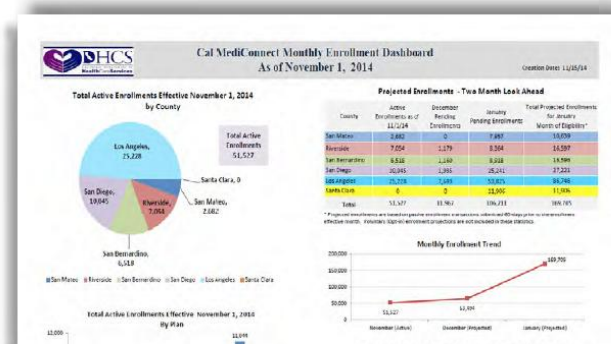


WEEKLY UPDATE

Coordinated Care Initiative Outreach Weekly Update

Cal MediConnect Enrollment Data Through November 1 Now Available



Find the latest Cal MediConnect enrollment information on our [Enrollment Data](#) page.

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!

Personal Assistance Services Council and Volunteers Staff a CCI Informational Phone Bank for IHSS Consumers



11/12 - At the **Personal Assistance Services Council of Los Angeles County & In-Home Supportive Services (IHSS) Phone Bank**, 32 volunteers who work in the health care industry fielded phone calls from people who had questions about the state's new health care choices. Volunteers assisted over 200 IHSS consumers, their family members, and caregivers during the two hour phone bank, addressing topics like the enrollment process, available benefits and the procedure for continuity of care.



Santa Clara County

11/13 - Reporters from local ethnic media news outlets participated in the **Santa Clara County New America Media Roundtable Event** about Cal MediConnect and the CCI. After an initial overview presentation, a panel of experts from **Sourcewise** and **Bay Area Legal Aid** shared information about counseling and ombudsman services, while Dr. Albert Lam shared experiences as a physician who works with the dually eligible populations. The panel also included two beneficiaries and one caregiver, who talked about their challenges of accessing medical care and supportive services in systems with no care coordination.



Los Angeles County

11/12 - A large group of providers and staff at **Northeast Valley Health Corporation (NVHC)** attended a CCI educational session at their facility in San Fernando, CA this week. NVHC is a non-profit public benefit corporation and a recognized community health center in the Santa Clarita Valley. The presentation covered relevant info on Cal MediConnect eligibility, options for beneficiaries, continuity of care, Medi-Cal Managed Long Term Services and Supports and key points providers and staff need to know about the CCI. Fliers to help answer beneficiary and caregiver questions were also provided.

Other Recent Events

Santa Clara County



- **11/14** - Santa Clara County held its **second of three provider webinar presentations** targeted to providers. Eleven providers attended and questions primarily focused on clarifying how billing and authorization procedures will work under Cal MediConnect and with Medi-Cal Plans.

Statewide

- **11/12** - Over 1,230 people joined the monthly **CCI Beneficiary Tele Town Hall** call (in both English and Spanish) to learn more about Cal MediConnect's benefits, enrollment process, and timeline. Participants had questions answered by CCI experts, which ranged from concerns about prescription drug coverage to IHSS continuation (both of which Cal MediConnect support). This was the first of three tele town hall calls being held in November and was targeted specifically to Part D reassignees. Information for the next two calls is available in the Looking Ahead section below.

Los Angeles County

- **11/12** - IPA marketing leadership and staff at **St. Vincent's IPA** in Cerritos participated in a CCI educational session. St. Vincent IPA is an Independent Practice Association (IPA) comprised of more than 200 primary care physicians and more than 450 medical specialists in the greater Los Angeles area.
- **11/12** - Members from the **Specific Planning Area (SPA) 7 Community Partnership** participated in a presentation about the CCI. Those present learned about the enrollment options for those eligible to participate, the notices, and additional resources available should those eligible have any further questions.
- **11/12** - **The Los Angeles joint health plan stakeholder meeting** took place and was hosted by LA Care this month. Attendees heard from Dr. Clayton

Chau, Medical Director of LA Care and representatives of the LA County Department of Mental Health, Neighborhood Legal Services of LA (the Cal MediConnect Ombudsman provider in LA), the National Senior Citizens Law Center, the Center for Health Care Rights (HICAP), and DHCS.

