

# Weekly Update

Coordinated Care Initiative Outreach Weekly Update

February  
24, 2015

[Click here for an accessible version of this update.](#)

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!

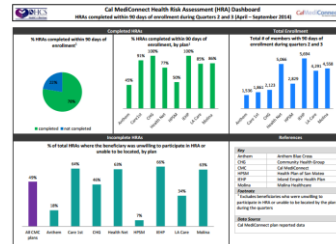
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# CalDuals

## Health Risk Assessment (HRA) Data Now Available

Find it on the [Enrollment Data](#) page



## CCI Recent Outreach Events

### San Diego Residents Join a Cal MediConnect Telephone Town Hall Meeting

2/10 - The **CCI Advisory Committee** conducted an informative **Telephone Town Hall for IHSS beneficiaries**. Greg Knoll, Executive Director of the Center for Health Education and Advocacy (CCHEA) and



Chair of the CCI Advisory Committee, moderated the call. Mr. Knoll was joined by Brenda Schmitthenner, Manager of the Long Term Care Integration Project (LCTIP), Jack Dailey, Senior Health Attorney at

## Quick Links

### [Cal MediConnect Explained](#)

Detailed informational video about the CCI

### [Cal MediConnectToons](#)

Short informational videos about the CCI

### [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.)

CCHEA, Michele Melden, Statewide Coordinator for the Cal MediConnect Ombudsman Program, and members of the UDW team. The group provided information about the CCI to participants of the call and answered questions both on the air and following the call.

## Los Angeles County



**2/13** - About 50 attendees received a detailed overview of the CCI at the annual **Western Region Users Group (WRUG) Conference**. Fact sheets about crossover claims, contracting with Cal

MediConnect plans, billing under the CCI, and continuity of care were distributed. WRUG members are all users of the GE Healthcare Centricity Business practice management and managed care system. Some of these members are both business users and IT analysts who are setting up benefit plans and vendor contract arrangements for delegated medical groups.

## Santa Clara County

**2/12** - Santa Clara County Alcohol and Drug Medi-Cal providers convened for a training about Cal MediConnect to learn more about the program and where to refer clients with questions about their options and enrollment. In addition to providing information about



how to help beneficiaries, the presentation also included information on how to begin the contracting process with Cal MediConnect health plans.

## Riverside / San Bernardino Counties



**2/19 - Inland Empire Health Plan (IEHP)** provided a venue and time for a CCI update and overview to 100 partner organization representatives at the monthly **IEHP Community Partners Network Meeting** at

their Rancho Cucamonga facility. The overview focused on the elements of Cal MediConnect, Medi-Cal Managed Long-Term Services and Supports (MLTSS), and the importance of the blue envelopes for beneficiaries. The meeting was also a good venue to create awareness and advertise the upcoming Inland Empire Telephone Town Hall meeting scheduled on February 26th. [Click here to learn more about that Telephone Town Hall Meeting.](#)

## Other Recent Events

### Los Angeles County

- **2/9** - Residents of **Murray Place Apartments** participated in a presentation about the Coordinated Care Initiative (CCI). They learned about their enrollment options under Cal MediConnect, notices, and the resources available for them should they have more questions about the

program. The presentation also covered how to fill out the Choice Form and their rights if they choose to join a Cal MediConnect plan.

- **2/10** - A CCI presentation was provided to billing and pharmacy staff at **San Pedro Pharmacy and Peninsula Pharmacy**. The presentation focused on the CCI's Continuation of Medication provision, specifically the Medicare Part D transition rules and rights of beneficiaries as part of Cal MediConnect. The billing manager and pharmacist recognized the need for CCI in-services and training for more of their pharmacy staff. San Pedro Pharmacy and Peninsula Pharmacy serve the elderly population in the the San Pedro area.
- **2/10** - Office staff from billing, reception and physician support at **COR Healthcare Medical Associates**, a specialty physician provider group, attended a CCI presentation. Topics and questions included continuity of care, crossover payments, authorizations, and beneficiary enrollment. The office leadership at COR is committed to have all their staff go through CCI training and education, and they believe this is important to help their providers and their patients manage through the change without disrupting care. This San Pedro office is part of a larger group that provides primary and specialty care in the South Bay area community.
- **2/10** - A follow-up CCI presentation was provided at **Alhambra Medical Center**. This session was arranged by hospital management to update attendees about the CCI, many of whom could not attend the LA Provider Summit. The session focused on topics and questions around delegation of financial responsibility, continuity of care, authorization and crossover claims. The attendees recognized the need to communicate and coordinate with hospital contracted plans to resolve issues around authorization, retroactive payments and acute-to-sub-acute care transfers. Alhambra Medical Center is part of a network of hospitals in LA's San Gabriel Valley area.
- **2/10** - Beneficiaries at **Dr. Luque's** office participated in a presentation about the CCI. The presentation was requested on behalf of the doctor, as many of his patients were coming in with questions about Cal MediConnect. The presentation went over enrollment, notices, how to fill out the choice form and the resources available to Dr. Luque's staff and their patients. Educational materials were also left for the staff.
- **2/11** - Residents of the **Salvation Army Silver Crest Residences** in Pasadena received a presentation about the CCI. Those in attendance learned about enrollment, 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 Cal MediConnect health plans.

