressman Raul Ruiz** received a Train the Trainer presentation on the CCI. They learned about the enrollment timeline and eligibility for both Cal MediConnect and MLTSS, as well as the notices, HCO, and HICAP should they need further assistance. Following the presentation, the staff indicated they felt more confident about addressing constituents' questions about the program, or redirect them to HICAP or Health Care Options for further support.

presentación donde aprendieron sobre las opciones disponibles. Ellos aprendieron cómo inscribirse en el programa, cómo recibirán los avisos, y que hacer cuando reciba su formulario de inscripción. Algunos de ellos ya han recibido sus avisos. Los residentes aprendieron que beneficios estarán disponibles para ellos bajo el plan Cal MediConnect. También se les explicó que hacer si están listos para inscribirse en el programa, que sería llamar a HCO. Para los residentes que todavía tienen dificultades con su decisión se les explicó que pueden llamar a HICAP donde les aconsejaron sobre cuál es la mejor decisión para ellos.



Other Recent Events

On July 17, over 5,000 people participated in DHCS' third **Telephone Town Hall Meeting**, either over the phone or online. The meeting was broadcast in both English and Spanish. After the presentation, the speakers fielded two dozen questions from the audience, allowing participants to engage in a dialogue about the program. A link to the recording will be posted online once it becomes available.



On July 10, over 500 participants listened in on **DHCS' Quarterly Stakeholder Update Call**. During the first session, participants heard about changes to the Cal MediConnect enrollment notices, timelines, and implementation improvements. During the second session, staff from San Diego discussed how they integrated In-Home Supportive Services (IHSS) and how their efforts could provide a roadmap as to how to fully intergrate IHSS services with medical and managed care.

Follow these links to listen to both parts of the stakeholder update: [Part 1](#) | [Part 2](#)

Statewide

- **7/15** - Over 100 brokers and insurance agents from across California tuned in to **awebinar for insurance agents** for updates about the DSNP policy and general CCI overview information.

Alameda County

- **7/17 - Healthy Living Festival sponsored by the United Seniors of Oakland and Alameda County:** Hundreds of seniors who came to the event had the opportunity to learn about CCI information and take home some materials.
- **7/18 -** The Area Agency on Aging hosts the **Senior Roundtable Meeting** bi-monthly meeting to allow seniors and people who work with seniors to share important information and learn from valuable speakers. For more information about the next time this meeting convenes, please visit [this website](#).

Los Angeles County

- **7/14 -** Staff from **Promise Hospital** gathered at their **Suburban Medical Center Campus** to participate in a presentation on the CCI.
- **7/14 -** At a presentation for **SynerMed**, 30 members of their staff listened in on updates about the timeline and enrollment of the CCI. SynerMed has been working with physicians for over twenty years throughout Southern California, primarily in Los Angeles and the Inland Empire.
- **7/15 -** Over a dozen centralized billing office staff members at **Pomona Valley Health Centers & Premier Family Medicine** received training on the CCI as it applies to two counties. Their staff members work with six clinics in primary and urgent care across the counties of Los Angeles and San Bernardino. The group has also coordinated for their organizational partners to engage in three upcoming presentations.
- **7/16 -** During the **LA All-Plan Stakeholder meeting**, participants discussed Cal MediConnect's enrollment data, the upcoming Telephone Town Hall, and the nature of Regional Centers, Skilled Nursing Facilities, and conservators. They also discussed PACE, Independent Living Centers, outreach strategy, and updates from DHCS.
- **7/18 - Bellflower Manor** residents who are eligible for Cal MediConnect participated in a beneficiary presentation. They learned about the enrollment options, notices, and available resources (HCO, HICAP, Ombudsman).
- **7/18 -**The billing and administrative staff of **Norwalk Skilled Nursing** received a presentation on the CCI. They learned about the enrollment timeline, notices, and resources available to those eligible for the program such as HCO and HICAP. The staff also learned about how continuity of care will function under Cal MediConnect.
- **7/19 -** The **San Gabriel / Pomona Regional Center** and the five Los Angeles health plans sponsored a presentation.

San Diego County

- **7/14 -** Residents at **Columbia Towers Senior Apartments** participated in a CCI presentation, and many learned about Cal MediConnect and MLTSS for the first

time. They were also interested in PACE and learned about the criteria to qualify for St. Paul's PACE program.

