

# WEEKLY UPDATE

Coordinated Care Initiative Outreach Weekly Update

## Beneficiary Pages in Other Languages Now Available

Informational webpages about the Coordinated Care Initiative are now available in [Armenian](#), [Traditional Chinese](#), [Korean](#), and [Russian](#). Find links to those at the top of every page on [CalDuals.org](#). (Information pages in other languages will be added in the next few weeks.)



### Events This Week in CCI Outreach

Would you like to have a CCI presentation or Train the Trainer for your staff or 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](mailto:info@calduals.org) - we'll include it!

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[Faith Groups in San Bernardino County Learn About the CCI](#)



**9/27 - Our Lady of Lourdes church** in Montclair held a **Health & Wellness Fair** sponsored by two San Bernardino Archdiocese groups - **Filipino Ministry** and **The Asian Pacific Ministry group**. During the fair, 19 attendees took part in a one-hour presentation about new health care options under the CCI, including seniors, senior center coordinators, doctors, medical association members, and family caregivers. Afterward, there was also a CCI information booth available during the health fair, and Spanish interpreters were on site to answer questions. The event was attended by 55 people whom also participated in blood pressure screenings, Tai Chi and Zumba exercises, and a free acupuncture session.



### Los Angeles County

**9/26** - In an all-day educational event, 66 clinical staff, CBOs, advocates and other participants at an event sponsored



### Alameda County

**9/24 and 9/25** - CCI educators set up a table with fliers in English, Spanish, Chinese, and Vietnamese at **Second**

by **Care1st Health Care** received a training on the Coordinated Care Initiative. Participants learned about enrollment, how care coordination will benefit both consumers and providers, continuity of care, as well as the resources available to help those eligible to participate in the program. For many attendees it was the first time hearing about Cal MediConnect. They had questions about Continuity of Care, enrollment, and billing.

**Harvest Food Bank's Senior Brown Bag distribution** hosted by **Boxer's Mayfield** on Tuesday, and at **Yu Ai Kai** on Wednesday. At these events, seniors had the opportunity to ask questions about when notices will arrive and how to enroll.



## Other Recent Events

### Statewide

- **9/24** - Members of the **California Rheumatology Alliance** participated in an educational webinar aimed at informing physicians about the CCI. Members learned about the program, how it impacts their practices and patients, and new Continuity of Care policy revisions. Attendees expressed that the revisions were helpful and understanding them was important for their members and other physicians in general.

### Alameda County

- **9/23** - The **Commission on Aging** hosted a **Volunteer Appreciation Day** for all those who contributed to the Healthy Aging Fair in August, as well as the group's many other events. At the celebratory luncheon, volunteers listened to a brief update on the Coordinated Care Initiative in Alameda, and learned about the continued outreach efforts to community-based organizations and providers.
- **9/26** - At the **Alameda County Stakeholders' Meeting** this Friday, Alameda Alliance announced the closure of its CompleteCare SNP plan, a change in coverage which will impact duals. The health plans also gave CCI-specific updates for the attending community-based organizations about lessons learned from CCI implementation in LA.

### Los Angeles County

- **9/23** - English and Russian-speaking residents at **Sierra Bonita, West Hollywood Community Housing Corporation** got their questions answered regarding Cal MediConnect's transportation benefit, costs and copays, and gained additional resources for patient advocacy.
- **9/23** - The **L.A. Access to Health Care Coalition** received a presentation about the CCI. The Coalition gathers over 40 community based organizations, insurance companies, healthcare providers and other public agencies committed to improving the quality of health care services.