- **2/11** - Cal MediConnect educational materials were delivered to **10 public libraries** in Pasadena. The materials will be displayed on their bulletin boards and made available to beneficiaries on their resource tables. The fact sheets included contact information for the Cal MediConnect health plans, HCO, HICAP, and the Cal MediConnect Ombudsman program, and were provided in English and Spanish. An outreach coordinator's contact information was also provided in case the libraries need any help or in the event that beneficiaries have any questions.
- **2/12** - Residents of **Steel Plaza Apartments** learned about their options under Cal MediConnect. The presentation went over enrollment, notices, how to fill out the choice form, and the resources available to them should they have further questions.
- **2/12** - Staff members of **Humana** participated in a presentation about the CCI. This group was particularly interested in the enrollment process for Cal MediConnect. The presentation covered enrollment, notices, and the resources available to those eligible to participate in the program.
- **2/13** - Participants at the Resource Fair put on by **People for Community Improvement (PCI)** 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.
- **2/14** - The love for healthful living was on display at the **Asegurate Health Fair** held in Plaza Mexico. Those who attended 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. The Cal MediConnectToons also made their health fair debut at the event.
- **2/17** - CCI educational materials were delivered to residents at **Las Alturas apartments** in Whittier. The materials provided information about Cal MediConnect health plans, contact information for HICAP, and Health Care Options, and were available in English and Spanish.
- **2/17** - Residents of the **Salvation Army Residence** in Lake View participated in a two session presentation about Cal MediConnect. One session was done in English and the other in Spanish. During the presentation, residents learned about their options under the program as well as the resources available to them. The participants viewed the Cal MediConnectToons and learned about the program and the enrollment process. Many of the residents had questions about the choice form and how to keep seeing their providers once they join a Cal MediConnect plan.
- **2/17** - Two CCI presentations, one in English and one in Spanish, were provided for parishioners and caregivers at **Holy Name of Mary Parish in San Dimas**. The participants received information on the. Information

shared included details on enrollment choices and timelines, care coordination, continuity of care, and the importance of having an authorized representative for those who need one. The participants had an opportunity to ask questions and received fact sheets with more information.

- **2/17** - The management of **Elixair Medical Inc.**, a durable medical equipment provider in Santa Fe Springs, received a CCI training for its staff. Staff were interested in how Cal MediConnect and MLTSS will impact their business and dual eligible beneficiaries. Questions about enrollment and timeline were answered, and MLTSS plan choices were also discussed. The staff were eager to learn the important details of the CCI program, and felt that knowing about the program would help them assist their clients as they navigate these changes. Elixair Medical Inc. has been providing home health care products in Southern California since 1992.
- **2/18 - St. Jacob Hospice staff** learned about the CCI and Cal MediConnect during a webinar geared for providers and other medical professionals. The webinar provided Los Angeles specific information about the health plans, the enrollment timeline, and referral resources for clients.
- **2/18** - At the **Community Resource Fair in Lomita**, residents learned about their options under Cal MediConnect as well as the resources available to them. An outreach coordinator was available to explain the program and to answer any questions they had.
- **2/19** - The first of many **LA Physician and Provider Coordinated Care Webinars** provided an important provider-specific overview of the CCI, with general billing and continuity of care information. These webinars are available to any providers who work with duals, and our next presentation in this series will be held on February 24th. Please register [here](#).
- **2/22** - Participants at the **FITuary Health Fair** at Heavenly Church enjoyed a day full of activities. The event was put on by Let's Move! West L.A., a collaboration of health advocates, neighbors, and businesses promoting wellness upgrades in Westside Los Angeles. An outreach coordinator was available to answer questions and distribute fliers about the CCI.

## Orange County

- **2/11** - The **Orange County Aging Services Collaborative (OCASC)** meeting was well attended by local stakeholders and other organizations, including CalOptima. The 50 attendees were updated on CCI outreach and that Orange County enrollment begins no sooner than July 2015 for

voluntary enrollment and no sooner than August of 2015 for passive enrollment.

- **2/20** - Top decision-makers from Orange County Aging Services Collaborative joined the **Orange County Leadership Forum on Aging** and learned more about the CCI. Attendees included legislative officials, local community based organizations, and CalOptima health plan representatives.