- **7/15 - Filipino Press** staff met to discussed potential opportunities to connect with Filipino-Americans consumers and advocates to learn more about the CCI.

Santa Clara County

- **7/16 - Santa Clara County Stakeholder Meeting:** Members from both CCI health plans shared updates from program implementation in Southern California with representatives of the Alzheimer's Association, Mid Pen Housing, and other community partners. The agenda also included an outreach update, featuring presentation and events done through collaboration between ASC, Health Trust, the health plans, and the state.



Looking Ahead

*****All our outreach activities, including private events, are listed in this Update. Please email us for inquiries about attending an event that isn't linked.*****

Alameda County

- 7/25 - Alameda Alliance/Anthem Blue Cross Cal MediConnect Stakeholder Meeting: This stakeholder meeting meets on the 4th Friday of every month to discuss CCI outreach, implementation, and progress.

Los Angeles County

- 7/21 - Plan-sponsored presentation at Hzor ADHC (Arabic)
- 7/22 - White Memorial Medical Center
- 7/22 - Providence Gardens
- 7/22 - California Senior Plaza (Spanish)
- 7/23 - Telacu Health Fair
- 7/23 - Jewish Home
- 7/23 - [Allied Physicians and Alhambra Hospital](#)
- 7/24 - Long Beach Health Collaborative
- 7/24 - Pomona Health Center webinar 1
- 7/25 - High Desert Medical Group
- 7/25 - Sherman Oaks Senior Housing (Russian)
- 7/28 - Glendale Memorial Hospital and Health Center
- 7/29 - Pomona Health Center webinar 2
- 7/30 - [Silver Lake Medical Center Provider Outreach and Education Meeting](#)
- 7/31 - LA Communications workgroup meeting

Riverside / San Bernardino Counties

- 7/24 - Reche Canyon Regional Rehabilitation Center

- 7/29 - CCI Stakeholder Advisory Committee
- 7/31 - SynerMed staff training

San Diego County

- 7/22 - La Jolla Nursing and Rehabilitation staff training
- 7/23 - St. Paul's PACE training for enrollment specialists and social workers
- 7/29 - Deaf Community Services of San Diego, Inc. presentation with ASL interpreter
- 7/29 - UPAC staff training
- 7/30 - North Clairemont City Library training for staff
- 8/15 - Linda Vista City Library training for staff

San Mateo County

- 7/24 - CCI overview presentation for San Mateo County Long-Term Care Ombudsman Volunteers

Santa Clara County

- 7/19 - SVILC Disability Pride Parade and Resource Fair - CCI information will be distributed to participants
- 7/22 - Seniors are welcome to come dressed in their best for Eastside Neighborhood Center's Senior Photo Day, at 2150 Alum Rock Ave. San Jose, CA 95116 from 10 am to 1 pm. While seniors wait for their photo, there will be health resources and CCI outreach educators available for questions and information
- 7/22 - Santa Clara Communications Committee Biweekly Meeting

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

- CalDuals now has a [CCI information page for beneficiaries entirely in Spanish](#), with frequently asked questions and links to all our Spanish language materials. Find it linked below the CalDuals logo on every page.
- A draft [Physician Toolkit](#) has been posted to CalDuals (also linked in the Providers section of the [Outreach Toolkit](#)). Stakeholders are encouraged to comment on its contents and submit those edits to info@calduals.org by **Friday, July 25**.
- Find **sample disenrollment notices** on our [Enrollment Materials](#) page.
- The **Department of Managed Health Care** will host several **webinars** designed to support people who work with elderly and disabled populations in making informed choices about their health care. The webinars will occur on July 21, 22,

23, and 24 and are designed for organizations which provide information and guidance to:

- individuals to help them understand and receive community services including healthcare,
- people with disabilities and their families to obtain needed support services and access to home and community services, and
- seniors and their families to understand complex home and community-based services. To find out more about these webinars, [read their fact sheet](#).

Additionally, DMHC has also created several fact sheets and a brochure to help people over 65 or living with a disability understand their health care choices. Read more about these resources by [reading this fact sheet](#).



Stay Connected



For More Information Visit
www.CalDuals.Org

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