

WEEKLY UPDATE

Coordinated Care Initiative Outreach Weekly Update



Now Available: Recording of 10/21 Stakeholder Update

If you weren't able to join DHCS for October's CCI Stakeholder Update Call, a recording of it has been posted online. Below you'll find a links to the recording and to the materials that were covered during the call.

- [Recording of the call](#)
- [Materials](#)

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!

Los Angeles: Association of Black Women Physicians Learns about the Coordinated Care Initiative

10/26 - Providers from the **Association of Black Women Physicians** and other stakeholders took part in a presentation about the Coordinated Care Initiative (CCI). The forum provided information and clarification about the implementation of the CCI and the changes for dually eligible beneficiaries. The event was sponsored by UCLA Black Alumni, Network of Ethnic Physician Organizations, LA Medical Association, Charles Drew Medical Society, USC Black Alumni, and affiliated student organizations.



Santa Clara County

10/26 - Student volunteers from the **University of the Pacific School of Pharmacy** answered questions about Part D prescription drug coverage plans for 300 seniors in San Jose on Sunday morning. The event also featured information about Cal MediConnect and the Part D notices beneficiaries may receive when they change their coverage from regular Medicare to Cal MediConnect. Materials and resources



Los Angeles County

10/21 - Thirty-five dual eligibles from the **Mexican American Opportunity Foundation** learned more about Cal MediConnect during presentations given in Spanish. Those present learned about their enrollment options as well as what to do once they receive their notices. Materials in Spanish with contact information for HICAP, HCO and the Cal MediConnect Ombudsman program were provided to attendees.

were available in Chinese, Vietnamese, Spanish, and English.



Other Recent Events

Statewide

- **10/21** - DHCS held **October's CCI Stakeholder Update Call**. Over three hundred stakeholders participated on this month's call. January enrollment and the Cal MediConnect Ombudsman program were the main topics for the call. Stakeholders asked many questions and expressed concerns and gave feedback about their experiences with the CCI.
- **10/21** - A physician targeted webinar was provided for members of the **California Medical Association (CMA)**. The webinar covered parts of the CCI that are important for physicians to understand including new revisions to the continuity of care policy.

Alameda County

- **10/24** - At the **Alameda County Stakeholders Meeting**, the Senior Services Coalition announced that the Alameda Communications Committee will be offering a series of webinars about the CCI in Alameda, Cal MediConnect, and the closure of Alameda Alliance's CompleteCare DSNP. The webinars are intended to provide seniors and service providers with the most current and relevant information about these changes.

Los Angeles County

- **10/21** - Twenty-eight beneficiaries at **Florence / Firestone Service Center** in Compton took part in presentations about the CCI in English and Spanish. Participants learned about their enrollment options for Cal MediConnect, the notice process, and the resources available to them for further assistance. Many attendees brought their blue envelopes and had questions about what to do to keep their doctors. The event was held in collaboration with the National Senior Citizens Law Center and St. Barnabas Senior Services.
- **10/24** - Two CCI outreach and education sessions were held at the **UCLA Health Systems** facilities in Santa Monica and the UCLA main campus on Friday. A total of 40 administrative staff, supporting the Orthopaedic Surgery Department, attended **two separate** morning and afternoon sessions. Attendees showed high interest in the CCI, including Cal MediConnect's coordinated care benefit. They also appreciated knowing more about the continuity of care provisions of the program.

Riverside and San Bernardino County

- **10/23** -Community partner organizations in the Inland Empire met at the **IEHP Community Partners Luncheon** held at their headquarters in Rancho Cucamonga. Outreach Coordinators made an announcement about Cal MediConnect as well as the services they can offer organizations should they wish to learn more about the Coordinated Care Initiative.

- **10/24 - HICAP staff and volunteer counselors** in Riverside received a Train-the-Trainer educational presentation on the CCI. An overview of the CCI, the schedule of notices, information about the D-SNP policy, and advocacy tools were all provided.

