

WEEKLY UPDATE

Coordinated Care Initiative Outreach Weekly Update



October CCI Stakeholder Update Call

In an effort to continue the dialogue with stakeholders about the implementation of the Coordinated Care Initiative, the Department of Health Care Services has scheduled the next monthly stakeholder update call for October 21, 2014.

The upcoming call will cover January CCI enrollment and new funding for the Cal MediConnect Ombudsman program. DHCS also hopes to hear questions and feedback from stakeholders on how implementation of the CCI is going in their local counties. Below, find information about the call along with a registration link.

- Date: Tuesday, October 21st
- Time: 1:00 pm - 2:00 pm
- Registration: [Click here to register](#)
- Materials: [January enrollment numbers](#) | [Ombudsman Funding Information](#)

DHCS appreciates stakeholder interest and engagement as we work on this important initiative. Please send questions and/or comments to info@calduals.org.

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 - we'll include it!

[Golden Future 50+ Expo in San Bernardino County](#)

10/11 - At the **Golden Future 50+ Senior Expo** at **San Bernardino's National Orange Show Events Center**, attendees learned more about Cal MediConnect's model of integrated care amongst Medicare and Medi-Cal benefits and services. The event had opportunities for health screenings, workshops, activities, entertainment, and a mini job fair. The Golden Future 50+ Senior Expo Series are events for baby boomers and seniors, and prime opportunities to reach 1500-2000+ seniors, caregivers and other professionals working in the aging industry.



[Learn about future Golden 50+ Expos in Southern California by clicking here.](#)



Los Angeles County

10/10 - During the food distribution event sponsored by both **Search to Involve Pilipino Americans** and faith-based **Crusaders for Christ Baptist Church** in Historic Filipinotown in Los Angeles, CCI informational fliers were made available in several languages for the people regularly served by this weekly program. An outreach coordinator was also available for any questions regarding new healthcare options.

10/11 - Members of the **Park Mesa Heights Community Council** participated in a presentation about the Coordinated Care Initiative during their monthly board meeting. The educational material covered the options available to eligible participants as well as the resources available to them should they have any other questions. Council members were also given information about whom to contact should they want to schedule similar presentations for the organizations they represent. Park Mesa Heights advocates for more than 46,000 residents within their boundary area, and the board includes representatives from residential associations, schools, businesses, and other local organizations.

Other Recent Events

Information Distributed at Pasadena Health Resource Fair



10/9 - Attendees at the **Pasadena Resource Fair** received informational material about the CCI. Many of those who attended the fair came prepared with their blue envelopes. Many had questions about enrollment and what they could do to keep their providers. Those who were ready to make a decision were referred to HCO, and those who needed more help in making a decision were referred to HICAP.

Alameda County

- **10/8** - Twelve staff of **Eden Information & Referral**, Alameda County's 211 provider, participated in a CCI in-service training. The presentation included the general overview information about when and how CCI changes will impact county residents. Participants also discussed the challenges of working with homeless and transitioning populations that may not be living at one address when the letters of enrollment for Cal MediConnect and MLTSS plans are sent.

Los Angeles County

- **10/7** - Graduate students from the **California State University Los Angeles School of Social Work** participated in a presentation about the CCI. These students wanted to learn about the CCI in order to assist individuals in the community who may have received notices about Cal MediConnect. During the presentation they learned about the enrollment options available, continuity of care, the Health Insurance Counseling and Advocacy Program (HICAP), Health Care Options (HCO), and the Cal MediConnect Ombudsman.
- **10/8** - Seventeen sub-acute medical staff, case management, billing and administrative staff from **Providence Holy Cross Medical Center in San Fernando Valley** participated in a CCI presentation, followed by a presentation in both English and Spanish for 12 beneficiaries and their families. Participants had an opportunity to ask questions and received fact sheets with more information about the CCI. Providence Holy Cross Medical Center offers both inpatient and outpatient health services, including a Cancer Center, a Heart Center, Orthopedics, Neurosciences and Rehabilitation Services, Women's and Children's Services, and Level II Trauma Center.
- **10/10** - Residents of **McMillan Housing** participated in a Cal MediConnect information session. Those present learned about their enrollment options as well as what to do once they receive their notices. They were also given materials with contact information for HICAP, HCO and the Cal MediConnect Ombudsman program to use should they need additional assistance.

