

# Weekly Update

Coordinated Care Initiative Outreach Weekly Update

**February 2,  
2015**

Would you like to have a CCI presentation or Train the Trainer presentation 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 feature it in our Update? Email us at [info@calduals.org](mailto:info@calduals.org) - we'll include it!

Click Here to

**Join Our  
Email  
List**



**Quick Links**

## CalDuals

### CCI Outreach Events This Week

**Greater Los Angeles Agency on Deafness Hosts a Cal MediConnect Presentation**



**1/29** - Forty consumers of the **Greater Los Angeles Agency on Deafness (GLAD)** and **Southern California Association of**

**Deaf-Blind** attended a Coordinated Care Initiative (CCI) presentation specifically targeted for the deaf, hard-of-hearing, and visually impaired, with interpretation available in American Sign Language, closed captioning, and Communication Access Realtime Translation. Braille materials were also provided. The Cal MediConnect health plans and other CCI stakeholders worked jointly to plan the evening event. The event featured a Power Point presentation, a viewing of the Cal MediConnectToons and booths representing each of the Cal MediConnect health plans, the Center for Health Care Rights (the LA HICAP) and the Cal MediConnect Ombudsman.

## [Cal MediConnecToons](#)

### [Enrollment Materials](#)

(sample notices, Guidebook, Choice Book, etc.)

### [Enrollment Data](#)

### [Outreach Toolkit](#)

(for beneficiaries)

### [Physician Toolkit](#)

(for providers)

[Contact Information](#) (includes all health plans, HICAP, Health Care Options, etc.)

## Riverside / San Bernardino Counties

**1/26** - The admitting, billing and authorization unit and administrative staff at **Inland Rheumatology & Osteoporosis Medical Group** participated in a CCI presentation. The



participants were provided with an overview of the CCI and detailed information on timeline and enrollment, billing, crossover claims, continuity of care and other relevant facts about the initiative. The Inland Rheumatology & Osteoporosis Medical Group has five locations in the Los Angeles and San Bernardino Counties and is one of the premier arthritis care centers in Southern California.

## Orange County



**1/27**- A CCI presentation was given to 10 administrators, billing staff, social workers, and admitting staff members at **Town & Country Manor**,

a faith-based, non-profit senior living community. Attendees were given a detailed overview of the CCI. The group received information on enrollment, billing, authorizations, continuity of care and some information on assisted living guidelines as well as information on authorized representatives. Town & Country Manor is licensed as a Continuing Care Retirement Center (CCEC) by the State of California and offers Independent Living, Assisted Living, Skilled Nursing and Rehabilitation in one location.

# Other Recent Events

## Los Angeles County

- **1/26** - Residents of **Golden Age Village** received a presentation about the CCI, given in English, Cantonese, and Mandarin. Those in attendance learned about enrollment, the notices, and the resources available to them such as HICAP, the Cal MediConnect Ombudsman program and Health Care Options (HCO). Many of the attendees came with their blue envelopes and many had questions about how to complete the choice form, as well the steps needed to verify that their current providers are working with the health plans participating in Cal MediConnect.
- **1/31** - Residents of Los Angeles County participated in an **Enrollment Resource Fair** put on by the **California Legislative Black Caucus (CLBC)** at Exposition Park. The fair attracted more than 250 participants who learned about the importance of health care and about the plans available through Covered California. An outreach coordinator was available during the event to pass out information and answer questions about the CCI and Cal MediConnect.

## Riverside / San Bernardino Counties

- **1/27** - A CCI presentation was made to the management team of the **Eddie Dee Smith Senior Center** in Riverside. The presentation was aimed to provide CCI program information to caregivers and beneficiaries who use the center. Eddie Dee Smith's mission is to provide information, services, meals and activities to older adults in the community.
- **1/27** - A CCI presentation call was made to **Mission Medical Clinic** in Riverside. The clinic provides services to a high number of Medi-Medi patients in their region of Riverside County. The presentation was made to office staff, focusing on enrollment information, the blue envelope and options for beneficiaries. A busy office, the office manager promised to schedule meeting with physician and other office staff to learn more about the CCI program.
- **1/27** - A CCI presentation was made to the lead pharmacist of **Pharmacy Express**, part of an area-wide call activity in Riverside County. The presentation covered continuity of care, what it means to a pharmacy provider, and resources available to help field questions from caregivers and beneficiaries. The pharmacist saw the value of doing an in-service for the rest of his pharmacy staff.

