

# Weekly Update

Coordinated Care Initiative Outreach Weekly Update

**March 17,  
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!

## CalDuals

### Coordinated Care Initiative Recent Outreach Events

#### L.A. Care Health Plan Staff Get Latest CCI Details

**3/9 -**  
During a staff training at L.A. Care Health Plan's corporate



office, product and sales training specialists, field representatives, and supervisors learned about the components of coordinated care, including general information about the benefits of Cal MediConnect and MLTSS plans. The field representatives will conduct outreach to beneficiaries as well as their colleagues within L.A. Care Health Plan in order to educate them about Cal MediConnect. The group had questions regarding enrollment timeline, plan benefits and authorized representatives.



## 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.)

## Santa Clara County



**3/9** - Staff members of **Asian Americans for Community Involvement** learned about Cal MediConnect during a training incorporated into their weekly meeting. The

overview focused primarily on explaining the programs, the enrollment materials, and how to identify a patient who may need additional resources or information for enrollment.

Participants questions related to the scale of the project and the size of the dual eligible population in Santa Clara County, and staff were pleased to hear that Cal MediConnect provides support to participants through Integrated Care Teams.

## Riverside / San Bernardino Counties

**3/9** - The **Eddie Dee Smith Senior Center** in Riverside sponsored a CCI outreach and education event for its residents and providers.



The presentation was in English with a Spanish interpreter. It covered the advantages of Cal MediConnect, the plans available in Riverside and San Bernardino counties, and what beneficiaries should expect when they receive their blue envelopes. Questions about providers, the value of continuity of care, and Medi-Cal plans were raised. HICAP representatives regularly visit the center, and residents were encouraged to meet with the representatives for follow-up information to help them make their decisions.

## Other Recent Events

### Los Angeles County

- **3/9** - Staff members from **HR Benefits and Consulting** received an educational presentation. Staff learned about enrollment for Cal MediConnect for all five Southern California CCI counties. They also learned about how provider payments work under the program, continuity of care, as well as the resources available to eligible beneficiaries. Many of the questions asked were about crossover billing and how to fill out the Choice Form.
- **3/9** - A presentation was provided to the executive team, social workers, financial department, and contracting and admitting staff at **Barlow Respiratory Hospital**. Attendees were informed about enrollment and guidelines of the optional and mandatory choices under Cal MediConnect. Questions centered on billing, the crossover claims process, and benefits of the program. Relevant informational handouts were distributed to the attendees during this presentation. Barlow Respiratory Hospital is the only hospital of its kind in Southern California. It specializes in treating patients with complex respiratory and medical needs.
- **3/10** - Staff from five of the CCI counties working at **Humana** participated in a presentation during their **SoCal 2015 Roy meeting**. Those in attendance learned about how Cal MediConnect is being implemented, as well as the enrollment timelines for each participating county. They also learned about continuity of care, billing, and the resources available for those eligible to participate in the program.
- **3/10** - Staff of **Hospice of Grace** in Glendale hosted a CCI meeting at their corporate office. The focus of the in-service training was on the elements of the CCI and the value of Cal MediConnect to eligible beneficiaries. The Hospice of Grace contracts with many physicians, hospital providers and Medi-Medi beneficiaries in the Armenian community of Glendale. The staff appreciated the information and were excited to assist in CCI outreach and education in the Armenian community that they serve.
- **3/10** - **AVS Rx** leadership and staff in Glendale took time from their work and welcomed a CCI presentation at their pharmacy. One main focus of the presentation was the changes the CCI brings for beneficiaries who have disabilities and need assisted living support and services. Discussion also centered around the impact on prescription benefits, the continuity of care process, and the need for pharmacists to assist beneficiaries with their questions. The

pharmacist recognized the role she has to play in education and outreach activities, and agreed to advocate for CCI education of other pharmacists in her network. AVS Rx serves mostly Armenian customers in the Glendale and Eagle Rock communities.

- **3/10** - The **All for Health, Health for All Clinic** in Glendale received a provider-focused presentation. The discussion focused on basic information about the CCI, Cal MediConnect, plan options, and the enrollment process for beneficiaries. Staff recognized the importance of this information to the people they serve. Educational materials were distributed, and future collaboration will ensure that the rest of the staff are trained on the CCI. All for Health, Health for All Clinic serves the Armenian community in Glendale and Burbank area. Many of their patients are being impacted by the CCI.
- **3/10 - A.N. Medical Clinic** in Glendale welcomed an overview of the CCI in their office. Staff were interested in learning more about the CCI, Cal MediConnect and plan options. The clinic contracts with many of the plans and sees a significant number of Medi-Medi beneficiaries of Armenian background. The staff will share the CCI information with other staff and physician providers in the clinic.
- **3/10 - Webinar Training for Health Providers** - Twice monthly webinars for health care providers are now held on the 2nd and 4th Tuesday of each month from 12 pm to 1 pm. This month, on March 10, providers from 12 cities in five counties attended, representing doctors, skilled nursing facilities, hospitals, community health centers, managed services organizations, and long term care providers, dialysis providers, and other medical specialties. Topics covered included an overview of the CCI and information on billing and crossover claims, continuity of care, authorizations, and resources available for further information.
- **3/12** - Residents of **Southbay Gardens** participated in a presentation to learn about their enrollment options for Cal MediConnect. Those in attendance learned about the Choice Form and how to fill it out properly. Attendees also learned about the resources available to them should they need additional help in making a decision about Cal MediConnect.

