

WEEKLY UPDATE

Coordinated Care Initiative Outreach Weekly Update

There will be no Weekly Update on December 1. Instead, we will include outreach conducted from November 23 - 29 on December 8.

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 Adult Services Staff Learn About the Coordinated Care Initiative



11/18 - During the **California Association for Adult Day Services (CAADS) Fall Conference** in Long Beach, adult day services coordinators, program managers, advocates, and physicians received fliers with information to assist the dual eligible population in making informed decisions about their new health care choices. CAADS is an association that supports the development of adult day services as an alternative to

institutional care.



San Diego County

11/18 - Forty residents at **senior apartments in Chula Vista** participated in a CCI overview presentation, given in English, Spanish, Korean, and Japanese. The seniors learned how their services could be coordinated under Cal MediConnect, and were all given fliers with helpful phone numbers in case they had additional questions.



Los Angeles County

11/19 - The **California Elder Mental Health and Aging Coalition** hosted a **town hall meeting** to discuss the integration of behavioral health under the CCI. Participants had the opportunity to learn from state and local policy leaders, ask questions, and network with other service providers in attendance.

Other Recent Events

Statewide

- **11/18, 11/20** - Last week, over 9,970 Cal MediConnect consumers and stakeholders participated in one of **two telephone town hall meetings** about the CCI and options under Cal MediConnect. Participants learned about the notices, enrollment process, and had the opportunity to ask questions about their choices and other specific program details. These telephone town hall meetings are conducted each month for people who have received their second (60-day) notice and large blue envelope. (Stakeholders and others who are interested can listen in online for free, and the next will be held on December 18 - [please click here for more details.](#))

Los Angeles County

- **11/18** - Residents of **La Posada Senior Apartments** participated in a presentation to learn about their health plan choices under the CCI. Those present learned about their enrollment options, notices, and resources available to them such as the Health Insurance Counseling and Advocacy Program (HICAP) and the Cal MediConnect Ombudsman. Many of the participants had already received their envelopes. Some had questions about what to do to keep their providers, while others had questions about understanding their choice form.
- Residentes de **los apartamentos La Posada** participaron en una presentación

sobre el programa Cal MediConnect. Ellos aprendieron sobre sus opciones, como funciona el proceso de los avisos, y los recursos disponibles si necesitan más ayuda para tomar una decisión. Recursos como HICAP, o el programa del Ombudsman para Cal MediConnect. Muchos de los residentes tenían preguntas ya que muchos de ellos ya habían recibido su sobre azul.

- **11/20** - During the **LA Communications Meeting**, stakeholders planned outreach and education activities for the first quarter of 2015. The group planned for efforts to support HICAP in January, provider outreach including those who are not part of a CCI-participating plan, and beneficiaries. Stakeholders reviewed the outcomes of its Personal Assistance Services Council phone bank event that reached 200 IHSS consumers, a report from the Cal MediConnect Ombudsman, and a report from HICAP.
- **11/18** - Twenty patrons of **Arcadia Library** participated in a CCI presentation, which included beneficiaries, business owners and library employees. Attendees had the opportunity to ask questions regarding their enrollment options under the CCI and how they could take advantage of continuity of care. Informational materials in English, Spanish and Chinese were left at the library for future distribution.

Riverside / San Bernardino Counties

- **11/18** - During the communications meeting at **InnovAge's Program of All-inclusive Care for the Elderly (PACE) center**, CCI stakeholders in the Inland Empire planned for future outreach events for dual eligible beneficiaries and their families.
- **11/18** - During the **CCI Stakeholder Advisory Committee Meeting** at Inland Regional Center in San Bernardino, the group reviewed outreach and educational activities for the last month and received a presentation on January enrollee groups from National Senior Citizens Law Center.

San Diego County

- **11/18** - A CCI presentation was given at the **Care View Medical Group**, which covered the benefits of coordinated care and provider feedback on the challenges in implementing continuity of care. Opportunities to help beneficiaries and group providers were identified and discussed. Follow-up sessions are planned in the near future.
- **11/17-11/19** - About 150 IHSS caregivers learned about the importance of responding to their notices in blue envelopes from the state. They also received CCI fliers with phone numbers for HICAP, Health Care Options (HCO) and the Cal MediConnect Ombudsman for any additional help.
- **11/22** - About 200 caregivers attended the **UDW quarterly meeting** and learned about new policies and trainings as members. A CCI informational booth was set up so participants could ask questions about Cal MediConnect.

Santa Clara County

- **11/18 - Beacon** and the **Santa Clara County Specialty Mental Health Department** collaborated to provide a CCI overview for community-based mental health service providers at the Santa Clara Multi-Service Center. In addition to learning about the Cal MediConnect program and enrollment timeline, participants learned how to begin the contracting and credentialing process, as well how to work with the plans and the county to submit crossover claims.



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

- 12/18 - [Telephone Town Hall Meeting](#) - listen in online free

Los Angeles County

- 12/4 - Beneficiary presentation at Care1st resource center in Huntington Park (Spanish)
- 12/4 - Presentation for beneficiaries and their families at Filipino American Community of Los Angeles (English, Tagalog)
- 12/7 - Community Health Councils, Inc. Health Expo during CicLAvia at CD9 Constituent Center
- 12/9 - Beneficiary presentation for residents at South Park Manor (English, Korean)
- 12/10 - Presentation for senior group at St. Thomas Aquinas Parish in Monterey Park - public event
- 12/13 - Service Planning Area (SPA 7) 4th Annual Community Family Fiesta (English, Spanish)
- 12/17 - Beneficiary presentation for residents of New Hope Senior Housing during their Senior Appreciation and Education Christmas event (English, Korean)
- 12/18 - CCI Communications Meeting

Riverside / San Bernardino Counties

- 12/3 - Communications Meeting at Inland Regional Center San Bernardino
- 1/27 - Inland Empire CCI Stakeholder Advisory Committee Meeting

San Diego County

- 11/17 - 11/19 - IHSS caregiver presentation
- 11/18 - CCI beneficiary presentation at senior apartments
- 11/22 - UDW quarterly meeting with CCI information booth
- 11/24 - Film third CCI-related segment for Viet News

Santa Clara County

- 12/2 - [Provider Webinar III - open to all who work with senior services](#) - public event
- 12/4 - Safety Net Meeting at Second Harvest Food Bank
- 12/4 - The Lodge at Morgan Hill
- 12/5 - DeVries Place - A Mid Pen Property
- 12/6 - Neighbors Helping Neighbors in Mountain View
- 12/9 - DeVries Place - A Mid Pen Property (Spanish)
- 12/9 - [CCI / Cal MediConnect workshop for family caregivers of individuals with Alzheimer's Disease or other dementia](#) - public event
- 12/9 - Alzheimer's Activity Center
- 12/10 - Health Trust AIDS Service Managers

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

- A new **enrollment chart** is now available on the [Enrollment Charts and Timelines](#) page.

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