

# WEEKLY UPDATE

Coordinated Care Initiative Outreach Weekly Update

**Happy New Year from the Cal Duals Team!**



HAPPY NEW YEAR

Thank you all for your good work helping to bring CCI information to people who needed it last year. We look forward to working with all of you again as 2015 continues!



## 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!

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## Radyo Filipino Amerika Helps Disseminate CCI Information



1/7 - **Radyo Filipino Amerika**, an online radio station in San Diego, aired a 30-minute online radio program on the Coordinated Care Initiative. The broadcast was a feature of a weekly program called "Tulongan Center on the Air". The program covered basic information about the CCI, Cal MediConnect and Medi-Cal Managed Long Term Services and Supports (MLTSS). Information related to enrollment communication, timeline and options available to beneficiaries was also

covered during the broadcast. Radyo Filipino Amerika is the first online radio station in the U.S. catering to Filipino-American listeners online in California and the world. The demographics of its listening audience include a significant subgroup of the 65-plus age group, and future CCI-related radio programs are planned in 2015.

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### San Diego County

1/8, 1/10 - **San Diego Black Health Associates (SDBH)** received a CCI training for their staff members in preparation for their Martin Luther King, Jr. celebration event the following Saturday. Staff members learned how Cal MediConnect will impact their consumers and about the role they play in educating their consumers on the changes to their health care, and were given phone numbers to call with additional questions.



### Riverside / San Bernardino Counties

1/6 - Fifty people attended a follow-up CCI presentation at the well-attended monthly **Healthy Jurupa Valley Community meeting**. Participants asked many questions about the CCI, including questions specific to individual beneficiaries. These individuals were happy to know that there are resources available to assist them with individual situations. Participants also suggested other possible sites to hold future educational events in the area. Attendees

The following Saturday, the 5th annual **Martin Luther King, Jr. Community Celebration & Sports Fest** was well attended by many associates of SDBH, along with other health organizations, advocates and consumers. CCI fliers and fact sheets were distributed to attendees and to vendors, and consumers had the opportunity to ask questions about Cal MediConnect and Managed Long Term Services and Supports.

understood the need for timely dissemination of CCI information, so that providers and beneficiaries know more about the options and select (or help their patients select) the options that best serve them.



## Other Recent Events

### Los Angeles County

- **12/23** - Twenty-five residents of **New Hope Senior Housing** participated in a CCI presentation that was given in English and Korean. The presentation covered Cal MediConnect plan options as well as where to go should they have more questions. Many wanted to know what to do upon receiving their blue envelopes, or whom to contact if they wanted to learn more about Cal MediConnect's benefits.
- **12/23** - Over a dozen In-Home Supportive Services (IHSS) workers with **SEIU United Long Term Care Workers** took part in a CCI presentation. The group viewed the newly-released Cal MediConnectToons, and asked about in-network providers, continuity of care and the Program of All-inclusive Care for the Elderly (PACE). All IHSS workers and administrative staff were given contact information for enrollment with Health Care Options, free counseling with HICAP, and patient protection with the Cal MediConnect Ombudsman.
- **12/23** - Ten medical and business staff members of **Torrance Memorial Specialty Center** participated in a CCI provider outreach meeting. Torrance Memorial Center is a cardiology specialty group that sees a good number of dually eligible beneficiaries through referrals from medical groups and IPAs in the area.
- **1/8** - All 25 staff members at **Creative Support** received a training on Cal MediConnect and Medi-Cal Managed Long Term Services and Supports. Creative Support serves people with disabilities and was one of the first service providers in California to provide supported living services. Serving clients in both Los Angeles and Orange counties, Creative Support works with six regional centers.

### San Diego County

- **1/5** - Twenty seniors, caregivers and parish volunteers attended a beneficiary outreach and education event at the **Immaculate Conception Catholic Church Parish Hall**. Participants had many questions around the CCI program, Cal MediConnect and Continuity of Care. This meeting was held in conjunction with the monthly luncheon meeting and was organized by the parish and volunteers.

## Santa Clara County

- **1/8** - Thirty members of Santa Clara County's **Momentum for Behavioral Health** participated in a CCI overview presentation. With Cal MediConnect live in Santa Clara County, intake specialists and social workers asked questions about the transportation benefit, the role of the health plan's care coordinator, and how patients with a share of cost can access Cal MediConnect.

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## 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

- 1/15 - [Telephone Town Hall Meeting](#) - public event
- 1/16 - [January CCI Stakeholder Call](#) - public event
- 1/19 - A **CCI overview webinar for insurance agents and brokers** will be held on January 19 starting at 12:00pm PST. To learn more, and to register for this webinar, [please click here](#).
- 2/3 - All staff Train-the-Trainer presentation at Inland Regional Center for field-based case workers

### Los Angeles County

- 1/14 - Beneficiary presentation at E. Boyd Esters Manor Senior Housing
- 1/17 - [Martin Luther King, Jr. Unity and Peace Festival in Long Beach](#) - public event
- 1/19 - [Martin Luther King, Jr. Parade](#) - public event
- 1/22 - Presentation to graduate students in Social Work at the University of California at Los Angeles (CSULA)
- 1/26 - Beneficiary presentation to residents at Golden Age Village (Cantonese/Mandarin/English)
- 1/27 - CCI Presentation to administrators and staff members at Town & Country Manor, a faith-based, non-profit senior living community
- 1/29 - Greater Los Angeles Agency on Deafness (English, Spanish, American Sign Language, Closed Captioning, and Communication Access Realtime Translation)
- 2/3 - All staff presentation at Creative Support

### Orange County

- 2/24 - Casa Santa Maria presentation for HUD residents

### San Mateo County

- 1/15 - Presentation at Redwood City Kaiser for social workers and clinical support staff

## San Diego County

- 1/13 - Arch Health training for staff members
- 1/14 - Borrego Community Health Foundation training for staff members
- 1/15 - Drop off 300 fliers and follow up for Old Town Meals on Wheels
- 1/20 - Drop off 300 fliers and follow up for Chula Vista Meals on Wheels
- 1/26 - Drop off 500 fliers for IHSS caregivers for Public Authority
- 1/26 - Drop off 300 fliers and follow up for San Marcos Meals on Wheels
- 1/27 - Drop off 300 fliers and follow up for El Cajon Meals on Wheels

## Santa Clara County

- 1/13 - Second Harvest Food Bank Senior Brown Bag Distribution Day - Willow Glen United Methodist
- 1/16 - Second Harvest Food Bank Senior Brown Bag Distribution Day - Los Gatos Adult Recreation Center
- 1/22 - Second Harvest Food Bank Senior Brown Bag Distribution Day - Advent Lutheran Church
- 1/23 - Second Harvest Food Bank Senior Brown Bag Distribution Day - Cambrian Center
- 1/27 - Santa Clara County Social Services

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## New This Week

### Updates to CalDuals.org

- A new **HIV/AIDS Medi-Cal Managed Care Non-Medical Exemption Request Form** is now available in English and Spanish on the [Enrollment Materials](#) page.
- [Cal MediConnectToons](#), animated videos that describe the components of the Coordinated Care Initiative, are now available in English and Spanish (and with subtitles in both languages). Watch them on our site or download them to your computer directly from Vimeo.

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[www.CalDuals.Org](http://www.CalDuals.Org)