- **9/23** - Over 70 behavioral health directors, supervisors, administrative staff and providers of **Tarzana Treatment Centers** participated in a CCI presentation. The group learned about care coordination, continuity of care and billing under the CCI. The participants were also made aware of the participating CCI counties and their respective health plans. Tarzana Treatment Centers is a community-based, non-profit organization providing integrated health care that includes behavioral health, primary medical care, mental health and addiction treatment.
- **9/24** - Social workers, front office staff, physical therapists, billing and administrative staff at **Inland Valley Care & Rehabilitation Center** participated in a Coordinated Care Initiative presentation. The interactive presentation allowed for questions and concerns to be addressed by this nursing facility staff. Inland Valley Care & Rehabilitation Center is a skilled nursing facility in Pomona, and they provide a combination of specialized therapy services and skilled nursing care.
- **9/24** - Staff from the **Care Transition and Coordination Program at Hollywood Presbyterian Hospital, Citrus Valley Medical Center, and White Memorial Medical Center** participated in a presentation about the Coordinated Care Initiative. Participants learned about billing, how care coordination will function under the CCI, LTSS coordination, and when to contact health plans should they have any questions related to the program.
- **9/24** - Twenty-five administrative staff, intake department and medical providers at **Silver Lake Medical Center** learned about the CCI during a presentation. Participants were interested in the enrollment process for beneficiaries, the continuity of care provision and how care coordination operates under the CCI. Silver Lake Medical Center provides inpatient medical-surgical services as well as a wide array of outpatient services, including same day surgery, radiology, laboratory services, cardio diagnostics, GI lab, and physical rehabilitation.
- **9/25** - Dual eligible beneficiaries at **La Fetra Center** participated in a presentation about the Coordinated Care Initiative. They learned about the enrollment process, how to fill out the choice form, and what resources were available should they have any additional questions. Participants had questions about how to keep their providers, how to find other presentations about Cal MediConnect that they could attend, and who to call for more help once family members receive their notices.
- **9/25** - Patrons of the **El Sereno Library** participated in a presentation about the Coordinated Care Initiative. They learned about the options available to them under Cal MediConnect as well as who to call for enrollment and additional help. Participants were also given material with information about the resources available for them for further assistance.
- **9/25** - During the **LA Communications Group**, 16 Individuals representing the Cal MediConnect health plans, as well as other organizations, met to discuss outreach activities to ethnic communities and providers in the county. Future avenues for outreach were also discussed.

- **9/26 - Courtyard at La Brea, West Hollywood Community Housing Corporation**, received a CCI presentation in both English and Russian, following a Rosh Hashanah tradition of sweet apple and honey, and pomegranate. Residents learned that Cal MediConnect is an optional program, and there are several health care options in which to chose from.
- **9/27** - Seniors and their family members at **Pacific IPA** learned about the Coordinated Care Initiative's enrollment options, next steps to take once the choice form has been received, and how to fill out the form. Many of the families had questions about keeping existing providers, choosing a plan, and the details of the possible benefits of Cal MediConnect. Families were referred to HICAP for counseling help. Those ready to make a choice were referred to HCO.

#### Riverside / San Bernardino Counties

- **9/24** - At a **UDW Open House**, IHSS care providers stopped in at a booth devoted to information about the CCI. People were able to ask about their individual concerns about how the change will impact their IHSS clients and love ones. They learned that Medi-Cal will now be either under Molina or Inland Empire Health Plans (IEHP).
- **9/25** - At a **UDW Open House** and a **corresponding CCI presentation**, IHSS care providers learned about the CCI and how the changes will affect their IHSS beneficiaries. They heard about Cal MediConnect and how the care coordinator can play a key role in advocating for their client's medical needs and services.

#### San Diego County

- **9/22 and 9/24 - County IHSS care providers** participated in a presentation about the CCI, learning about enrollment options and how to find providers in Cal MediConnect plans. They also received important fact sheets and notices to share with their IHSS beneficiaries. Caregivers were relieved to learn that their hours will not be impacted by the transition to managed care plans.
- **9/23 and 9/24** - About 40 **Healthy San Diego (HSD) Health Care Options staff members**, including managers, supervisors and other staff, participated in webinars about the CCI. They discussed the revised choice form and enrollment data, and learned about the importance of care coordination and its correlation with increased quality of care.
- **9/26** - Staff at **Linda Vista Library** received a presentation on the CCI. The majority of the patrons in this branch are Vietnamese speakers, and participants received educational materials in English, Spanish and in Vietnamese.

#### Santa Clara County

- **9/22 - 9/24** - Three Mid Pen properties, Grinzton Plaza, Shorebreeze Apartments, and Monte Vista Apartments, hosted CCI educational events for Russian and Mandarin-speaking residents. Russian and Mandarin interpreters took turns translating questions and answers about when seniors will be able to join the program, what benefits the program will provide, and how to see if their providers are part of the Cal MediConnect networks. More than 100 people attended the three events in total.
- **9/24** - The **Aging Services Collaborative meeting** featured CCI Updates with Amber Cutler from NSCLC and panelists from Anthem Blue Cross,

OnLok Lifeways, Santa Clara Family Health Plan and Bay Area Legal Aid (Cal MediConnect's Ombudsman provider in Santa Clara).