- Residentes de **McMillan Housing** participaron en una presentación sobre La Iniciativa de Atención Médica Coordinada. Ellos aprendieron sobre las opciones disponibles en Cal MediConnect y que deben hacer cuando reciban sus sobres azules. También recibieron material que incluye números telefónicos de los planes de salud, Health Care Options, HICAP, y el programa de Ombudsman de CalMediConnect. Ellos pueden usar estos recursos como apoyo adicional durante el proceso de inscripción.
- **10/10** - Residents of **Bonnie Brae Village housing complex** received a presentation about the CCI. They also received informational materials with contact information for the participating health plans, HICAP, Health Care Options, and the Cal MediConnect Ombudsman.
- Residentes de **Bonnie Brae Village** participaron y recibieron materiales informativos sobre La Iniciativa de Atención Médica Coordinada (CCI) que podrán usar cuando reciban sus sobres azules. Este material incluye números telefónicos de los planes de salud, Health Care Options, HICAP, y el programa de Ombudsman de CalMediConnect. Ellos pueden usar estos recursos como apoyo adicional durante el proceso de inscripción.
- **10/10** - During an all-staff retreat for **Heritage Clinic** at Monrovia Canyon Park, 45 staff members learned about new health care options under the CCI and how they could participate as "in-network" providers. Participants included administrative, clinical, and billing staff; human resources, payroll and accounting; and clinicians like case managers, psychologists, Licensed Marriage and Family Therapists, Licensed Clinical Social Workers, psychologists, clinical directors, program directors, and more.
- Personas en la **Feria Educativa Para Latinos** en Paramount recibieron material informativo sobre la CCI. El material informativo contiene información sobre las organizaciones como HICAP, HCO, y los planes de salud participando en Cal MediConnect. Una Promotora de educación sobre la iniciativa estuvo presente para contestar las preguntas de las personas que llegaron a la feria.

Riverside / San Bernardino Counties

- **10/7** - During the community meeting held by **Inland Empire Concerned African American Churches** at **San Bernardino's New Hope Family Life Center**, 22 community members serving in churches, non profit organizations, the school district, and private and public sectors took part in a CCI presentation. Members of this group included a HICAP counselor who invited the presenter to participate in an upcoming Annual Community Wellness & Resource fair next month at the same location.
- **10/9** - Two CCI presentations (one in English, and one in Spanish) were held at **Dino Papavero Senior Centre, Elderly Housing Development & Operations Corporation** in Fontana. Presentations were part of a collaborative effort to showcase options in health care, like Cal MediConnect, with Inland Empire Health Plan (IEHP), and InnovAge's Program of All Inclusive Care for the Elderly (PACE).

San Diego County

- **10/6, 10/7, and 10/8** - About 150 **IHSS care providers** learned about the CCI program for the first time and were given educational materials, including information on how to find a provider and additional resources on whom to contact with additional questions.
- **10/10** - Ten enrollment counselors at **Vista Community Clinic** participated in a presentation about the CCI. They were excited to learn about Cal MediConnect

and how to assist consumers who need supports and guidance on the enrollment process.

- **10/11 - Central Library** hosted a **health fair** in the downtown area of San Diego. This public event offered free diabetes and high blood pressure screenings to all patrons, as well as fliers about the CCI program.

Santa Clara County

- **10/9 - Southside Senior Center** in San Jose hosted a CCI information table during their weekly **Second Harvest Food Bank Senior Brown Bag distribution day**. Seniors asked questions about the new MLTSS and Cal MediConnect plans available in January, and got to see examples of the 90-day notice. They also had take-away materials available in Spanish, Chinese, and Vietnamese.
- **10/9 - Paulson Park** welcomed a second CCI training for individuals who could not attend the previous training, and for those who needed Russian interpretive services. The presentation covered general program and timeline information, and many seniors found it helpful to bring in mailed materials, from CCI programs and from open enrollment advertising, to ask questions about what health care options are available.
- **10/10 - HICAP volunteers** included CCI health plans in their annual **pre-open enrollment Medicare training**. While Medicare Advantage plan representatives presented on changes in plan coverage, a CCI outreach coordinator reviewed the Cal MediConnect program's benefits. She also led a discussion about the care coordination system, and the notice process. The counselors also had the opportunity to ask questions to each of the health plans about their networks.