San Diego County

- **10/18** - Educational outreach materials about the CCI were distributed to 36 **San Diego city libraries**. Materials in five different languages and were provided to the different libraries depending on the demographics of each library's patrons.
- **10/21 & 10/22 - County IHSS care providers** participated in one of 3 brief CCI presentations. They were then given folders with educational materials to help support their loved one in making decisions about their health care.
- **10/25** - At the **North University Community Library Health Fair**, participants visited informational booths on nutrition, were able to receive blood sugar tests and stopped by a CCI information table to collect fact sheets about the initiative.
- **10/25** - Attendees of the **National PACE Association Convention** learned more about the CCI, both in terms of its general implementation and its impact on their day-to-day operations.

Santa Clara County

- **10/22** - Twenty-five **mental and behavioral health professionals** participated in a webinar discussion about the CCI and Cal MediConnect. An overview presentation focused on what will and will not change for behavioral health providers and their dually eligible patients. Following that, representatives from both health plans fielded questions about contracting with their networks.
- **10/22** - Residents, and families of residents, of **Villa Siena Skilled Nursing Facility** received a CCI overview presentation during a monthly meeting. Roughly 12 families attended, and the audience members appreciated having the opportunity to ask questions about continuity of care and enrollment choices available to them and their loved ones.
- **10/22 - Catholic Charities** hosted a CCI overview presentation for 15 staff and volunteers from their adult services programs. Attendees were particularly interested to learn more about the care plan coordinators and interdisciplinary care teams that will support Cal MediConnect patients. Some attendees who currently serve as case managers through other programs were excited to learn they could possibly participate on a client's care team.
- **10/24 - Santa Clara Family Health Plan** invited contracted Skilled Nursing Facilities to join a morning meeting about billing and claims logistics for LTSS services and coordination procedures for discharging patients who can return home. The meeting also included a Cal MediConnect announcement about outreach opportunities for SNF staff, residents, and families.



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. *****

Alameda County

- 10/29 - Joint Webinar about CCI, Cal MediConnect, and Closure of Alameda Alliance CompleteCare - open to all who are interested, please [click here](#) to register

Los Angeles County

- 10/29 - Beneficiary presentation at A Plus Adult Day Health Care Center in El Monte (Chinese)
- 10/30 - Beneficiary presentation at Grancell Village, Reseda
- 10/30 - LA Communications Group Monthly Meeting
- 10/30 - Beneficiary presentation at Salazar Park Senior Center in Whittier (Spanish)
- 10/31 - Beneficiary presentation at White Memorial Hospital (Spanish)
- 11/3 - Beneficiary and staff presentation at Child and Family Guidance Center in Northridge (Spanish)
- 11/4 - Beneficiary presentation for residents at Angelus Plaza (English/Spanish)
- 11/6 - Beneficiary presentation at Meadowlark Manor Co-op in Gardena (Korean)
- 11/9 - Provider and staff presentation for L.A. Christian Health Centers
- 11/12 - Presentation for community based organizations in Huntington Park
- 11/18 - Beneficiary presentation for residents of La Posada Senior Apartments (Spanish)

San Diego County

- 10/25 - 10/29 - National PACE Association conference
- 10/28 - Harmonious discussion to air on the radio about CCI basics and the impact on behavioral health
- 10/29 - Meals on Wheels presentation for staff members at main office
- 11/11 - Shea Family training for staff members
- 11/13 - Meals on Wheels staff training on the CCI program for southern office
- 11/13 and 11/22- UDW quarterly meeting with CCI informational booth
- 11/17- Presentation for residents of senior housing
- 11/18- Presentation for residents of senior housing

Santa Clara County

- 10/27 - Presentation for Grace ADHC Participants and Staff
- 10/28 - Presentation for Sunset Gardens
- 10/30 - Provider Webinar I - open to all who work with senior services - please [click here](#) to register
- 11/1 - Public Authority Newsletter with CCI Informational insert sent to IHSS community
- 11/14 - Provider Webinar II - open to all who work with senior services - please [click here](#) to register
- 12/2 - Provider Webinar III - open to all who work with senior services - please [click here](#) to register

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

- New **Cal MediConnect enrollment information** can now be found on the [Enrollment Data](#) page.
 - A new **Enrollment Chart** has been posted to the [Enrollment Charts and Timelines](#) page.
 - An updated **Part D Disenrollment Notice** is available on the [Enrollment Materials](#) page.
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www.CalDuals.Org