- **9/26 - The Santa Clara County chapter of the California Association of Health Facilities** held a meeting in San Jose. Staff from more than 40 facilities listened to a detail overview from Joe Diaz, CAHF Regional Director, as well as an update about CCI outreach in Santa Clara county. Attendees picked up informational fliers about Cal MediConnect in English, Spanish, Vietnamese, and Chinese for their colleagues and residents.



## 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.\*\*\***

## Sabor de Mexico Lindo

17th Annual Family Health Fair

October 3rd, 4th and 5th

Pacific Blvd., between Florence Ave. to Randolph St.

### Statewide

- 10/16 - [Telephone Town Hall Meeting](#)
- 10/21 - [CCI Stakeholder Call](#)

### Los Angeles County

- 9/29 - University of California, Los Angeles (UCLA) presentation for case managers, registration staff, and member services
- 9/30 - Western Insurance Marketing Corp.
- 9/30 - AppleCare Cudahy Senior Center
- 10/3 - Hayworth House, West Hollywood Community Housing Corp. (English, Russian)
- 10/4 - 10/5 - [Annual Festival of Philippine Arts and Culture](#) - public event
- 10/4 - [FFSC Health and Wellness Fair](#) - public event
- 10/7 - California State University Los Angeles (CSULA)
- 10/9 - Resource Fair at Pasadena Senior Center
- 10/10 - Train the Trainer presentation at Heritage Clinic
- 10/10 - Club McMillan Senior Center (Spanish)
- 10/11 - Park Mesa Heights Community Council
- 10/11 - [Para Latino Clinic: Senior Appreciation and Educational Event \(English, Spanish\)](#) - public event
- 10/16 - Pico Wooster Senior Housing
- 10/18 - [Centinela Hospital Medical Center and City of Inglewood Public Works Dept. Health Fair](#) - public event
- 10/18 - [Taste of Soul](#) - public event
- 11/9 - Presentation to Physician Members of Philippine Medical Association of Southern California

### Riverside / San Bernardino Counties

- 10/11 - [Golden Future 50+ Senior Expo at NOS Events Center](#) - public event
- 10/14 - Park Parthenia Resident Community Health Fair in Northridge
- 10/23 - County of Riverside Department of Public Services (DPSS) Adult Services staff training

### San Diego County

- 9/30 - North County Food Policy Council Hunger Action Month gathering
- 10/6 - Vista Community Clinic staff training
- 10/11 - [Central Library Health Fair](#) - public event
- 10/16, 10/30 - Long-Term Care Ombudsman of San Diego County training for staff senior members
- 10/18 - [Kalusugan Community Services, Filipino American Wellness Center's Economic/Resource Fair with CCI presentation](#) - public event
- 10/24 - LeadingAge of CA-San Diego Chapter CCI training to members
- 10/25 - North University Community Library Health Fair - public event
- 10/25 - 10/28 National PACE Association conference and CCI presentation

### Santa Clara County

- 10/3 - Second Harvest Food Bank Senior Brown Bag Distribution at Cry Out Christian Fellowship
- 10/4 - [11th Annual Gilroy Community Health Fair](#) - public event
- 10/7 - Second Harvest Food Bank Senior Brown Bag Distribution at Mountain View Senior Center
- 10/9 - Second Harvest Food Bank Senior Brown Bag Distribution at Southside Senior Center in San Jose
- 10/15 - Vietnamese Senior Health Fair at Tully Library

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

- New **Cal MediConnect enrollment data** is available on the [Enrollment Data](#) page.
- Documents related to **D-SNP**, including **Alternative ANOC for Renewing DSNPs (both COHS and non-COHS)**, along with a **Termination Notice for Non-Renewing DSNPs**, are posted under '[DSNP documents](#)' under the Enrollment Materials page.



**Stay Connected**



For More Information Visit  
[www.CalDuals.Org](http://www.CalDuals.Org)