## San Diego County

- **1/27 - La Maestra Community Health Center** in City Heights had an informative training on the CCI for patient care advocates. Attendees were happy that the information provided would help them understand how to better serve their patients and will allow them to help their patients make the best decision. La Maestra Community Centers serve about 5,000 dually eligible members between their four San Diego locations.
- **1/27** - The administrator at **Imperial Beach Health Center** joined a training on the CCI. He asked questions about enrollment, how coordinated care would work, and how this is better for their patients compared to how the system works today. He said that tracking patients for billing and services is time-intensive, and was glad to hear about the CCI's care coordination aspect for his patients in accessing their services.
- **1/29 - Public Authority** administration received 1,000 Watch for Blue Mail fliers to hand out to their IHSS care providers during their orientation and training. This is an ongoing collaboration with the county on reaching consumers through loved ones/care providers with important information about the CCI.
- **1/30** - Staff at **Encompass Medical Group** had an educational session on the CCI. The administrators and staff members help with member services for 7 locations and assist 15 doctors with patient care. They're not currently participating in the CCI but wanted to be educated on how this will impact their patients and how it will affect their services with the continuity of care provision.

## Santa Clara County

- **1/27** - Social workers at **Santa Clara County's Sacred Heart Center** learned about Cal MediConnect. Since many clients may come into Sacred Heart unaware they are eligible for Medicare, Medi-Cal, and Cal MediConnect, the attendees focused their questions and discussion on what questions to ask the people they serve and where to refer people appropriately.
- **1/28** - Roughly 200 **Santa Clara County Social Services staff** attended sessions about Cal MediConnect in order to better serve Medi-Cal beneficiaries and others using General Assistance services. In addition to general overview information, the presentation focused on familiarizing attendees with the enrollment materials such as the 90- and 60-day notices and the choice form. The staff was excited to learn about the

program so they can recognize and refer people who have questions about the CCI.

- **1/28** - The health plans in **Santa Clara County, Anthem Blue Cross and Santa Clara Family Health Plan**, convened their first **Consumer Advisory Committee**, which will now meet monthly. Newly enrolled Cal MediConnect beneficiaries from both plans met health plan staff, reviewed features of their new program, met a Cal MediConnect Ombudsman services representative from Bay Area Legal Aid, and learned about their new role as important partners and sources of feedback for the program's success.
- **1/30** - The staff of **Serene Home Health** participated in a CCI training Friday morning in order to learn more about changes which may impact their patients. Questions focused primarily on how to streamline billing and authorization of services for patients.

## Looking Ahead

### Statewide

- 2/19 - [DHCS Monthly Beneficiary Telephone Town Hall](#) - public event

### Los Angeles County

- 2/9 - Beneficiary presentation to residents of Murray Place Senior Apartments (Spanish)
- 2/10 - Beneficiary and Caregivers CCI Presentation to Holy Name of Mary Catholic Church's Parishioners (English & Spanish)
- 2/10 - Beneficiary presentation at Dr. Luque's office
- 2/11 - Beneficiary presentation to residents of the Salvation Army Silver Crest Residences in Pasadena
- 2/12 - Beneficiary presentation at Steel Plaza
- 2/12 - Presentation for Humana staff
- 2/13 - Resource fair: People for Community Improvement (PCI)
- 2/14 - [Asecurate Health Fair sponsored by the Mexican Consulate](#) (English, Spanish) - **public event**
- 2/17 - Beneficiary presentation to residents of the Salvation Army Silver Crest Residences (Lake View) (Spanish / English)

- 2/18 - Community Senior Health Fair, Harbor Hills
- 2/19 - [LA Physician and Provider Coordinated Care Webinar](#) - public event
- 2/24 - [LA Physician and Provider Coordinated Care Webinar](#) - public event

### Orange County

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

### Riverside / San Bernardino Counties

- Early February - Inland Empire Telephone Town Hall Meeting
- 2/19 - Case managers staff training at Inland Regional Center

### San Diego County

- 2/3 – Telephone Town Hall Call for IHSS beneficiaries
- 2/4 - CCI Advisory meeting
- 2/19 - UDW member meeting
- 2/20 - Annual 2-1-1 Connections Luncheon

### Santa Clara County

- 2/12 - SCVHHS Department of Alcohol and Drug Service

---

## New This Week

### Updates to CalDuals.org

- **Cal MediConnecToons** are now also available on [YouTube](#)! We will post additional Telephone Town Hall Meetings, stakeholder calls, and other relevant videos and recordings to this page as they happen. To find this page later, save this web address: <http://youtube.com/c/CalDualsOrg-videos>

- Find **new enrollment data** and **enrollment rates** on the [Enrollment Data](#) page.

[Forward this email](#)

 [SafeUnsubscribe](#)

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

CalDuals | 1501 Capitol Ave | Sacramento | CA | 95814