- **11/13** - Through the **Adult Services department**, 47 branches within the **Los Angeles Public Library (LAPL)** system each received approximately 300 fliers with important information regarding new options in health care for dual eligible beneficiaries and people having straight Medi-Cal. The information was provided in both English and Spanish and included information on how to check if a person's physician is in a CCI plan network. Head librarians also received contact information to request a free CCI presentation. LAPL branches will soon receive information in other languages that are spoken by its patrons including Korean, traditional Chinese, simplified Chinese, Russian, Armenian, Tagalog, and Vietnamese.
- **11/13** - Twenty-six administrative, social worker, in-take and other staff members at **Partners in Care Foundation** in San Fernando, California attended a CCI presentation. This organization partners with hospitals, IPAs and medical groups in providing social service assistance and care coordination for dual eligibles and Medi-Cal beneficiaries. The presentation highlighted continuity of care protections. Participants were then given fliers with pertinent phone numbers in the event they need additional support.
- **11/14** - The **Family Care Specialist Medical Group** in Los Angeles sponsored an educational session for their leadership and staff on the CCI. Topics discussed included an update on CCI implementation and enrollment in LA County, continuity of care provisions and eligibility, and the health plan options available. Family Care Specialist Medical Group has four offices located in LA, Boyle Heights, Highland Park and Montebello. It has over 20 physicians, physician assistants nurse practitioners and nearly 150 staff.

Riverside / San Bernardino Counties

- **11/15** - **Molina Healthcare** and **Tzu Chi Foundation** hosted the **Care 4 a Healthy IE Resource Fair** for both Riverside and San Bernardino residents. Fliers about the CCI were passed out to those present at the event, and an outreach coordinator was available to answer questions about the program. Vendors at the event provided free medical services, health exams, and dental and vision services to those in attendance.
- **11/15** - **Inland Empire Concerned African American Churches** held its annual Community Wellness and Resource Fair featuring 40 resource tables providing an array of health information at the San Bernardino City Unified School District - Family Resource Center. Information about the CCI was available in English and Spanish. The materials were provided to help answer questions about Cal MediConnect and to help people connect with the appropriate offices like health plans, the Program of All-inclusive Care for the Elderly (PACE), and other free resources for counseling and enrollment. A coordinator was present to answer questions for beneficiaries and caregivers.

San Diego County

- **11/10-11/12** - Approximately **150 IHSS caregivers** received an introductory CCI presentation and received fliers with information about the initiative. The caregivers understood that Cal MediConnect is an optional program and liked learning about the coordinated care components and the additional transportation benefits.
- **11/12** - Social workers at **Union of Pan Asian Communities (UPAC)** participated in a training about the CCI. Seven social workers who work with consumers had many questions about Health Risk Assessments and the qualifications of Care Plan Coordinators.
- **11/13** - Eight **Meals on Wheels** staff members had a training on the CCI at their Chula Vista office. About 500 fliers were provided to supervisors or their volunteers to get to consumers.
- **11/13** - Nine **Meals on Wheels** staff members received a training on the CCI program for the north county office. These supervisors in turn will train volunteers on the importance of the notices in blue envelopes that are being mailed out to consumers. Over 500 "Watch for Blue Mail" fliers were provided for volunteers to pass out to consumers with their meals.
- **11/13** - Two hundred IHSS caregivers attended the **United Domestic Workers (UDW) Appreciation Luncheon**, where a CCI information booth was made available for attendees. Caregivers were able to get fact sheets and ask individualized questions about the health care changes for beneficiaries with Medi-Cal and Medicare.
- **11/14** - **Golden Age Apartments** residents received a CCI presentation. Residents were enthusiastic to learn about the plan's additional benefits.
- **11/15** - **Skyline Church Seminar** hosted an educational forum for their members on the CCI. Over 100 church members attended the packed seminar, many of whom were CCI consumers or their family members. Attendees were educated about the different resources for assistance and also learned that most consumers who are eligible will receive their notices from DHCS starting three months before their birth month.

Santa Clara County

- **11/5** - Twenty-four mental and behavioral health professionals joined the **second webinar in a three-part 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. To register for the final webinar in this series, [click here](#).
- **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. *****

Statewide

- 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

Los Angeles County

- 11/18 - Beneficiary presentation for residents of La Posada Senior Apartments (English, Spanish)
- 11/18 - Information table at California Association for Adult Day Services Fall Conference in Long Beach
- 12/9 - Beneficiary presentation for residents at South Park Manor (English, Korean)
- 12/3- (SPA 7) 4th Annual Community Family Fiesta (English, Spanish)
- 12/9 - Beneficiary presentation for residents at South Park Manor (Korean)

Riverside / San Bernardino Counties

- 11/18 - CCI Stakeholder Advisory Committee

San Diego County

- 11/17-11/19 - IHSS caregiver presentation
- 11/18 - CCI Senior Apartments presentation for residents
- 11/22 - UDW quarterly meeting with CCI informational booth
- 11/24 - Film third CCI-related segment for Viet News

Santa Clara County


- 11/18 - Presentation for Santa Clara County Mental Health Department
- 12/2 - [Provider Webinar III - open to all who work with senior services](#) - public event
- 12/4 - Santa Clara County Safety Net Committee Meeting
- 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 and we'll list it in the update! Just email info@calduals.org and put "Weekly Update" in the subject line.



New This Week

Updates to CalDuals.org

- Find links to recordings of November 12's **Telephone Town Hall Meetings** (in English and Spanish) on our [Recordings](#) page.
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