

## WEEKLY UPDATE

Coordinated Care Initiative Outreach Weekly Update



### THANK YOU TO OUR VETERANS



This Tuesday, give thanks for our nation's veterans, and our troops serving overseas, whose courage and selflessness helped preserve the freedoms we enjoy today.

#### 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!

---

[Los Angeles Food Distribution Consumers Learn About the CCI](#)



11/7 - Fliers with information about the Coordinated Care Initiative (CCI) were passed out during the weekly food distribution for the community put on by **Search to Involve Pilipino Americans** and **Crusaders for Christ Baptist Church** in Historic Filipinotown. Those materials were made available in English, Spanish, Tagalog, and Armenian, and an outreach coordinator was on site to field questions about the program.



### San Diego County

11/4 - The leadership team of **Jewish Family Services (JFS)** participated in a CCI educational session last week. JFS provides comprehensive human services to all peoples and faiths in the San Diego and Palm Springs areas. With an offering of 50 programs and services for the



### Los Angeles County

11/3 - Eight certified enrollment counselors of the **Child and Family Guidance Center** at Park Parthenia Apartments in Northridge were trained on the CCI. The group requested the training due to the amount of questions they were receiving from their clients about blue

community, the JFS can help providers and beneficiaries understand the enrollment process, continuity of care and choices within the CCI.

envelopes and new health care options, and wanted to be sure they were giving out the most accurate information. The group also was informed about the role of an authorized representative and about continuity of care.



## Other Recent Events

### Los Angeles County

- **11/4** - Residents of **Angelus Plaza** participated in a presentation about the CCI, which was given in Spanish. It covered their enrollment options and mentioned additional resources such as the Health Insurance Counseling and Advocacy Program (HICAP) and Health Care Options (HCO). Many of the participants had questions about what to do to keep their providers, as well as how to fill out the choice form.
- **11/6** - More than 40 CCI beneficiaries at **Meadowlark Manor Co-op** participated in a presentation about the CCI given in English, Korean, and Spanish. Those present learned about their enrollment options under Cal MediConnect. More than 20 residents came with blue envelopes in hand. Following the presentation, the residents had so many questions that the presentation's coordinator set up a table to address their questions one-on-one. Some wanted to know more about Cal MediConnect, while others had questions about transitioning from a Dual Special Needs Plan (DSNP) to Cal MediConnect. All participants received informational fliers that had contact information for HICAP, HCO, the health plans, and the Cal MediConnect Ombudsman.
- **11/7** - Staff, family members, and clients of the **Santa Clarita Adult Day Health Care CBAS Center** participated in a presentation about the CCI. Those present learned about their enrollment options under Cal MediConnect, the notices, and the resources available to them should they have further questions. Some of the participants had already received their notices and had questions about how to fill out the choice form. Those present also received information about continuity of care, the Cal MediConnect Ombudsman program, HCO, and HICAP.
- **11/7** - Visitors to the food distribution at **Pilipino Workers Center (PWC)** learned more about the CCI when an outreach coordinator both discussed the program aloud and handed out fact sheets. The center's mission is that 'All people and communities have the right to a healthy, dignified quality of life'.

### San Diego County

- **11/5** - The **CCI / Cal MediConnect Advisory Committee of San Diego** met at the office of the San Diego County Medical Society this week. Representatives from the plans, advocacy groups, HICAP, Skilled Nursing Facility (SNF) workgroup, CBAS, Hospital Association of San Diego and Imperial Counties (HASDIC), and the Healthy San Diego Behavioral Health Workgroup were in

attendance. The meeting was chaired by the Ombudsman chief counsel, and topics included CCI Consumer feedback, updates from workgroups, and county level activities in support of CCI implementation. The meeting also addressed specific issues, and participants shared stakeholders' best practices on the CCI roll-out.

