

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!

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!

Multiple Outreach Events in Riverside and San Bernardino Counties

7/8, 7/9, 7/10 - Over 45 volunteers who participate in the **Senior Companion Program** received a training about the CCI during their monthly meeting. 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



Senior Companion Program volunteers

can better assist the seniors they serve with and help them make informed choices about their health coverage. Also last week, residents eligible for Cal MediConnect at the **San Marino Senior Apartments** also learned about their enrollment options, the Choice Form, and HCO / HICAP. The presentation was provided in both English and Spanish. Later, participants at the **Casa de la Vista Resource Fair**, "A Better Life, A Better You", received resources with contact information for the participating Cal MediConnect plans

in their county as well as information for HICAP, HCO, and the Ombudsman Program. Participants also had the opportunity to have their CCI-related questions answered at the Cal MediConnect table.



Alameda County

7/11 - Staff members of the **Deaf Counseling, Advocacy, and Referral Agency (DCARA)**, the deaf community resource center for the Bay Area, hosted a CCI Train the Trainer session with ASL interpretation. Staff members enjoyed the opportunity to ask questions about the different options available to individuals. They were thrilled to learn about the Cal MediConnect plans' commitment to covering ASL interpreter services for medical appointments. DCARA staff also expressed interest in having a CCI presentation done for deaf and hard-of-hearing seniors whom they serve, so that their clients have an opportunity to ask their questions as well.



San Diego County

7/10 - Through a partnership between the **San Diego Police Department** and **UPAC**, Vietnamese-speaking consumers participated in a CCI presentation in their native language. Both organizations hosted the monthly meeting to help consumers access information about changes in their community. The presentation covered what consumers needed to do as far as making a choice about Cal MediConnect or MLTSS.

Thông qua sự hợp tác giữa Sở Cảnh sát San Diego và UPAC, người tiêu dùng nói-Việt Nam tham dự một bài thuyết trình CCI trong ngôn ngữ mẹ đẻ của họ. Đây là buổi họp hàng tháng để giúp cho những thành viên hôm nay hiểu được những thông tin thay đổi trong cộng đồng có ảnh hưởng đến đời sống của họ. Trình bày được những gì người tiêu dùng cần phải làm như xa như thực hiện một sự lựa chọn về Cal MediConnect hoặc MLTSS.



Other Recent Events

July Quarterly Stakeholder Update Call



7/10 - Last Thursday, over 500 participants listened in on the **July Quarterly Stakeholder Update Call**, hosted by the **Department of Health Care Services (DHCS)**. 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 integrate IHSS services with medical and managed care.

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

Alameda County

- **7/11** - Business and administration staff from **Windsor Skilled Nursing Facilities** in several counties across California joined a CCI webinar presentation to learn more about the changes to delivery of long-term services and supports for the Medi-Cal patients they serve.

Los Angeles County

- **7/7** - At **Culver City Senior Center**, 14 Medicare and Medi-Cal beneficiaries attended a CCI presentation for consumers.
- **7/9** - Over a dozen residents of **the Adams Building** participated in a tri-lingual presentation about CCI. In addition to the English presentation, interpreters delivered the information in both Spanish and Korean.
- **7/9** - In partnership with **Care1st** health plan, more than 30 residents at **Carson Adult Day Health Center** partook in a CCI presentation.
- **7/10** - At this month's **Communications Workgroup Meeting**, attendees provided updates on pharmacy outreach and further discussed outreach to IHSS, CBAS, Area Agencies on Aging and behavioral health groups.
- **7/10** - Billing, nurses, and front office staff at **Bienvenidos Clinic** participated in a presentation about the CCI. Participants learned about the enrollment timeline, notices, and the resources available for their clients such as HICAP and HCO should they come to their office with questions.

San Diego County

- **7/10** - Seniors at **La Mesa Enrichment Center** participated in a CCI presentation, learning about the benefits of coordinated care, resources available to them, and the notice process.