Looking Ahead

*****All our outreach activities, including private events, are listed in this Update. Please email us about attending events that aren't linked below. All presentations are given only in English unless an additional language is noted. *****

Statewide

- 10/16 - [Telephone Town Hall Meeting](#) - Intended for people who have received their second (60-day) notices, Guidebook and Choice Book. If you don't receive a reminder call on October 14, listen in via the internet for free. Follow the link above. (This is a public event.)

Los Angeles County

- 10/14 - Parthenian Park low-income housing Health Fair in Northridge
- 10/16 - Beneficiary presentation for residents at Pico Wooster Senior Housing, LA affordable 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
- 10/21- Beneficiary presentation at Florence/Firestone Service Center in Compton (Spanish)

- 10/21 - Beneficiary presentation at the Mexican American Opportunity Foundation (MAOF) in Montebello (Spanish)
- 10/23 - Beneficiary presentation at the Care1st Resource Center in Huntington Park (Spanish)
- 10/25 - [Coordinated Care Initiative Town Hall Presented by Advocates for African American Elders \(AAAE\)](#) - public event
- 10/30 - Beneficiary presentation at Grancell Village, Reseda
- 10/30 - LA Communications Group Monthly Meeting

Riverside / San Bernardino Counties

- 10/14 - Park Parthenia Resident Community Health Fair in Northridge
- 10/16 - Train the Trainer presentation for HICAP counselors in Rancho Cucamonga
- 10/23 - IEHP networking luncheon for CBOs, advocates, and other community organizations
- 10/24 - Train the Trainer presentation for HICAP counselors at Beaumont Senior Center
- 10/28 - Staff training at County of Riverside Department of Public Social Services Adult Services
- 11/15 - [Annual Community Wellness & Resource Fair](#) - public event

San Diego County

- 10/13-10/15 - County IHSS care providers' CCI introduction
- 10/16 - Long-Term Care Ombudsman of San Diego County training for staff senior members
- 10/16 - Meals on Wheels staff training on the CCI program for volunteers to connect with consumers
- 10/18 - Kalusugan Community Services, Filipino American Wellness Center's [Economic/Resource Fair with CCI presentation](#) - public event
- 10/21 - Shea Family training for staff members
- 10/25 - [North University Community Library Health Fair](#)- public event
- 10/25-10/29 National PACE Association conference and talks about the CCI outreach with PACE
- 10/30 - Long-Term Care Ombudsman of San Diego County training for staff senior members
- 11/13 - UDW event with Public Authority and CCI informational booth provided for care providers and consumers
- 11/20- UDW quarterly care providers' meeting with CCI informational booth in Chula Vista
- 11/21- San Diego African Community Tea and Talk presentation for consumers and family members

Santa Clara County

- [Day on the Bay: A Multicultural Festival, sponsored by Supervisor Dave Cortese & Santa Clara County Parks](#) - public event (health plans, no CCI outreach)
- 10/13 - The Fountains Apartments
- 10/14 - Presentation at Yu-Ai Kai Senior Center
- Vietnamese Senior Health Fair
- 10/16 - Santa Clara Senior Nutrition Program
- 10/16 - Healthcare Stakeholder's Committee

- 10/18 - [Open Air Health Fair sponsored by Health Trust](#) - public event (health plans, no CCI outreach)
- 10/22 - Presentation for Villa Siena
- 10/23 - County of Santa Clara - Senior Wellness Fair
- 11/2 - American Diabetes Health Fair

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

- A new **All Plan Letter** about Care Coordination Requirements for Managed Long-Term Services and Supports is available through the [Plan Letters](#) page.
- Learn more about [Continuity of Care](#) by clicking the corresponding button on the home page.
- A second [news segment about the CCI](#) is available on the [Vietnamese](#) language page.
- Informational webpages in [Khmer](#) and [Farsi](#) are now available on CalDuals.org. Find them linked above the red bar on every page.
- **All fliers for Alameda and Santa Clara Counties** have been updated.

Stay Connected



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www.CalDuals.Org