### Riverside / San Bernardino Counties

- **3/9** - The managing pharmacist and staff at **Exclusive Care Pharmacy** in Jurupa Valley received a presentation. They learned

about the changes brought by the CCI and how the program may affect pharmacy providers and beneficiaries.

### San Diego County

- **3/10 - Casa De Las Campanas** staff members participated in their first informational presentation on the CCI. Staff present included the CFO, administrators, managers, billing staff, nurses and social workers. The facility is not contracted with any of the health plans but the staff members were very eager to learn how to participate in Cal MediConnect to better service their patients. They learned how both providers and members of Cal MediConnect can request continuity of care to have continuous accesses and services with their out of network providers.
- **3/13 - Villa Las Palmas Healthcare Center** received a training for staff and presentations were provided to their patients and their patient's families at the skilled nursing facility they operate. The staff present included administrators, social workers and coding staff. With this information, the trained staff will then support their patients on learning about the benefits and what coordinated care would look like under Cal MediConnect.

### Santa Clara County

- **3/11 - The Valley Connection Call Center**, which serves patients of the Santa Clara Valley Health and Hospital Services system, learned more about Cal MediConnect in order to better serve call center clients. The call center staff received information and referral sheets, and had a chance to ask questions about possible caller scenarios. Special attention was paid to discussion of continuity of care, and how patients and physicians can request it from the health plans in order to preserve access to care during the patient's transition.
- **3/11 - The first of three Santa Clara County Provider Webinar Overview presentations** about Cal MediConnect and the CCI was held. The first half of the presentation focused on general overview information about the programs, while the second half addressed questions about billing, continuity of care, and authorized representatives' roles in the enrollment process.

# Looking Ahead

## Statewide

- 3/19 - [Telephone Town Hall Meeting](#) - **public event**

## Los Angeles County

- 3/19 - Presentation to Mexican Federations Council
- 3/20 - [Resource Fair: Pasadena Senior Center](#) - **public event**
- 3/21 - [Food Help: local food bank distribution hosted by Downey First Christian Church](#) - **public event**
- 3/21 - Morningside High School Community Outreach Fair - 10500 S. Yukon Ave. Inglewood, CA 90303 - **public event**
- 3/22 - [Community Health Fair at South Bay Adventist Church](#) - **public event**
- 3/24 - LA Access to Health Coverage Coalition Meeting with Community Health Councils
- 3/24 - [Webinar for physicians and other medical providers](#) - **public event**
- 3/25 - Staff training for Service Employee International Union United Long-Term Care Workers
- 3/26 - Presentation to providers and medical management staff at Kindred Hospitals' Annual Medical Management meeting
- 3/28 - Presentation to families at Alliance Nursing and Rehab
- 3/30 - Presentation at Nephrology Social Workers Conference
- 4/1 - Webinar for Good Samaritan Hospital for providers and medical staff
- 4/11 - [Healthy Living Fair at the Community Resource Center in Whittier](#) (Spanish) - **public event**
- 4/14 - [Webinar for physicians and other medical providers](#) - **public event**
- 4/28 - [Webinar for physicians and other medical providers](#) - **public event**
- 5/16 - Alliance Nursing and Rehab sponsored health fair
- 6/20 - Presentation during family support meeting at the Down Syndrome Association of L.A.

## Orange County

- 3/20 - Orange County's stakeholder's meeting



### Riverside / San Bernardino Counties

- 3/17 - Inland Empire Disabilities Collaborative meeting
- 3/31 - CCI Stakeholder Advisory Committee

### San Diego County

- 3/18 - [Spring Into Healthy Living](#) - **public event**
- 3/28 - Meals On Wheels hosting 5K "Wiggin Out For San Diego Seniors"
- 4/1 - Villa Las Palmas Healthcare Center presentation for consumers and families
- 4/2 - Villa Las Palmas Healthcare Center presentation for consumers and families
- 4/15 - Presentation for consumers at Coco's Bakery Restaurant
- 4/29 - Presentation for consumers at Coco's Bakery Restaurant

### Santa Clara County

- 3/18 - Santa Clara County stakeholder's meeting
- 3/25 - Santa Clara County Cal MediConnect Consumer Advisory Board Meeting
- 3/25 - General Provider Overview Webinar II - this online presentation from noon to 1pm will discuss important CCI and Cal MediConnect information for physicians, providers, and those who work with dual eligible beneficiaries. This event is free of charge. [Click here to register for this event](#) - **public event**
- 3/27 - Presentation at the California Association of Healthcare Facilities (CAHF) Monthly Meeting
- 3/30 - Presentation to Live Oak Adult Day Center in Gilroy
- 3/31 - General Provider Overview Webinar III - The second of three webinars. This online presentation from noon to 1pm will discuss important CCI and Cal MediConnect information for physicians, providers, and those who work with dual eligible beneficiaries. This event is free of charge. [Click here to register for this event](#) - **public event**

## New This Week

[Updates to CalDuals.org](#)

- Spanish materials for **Orange County** are now available on the [Spanish](#) page.
- A video called **Cal MediConnect Explained** 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](#).