- **7/11** - Pharmacists and staff members from **Ron's Pharmacy** received a training about the CCI. Participants learned that consumers receive their Medicare Part D prescription drug coverage as part of Cal MediConnect. Additionally, a default Part D plan called LINET covers consumers during any transition time moving between plans to ensure all consumers have medication coverage. They also learned about the importance of the notice process and enrollment timelines so consumers could make timely, informed decisions.

Santa Clara County

- **7/9** - Attendees of the **bi-weekly Santa Clara Communications Committee Meeting** continued to compile outreach materials for distribution to skilled nursing facilities in the county.



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

- 7/15 - [CCI Overview Webinar for Insurance Brokers and Agents](#)
- 7/17 - [Telephone Town Hall Meeting](#)

Alameda County

- 7/25 - Alameda Alliance for Health / Anthem Blue Cross Cal MediConnect Stakeholder Meeting

Los Angeles County

- 7/14 - Promise Hospital Suburban Medical Center Campus
- 7/14 - SynerMed
- 7/15 - [LAAAC/NSCLC training](#)
- 7/16 - Hzor AHDC - Armenian, plan-sponsored
- 7/16 - Concourse Court Senior Housing
- 7/16 - LA all plan stakeholder event
- 7/17 - Care1st Resource Center (Spanish)
- 7/18 - Norwalk Skilled Nursing
- 7/19 - San Gabriel/Pomona Regional Center and plan sponsored presentation
- 7/21 - Hzor ADHC - Arabic, plan-sponsored
- 7/21 - Sherman Oaks Senior Housing (Russian)
- 7/22 - White Memorial
- 7/22 - Providence Gardens
- 7/23 - Telacu Health Fair
- 7/23 - Jewish Home
- 7/24 - Long Beach Health Collaborative
- 7/23 - [Allied Physicians and Alhambra Hospital CCI event](#)
- 7/28 - L.A. Care CCI presentation for community leaders

Riverside / San Bernardino Counties

- 7/15 - CCI training for outreach staff of Rep. Raul Ruiz
- 7/24 - Reche Canyon Regional Rehabilitation training

San Diego County

- 7/14 - Columbia Towers Senior Apartments presentation for residents
- 7/17 - Novartis training for staff
- 7/22 - La Jolla Nursing and Rehabilitation training
- 7/23 - St. Paul's PACE training for enrollment specialists and social workers
- 7/29 - Deaf Community Services presentation
- 7/29 - UPAC staff training in National City

San Mateo County

- 7/24 - CCI Overview Presentation for Ombudsman Program in Redwood City

Santa Clara County

- 7/22 - Eastside Neighborhood Center Senior Picture Day: Seniors are welcome to come to Eastside Center from 10am to 1pm for a fiesta complete with a photo session! CCI handouts and educators will be available to answer questions amid the celebration.

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

- **Revised Cal MediConnect notices** have been posted on CalDuals' [Enrollment Materials](#) page.
- CCI fact sheets in **Arabic, Spanish and Tagalog** are now available on the [San Diego County](#) page.
- **CCI fact sheets** and **PowerPoint presentations** in **Spanish** have been posted on the [Riverside County](#) and [San Bernardino County](#) pages.
- Find an **Enrollment Issues Tracker** section on the [Enrollment Information](#) page of CalDuals.

*Correction: Previous versions of our fact sheets included a phone number for **Health Net's Medi-Cal plan** that was incorrect. The number is actually **1-800-327-0502** and the change has been reflected on all fact sheets currently available on CalDuals.org.*



As a reminder:

- To talk to a health insurance counselor for free about your choices, call the **Health Insurance Counseling & Advocacy Program (HICAP)** at **1-800-434-0222**.
- To make an enrollment choice, such as changing your health plan or disenrolling from a health plan, call **Health Care Options** at **1-844-580-7272 (TTY 1-800-430-7077)**.
- To get free help with Cal MediConnect plan problems and complaints, call the **Cal MediConnect Ombudsman Program** at **1-855-501-3077 (TTY 1-855-847-7914)**.

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www.CalDuals.Org

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CalDuals | 1501 Capitol Ave | Sacramento | CA | 95814