

Weekly Update

Coordinated Care Initiative Outreach Weekly Update

February 9,
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 - we'll include it!

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CalDuals

CCI Outreach Events This Week

Los Angeles Medical Group Hosts a CCI Presentation

2/2 - Eight senior leaders of **ApolloMed** and **Maverick Medical Group's** Integrated Care Team attended a CCI presentation at their Glendale



corporate office. The presentation was scheduled as a result of the LA Providers Summit, and the group requested a follow-up presentation for members who were unable to attend the event. The presentation built on major topics addressed at the Summit, and the discussion included continuity of care, in-network and out-of-network delegation, and outreach to beneficiaries. The group liked the idea of the Cal MediConnectToons as an educational tool to help beneficiaries. ApolloMed contracts through its subsidiaries ApolloMed ACO and Maverick Medical Group. They have contracts with Cal MediConnect plans and provide access and care to the Armenian community in Glendale and N. Hollywood areas of LA County.

[Cal MediConnectToons](#)

[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.)

Los Angeles County

2/6 - Residents at **Esters Boyd Manor** participated in a presentation about the Coordinated Care Initiative (CCI).

Residents learned about the enrollment timeline, notices, resources available to them, continuity of care and the benefits and rights they are entitled to as members of a Cal MediConnect plan.



San Diego County



2/4 - Twenty-three case managers and staff of **Telecare Age Wise** received a CCI presentation at their Mission Gorge Road office in San

Diego. The presentation provided information on Cal MediConnect and the benefits it offers to their clients. The presentation also covered the enrollment process, continuity of care, and resources available to help educate beneficiaries. The presentation made the center's case managers and staff feel more confident about knowledgeably assisting dually eligible beneficiaries. Telecare Age Wise, a subsidiary of Telecare Corporation, provides mental health treatment and case management for older adults living with mental illness in the county of San Diego. It also includes community-based, acute, crisis, residential, and longer-term recovery programs and serves many Medi-Medi beneficiaries.

Other Recent Events

Los Angeles County

- **2/2** - A CCI pharmacy provider presentation was made at **Pacific Grand Pharmacy and Supply** in Glendale. The discussion with the owner/pharmacist revolved around pharmacy benefits for Medi-Medi beneficiaries who have either joined Cal MediConnect or stayed with existing plans. The pharmacist recognized the potential confusion from the CCI transition for providers and beneficiaries, and also liked resources available for providers from CalDuals.org. This, he said, will help efforts to educate pharmacy staff and beneficiaries.

San Diego County

- **2/4** - A CCI pharmacy presentation was made at **Medical Center #16 Pharmacy** in San Diego. The presentation and discussion focused on the CCI and the impact of Cal MediConnect on pharmacy benefits for Medi-Medi beneficiaries. The pharmacist recognized the need to assist beneficiaries manage their transition, and the need to educate his pharmacy staff on CCI and relevant prescription program changes.
- **2/5** - Administrators at **Sharp Acute Care Coronado** received a training on the CCI program. They had questions on how continuity of care works and how patients at their facility would be impacted under the changes. They were provided with materials and contact numbers for approximately 45 patients and for their family members to call for additional assistance.
- **2/5** - **Royal Home** skilled nursing facility east county of San Diego received a CCI training for administrator and staff members. They learned about the health care changes under the CCI program and received fact sheets with numbers to call for additional support. They were eager to learn how to better assist their 19 patients and their patient's family members with the transition to the CCI.
- **2/5** - **San Diego Post Acute** skilled nursing facility was provided with materials and information on Cal MediConnect. They felt they understood the CCI program and were appreciative for additional fact sheets about Cal MediConnect, which help them inform their patients of the changes.

Santa Clara County

- **2/4** - Members of the **Santa Clara North County Geriatric Team** included CCI education on their agenda this month. Discussion went in depth about the enrollment process and the enrollment timelines. As case managers, members of the geriatric team were interested to learn that Cal MediConnect plans will offer plan care coordinators and that those coordinators are responsible for working with providers across medical, LTSS, and behavioral health systems. There were also questions about how to locate or become an authorized representative for patients who cannot make enrollment decisions for themselves.

Looking Ahead

Statewide

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

Los Angeles County

- 2/9 - Beneficiary presentation at Murray Place Senior Apartments, Elderly Housing Development & Operations Corporation (Spanish)
- 2/10 - Beneficiary and Caregivers CCI Presentation to Holy Name of Mary Catholic Church Parishioners (English & Spanish)
- 2/10 - Beneficiary presentation for dual eligibles at Axis Medical Group
- 2/11 - Beneficiary presentation to residents of the Salvation Army Silver Crest Residences in Pasadena
- 2/11 - Webinar for St. Jacob's Hospice
- 2/12 - Beneficiary presentation at Steel Plaza Apartments, Elderly Housing Development & Operations Corporation
- 2/12 - Presentation for Humana staff
- 2/13 - Resource fair: People for Community Improvement
- 2/13 - CCI Presentation at the Western Region User Group Conference in Los Angeles
- 2/14 - [Asegurate 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)

- 2/17 - CCI presentation to beneficiaries and caregivers at Holy Name of Mary Church in San Dimas
- 2/18 - Community Senior Health Fair, Harbor Hills
- 2/19 - [LA Physician and Provider Coordinated Care Webinar](#) - public event
- 2/22 - Heavenly Vision Church FITuary Health Fair South LA- public event
- 2/24 - [LA Physician and Provider Coordinated Care Webinar](#) - public event

Orange County

- 2/24 - Casa Santa Maria Housing and Urban Development (HUD) presentation for residents

Riverside / San Bernardino Counties

- 2/26 - Inland Empire Telephone Town Hall Meeting

San Diego County

- 2/9 - Carmen Residential presentation for staff members
- 2/10 - Tele Town Hall for IHSS beneficiaries
- 2/20 - Annual 2-1-1 Connections Luncheon- public event
- 2/24 - UDW members meeting

Santa Clara County

- 2/12 - SCVHHS Department of Alcohol and Drug Service
- 2/20 - CCI Briefing to Board of Supervisors Aides

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 the **Calendar, CCI presentations, Weekly Update archives, educational webinars, audio recordings of stakeholder calls and telephone town hall meetings, and print versions of stakeholder updates** -- along with links to our **YouTube and Vimeo channels** -- filed under the Outreach menu on CalDuals.org's red bar.