### Santa Clara County

- **11/5** - Twenty-four mental and behavioral health professionals join the **second webinar in a series designed for county and specialty mental and behavioral health providers**. The presentation featured panelists from both health plans and from Beacon, which is contracting with Anthem Blue Cross to provide behavioral and mental health care for Cal MediConnect populations.
- **11/6** - During this month's appointment and drop-in period, **Neighbors Helping Neighbors** provided **one-on-one question and answer sessions** about the CCI and Cal MediConnect. Attendees listened to a brief overview, then sat down to ask questions about when their notices would arrive and how to look up their providers. A similar event will be held on December 6th in Mountain View at 114 Flynn Ave., Mountain View from noon to 2pm.



### 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. \*\*\***

[Riverside / San Bernardino Counties](#)

# Care 4 a Healthy Inland Empire

**FREE Medical Care • FREE Dental Care • FREE Vision Care**

## Come to Care 4 a Healthy IE

FREE clinic for the uninsured.

**Friday – Sunday, November 14 – 16**

**Friday:**

Pre-register 2:00 p.m. - 7:00 p.m. **You MUST Pre-register** or you will not be treated Saturday or Sunday!

**Saturday:**

Health Care Services, 6:00 a.m. - 6:00 p.m.  
Medical, Dental, Vision & Acupuncture  
Community Resources, 9:00 a.m. - 4:00 p.m.  
FREE Zumba classes, music & giveaways

**Covered CA enrollment assistance both days!**

**Friday, 11/14 through Sunday, 11/16**

Join Molina in San Bernardino County for free health care services!

WHERE:

**National Orange Show Events Center**  
Damus/Citrus Room (Gate 7 entrance)  
620 S. Arrowhead Ave  
San Bernardino, CA 92408

[Click here to find more information \(English y Español\)](#)

### Statewide

- 11/12 - [Telephone Town Hall Meeting](#) - for LIS reassigees
- 11/18 - [Telephone Town Hall Meeting](#) - for people with January birthdays
- 11/20 - [Telephone Town Hall Meeting](#) - for people who are being crosswalked from Cal MediConnect DSNP products into Cal MediConnect products

### Alameda County

- 12/17 - Training for Social Services Staff and Community-Based Organizations - [click here to register online](#)

### Los Angeles County

- 11/12 - Presentation for community-based organizations in Huntington Park
- 11/18 - Beneficiary presentation for residents of La Posada Senior Apartments (English, Spanish)
- 12/9 - Beneficiary presentation for residents at South Park Manor (Korean)

## Riverside / San Bernardino Counties

- 11/15 - [Booth at Inland Empire Concerned African Americans Churches Community Wellness and Resource Fair \(English, Spanish\)](#) - public event
- 11/18 - CCI Stakeholder Advisory Committee

## San Diego County

- 11/3 - 11/5 - County IHSS care provider presentation
- 11/11 - Shea Family training for staff members
- 11/12 - UPAC San Marcos CCI training for staff social workers
- 11/13 - Meals on Wheels staff training for their southern office
- 11/13 - UDW quarterly meeting with CCI informational booth
- 11/18 - Senior apartments presentation for residents
- 11/22 - UDW quarterly meeting with CCI informational booth

## Santa Clara County


- 11/13 - New American Media Ethnic Round Table Event
- 11/14 - [Provider Webinar II - open to all who work with senior services](#) - public event
- 11/18 - Presentation for Mental / Behavioral Health
- 12/2 - [Provider Webinar III - open to all who work with senior services](#) - public event
- 12/6 - Neighbors Helping Neighbors in Mountain View
- 12/9 - [CCI / Cal MediConnect workshop for family caregivers of individuals with Alzheimer's Disease or other dementia](#) - public event

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.org

- Find a new fact sheet about **balance billing** in the [Outreach Toolkit](#).
  - A **Guidebook** and **Choice Book** for **Santa Clara County** are available on the [Enrollment Materials](#) page.
  - Find **all health plan information** for beneficiaries in all eight counties on the [All Health Plan Information](#) page.
- 

---

Stay Connected



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

**[Forward this email](#)**



This email was sent to [info@calduals.org](mailto:info@calduals.org) by [info@calduals.org](mailto:info@calduals.org) |  
[Update Profile/Email Address](#) | Rapid removal with [SafeUnsubscribe™](#) | [Privacy Policy](#).

CalDUALS | 1501 Capitol Ave | Sacramento | CA | 95814