### Riverside / San Bernardino Counties

- **2/20** - Promotional materials in English and Spanish were delivered to the **Dorothy Inghram Branch of the San Bernardino Public Library** for the upcoming Inland Empire telephone town hall meeting on February 26th. [Click here to learn more about the Inland Empire's Telephone Town Hall Meeting.](#)
- **2/20** - Promotional materials in English and Spanish were delivered to **Victor Community Support Services - West San Bernardino** to advertise the upcoming Inland Empire Telephone Town Hall Meeting on February 26th. [Click here to learn more about the Inland Empire's Telephone Town Hall Meeting.](#)
- **2/20** - Promotional materials in English and Spanish were delivered to the **New Hope Family Life Center** to advertise to advertise the upcoming Inland Empire telephone town hall meeting on February 26th. The participating Cal MediConnect plans - IEHP, Molina, InnovAge of Greater Los Angeles PACE and other groups will collaborate for the call.

[Click here to learn more about the Inland Empire Telephone Town Hall Meeting.](#)

### San Diego County

- **2/9** - Staff members of **Carmen Residential Board and Care** participated in a CCI training. The facility has patients with high medical and behavioral health needs. Staff members recognized the blue envelopes, which their patients have been receiving. Most of the patients are already enrolled into Cal MediConnect, but many of the staff never fully understood the program until the training.



- **2/17** - Members of the **AARP Community Action Team of Chula Vista** welcomed a CCI presentation at their monthly team meeting. Much of the discussion focused on the blue envelopes, as well as the enrollment timeline, and more specific details about Cal MediConnect and MLTSS. A number of volunteers are also caregivers, and acknowledged that knowing about CCI helps them assist beneficiaries in their care. The California AARP organization supports CCI outreach and education to its members and volunteers. More outreach and education events at similar meeting venues, in targeted communities, are planned in the near future.
- **2/19** - **United Domestic Workers (UDW)** had their members' quarterly meeting in Oceanside. More than 200 members participated and were provided with materials about Cal MediConnect and how the new benefits can provide better quality access and care for their loved ones or the consumers they work with. UDW caregivers are able to explain the program to their IHSS consumers and support them through the transition into Cal MediConnect.
- **2/20** - The **Annual 2-1-1 Connections Luncheon** was held in honor of the agency's 10th anniversary. Their helpline centers have more than one million networks, contacts and organization where they are able to support consumers and community based organizations get information and access for health and human services. 1350 people from community organizations and others came out to support 2-1-1.

### **Santa Clara County**

- **2/4** - Members of the **Santa Clara North County Geriatric Team** included CCI education on their agenda this month. Discussion covered 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 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.
- **2/18** - The **Valley Connection Call Center** managerial staff received a CCI presentation for their call center employees. Attendees wanted to learn how to correctly refer and assist hospital clients who call with questions.
- **2/19** - The **Mountain View Senior Center** incorporated a CCI presentation in the senior program's 2015 speaker series. The audience asked questions about the role that Kaiser plays in MLTSS and who to contact for questions and help.



- **2/20** - The **Santa Clara County Board of Supervisors** and their staff learned about Cal MediConnect and the CCI in order to better refer and answer constituent questions. The presentation also provided statewide enrollment trends to give context for the program's implementation in Santa Clara. Attendees had the opportunity to speak with health plan representatives from Santa Clara Family Health Plan, Anthem, and OnLok.

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## Looking Ahead

### Los Angeles County

- 2/24 - [LA Physician and Provider CCI Webinar](#) - **public event**
- 2/26 - Staff presentation at Kindred Hospital - La Mirada
- 2/27 - Westlake Coalition Resource Fair at MacArthur Park - **public event**
- 2/28 - Health Expo at East Los Angeles Boys and Girls Club  
**public event**
- 3/4 - Staff presentation at Cedars-Sinai Medical Center

### Orange County

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

### Riverside / San Bernardino Counties

- 2/26 - [Inland Empire Telephone Town Hall Meeting for beneficiaries and caregivers](#) - **public event**

### San Diego County

- 2/24 - UDW members meeting
- 3/3 - Casa De Las Campanas SNF training for staff members

- 3/18 - [Spring Into Healthy Living](#) - **public event**
- 3/28 - Meals On Wheels hosting 5K - "Wiggin Out For San Diego Seniors"

### Santa Clara County

- 2/25 - [Beneficiary presentation at Gilroy Senior Center](#) - **public event**

## New This Week

### Updates to CalDuals.org

- A **new video** called **Cal MediConnect Explained** has been posted. The video covers the enrollment process and options for Cal MediConnect, Managed Medi-Cal Long-Term Services and Supports, and PACE. Watch it on [YouTube](#) or [Vimeo](#).
- **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 the following 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.