

Weekly Update

Coordinated Care Initiative Outreach Weekly Update

March 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 - we'll include it!

CalDuals

Coordinated Care Initiative Recent Outreach Events

Orange County CCI Outreach Begins



3/20 - During **CalOptima's Stakeholder Meeting**, health plan representatives from CalOptima,

community advocacy groups, and state representatives gathered to discuss plans for beneficiary and provider outreach. Attendees discussed county specific needs, and the meeting allowed for stakeholders to meet each other and plan for the upcoming CCI roll-out in Orange County. Future stakeholder meeting dates for the next four months were shared.

Los Angeles County

Click Here to
**Join Our
Email
List**



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.)

3/20 - State outreach staff attended the **Pasadena Senior Center's Resource Fair**. Outreach staff provided educational materials to beneficiaries and answered questions about Cal MediConnect and the CCI. The Cal MediConnectToons were also played during the event.



San Diego County



3/16 - Members and staff from **AARP's Community Action Team (CAT)** in Chula Vista

received a CCI presentation during their monthly meeting. The presentation focused on basic CCI information, Cal MediConnect's benefits, and the enrollment process. Attendees asked questions about their options, eligibility, and benefits. Future opportunities for CCI outreach were also discussed. The Chula Vista CAT meeting is a regular monthly meeting sponsored and organized by AARP California. Many members of the Chula Vista team have both Medicare and Medi-Cal. This is the second time a CCI presentation has been incorporated in their monthly agenda.

Other Recent Events

Statewide

- **3/19** - During last Thursday's **Telephone Town Hall Meeting**, 1463 people joined the call to learn about Cal MediConnect and have questions answered live on the air. The one-hour call discussed health plan choices, the enrollment process, and agencies to contact should people have more questions. This Tele Town Hall is one of a series of similar calls that happen on the third Thursday of each month.

Los Angeles County

- **3/19** - Resources for beneficiaries were delivered to the **Los Angeles Public Library (LAPL)**, headquartered in downtown Los Angeles. Staff of LAPL will distribute the informational materials, along with state outreach staff's contact information, to their 72 branches across L.A. Information was provided in several languages, including Armenian, Chinese, English, Korean, Russian, Spanish, Tagalog and Vietnamese. Previously, outreach staff provided a presentation and staffed a resource table at an LAPL site.
- **3/20 - Food Help**, a local food bank at the Downey First Christian Church, distributed educational materials about Cal MediConnect during their weekly food distribution to residents in Downey. The educational materials included phone numbers for Cal MediConnect health plans, Health Care Options (HCO), and HICAP. The fliers will be included in the food baskets that the church provides to seniors on Saturday mornings.

Riverside / San Bernardino Counties

- **3/18** - Members of the **Molina Healthcare Cultural and Linguistic Community Advisory Committee** in Riverside welcomed a CCI presentation at their meeting in Colton. The presentation focused on the basics of the CCI and the two plans available in Riverside County. CCI handouts were distributed and referrals for future outreach and education events were solicited. Many committee members recognized the need to increase beneficiary awareness by sharing CCI information, and committed to arrange future outreach and education events to their communities in Riverside County. Molina Clinic

sponsors regular meetings to encourage collaboration and communication among non-profit and other civic organizations - many of which serve Medi-Medi beneficiaries and their families.

- **3/18** - A CCI presentation was provided for **Colton Valley Medical Care**, a physician office in Riverside County. The presentation focused on the CCI's two health plan choices in Riverside and how beneficiaries could make an informed choice. The provider office contracts with Molina Healthcare and Inland Empire Health Plan for Cal MediConnect. The manager acknowledged that beneficiaries have a lot of questions about program changes, and that she had found the transition trouble-free. Handouts with phone numbers for the plans, HICAP, and Health Care Options were provided to attendees. Colton Valley Medical Care provides services to low-income patient population including Medi-Medi beneficiaries in the part of Riverside County.
- **3/18** - The pharmacy staff at **Colton Pharmacy and Medical Supplies** learned more about the CCI during a presentation. The presentation covered the CCI's options and the enrollment process, as well as continuity of care, pharmacy benefits, and therapeutic authorization request process. Afterwards, the pharmacist received CCI handouts with additional information in case there were further questions. Colton Pharmacy and Medical Supplies provides pharmacy services to many of the community's Medi-Medi beneficiaries.

San Diego County

- **3/18** - At the **Spring into Healthy Living** event, attendees collected educational materials about the CCI, which included information about blue envelopes, contact information for the plans, and more enrollment information. This was an annual event held to connect local seniors with health resources in their communities, including health programs, senior support groups, and social events.
- **3/19** - The **San Diego Public Authority** received CCI educational materials to distribute to newly trained IHSS caregivers, who will then share them with the IHSS beneficiaries they serve. The materials explained the program and included phone numbers for all the San Diego CCI health plans, as well as contact numbers for other helpful agencies including HICAP, Health Care Options, and the Cal MediConnect Ombudsman.
- **3/19** - **Meals on Wheels** received CCI educational materials for their members who qualify for the Cal MediConnect program. The materials

included numbers to call for assistance and more information on how to enroll in a health plan.

Santa Clara County

- **3/18** - The **Santa Clara County Stakeholder Meeting**, held at Anthem's new downtown San Jose office, welcomed interested groups to hear updates on Cal MediConnect enrollment from the Santa Clara health plans, as well as updates from state outreach staff, the Cal MediConnect Ombudsman program, and the local HICAP. The CCI Consumer Advisory Board announced their third meeting for Cal MediConnect consumers to be held next Wednesday, March 25th. If you are a Cal MediConnect beneficiaries who interested in participating in the Advisory Committee, please contact Tammie Pitkin at Tammie.Pitkin@amerigroup.com for more information.

Looking Ahead

Statewide

- 3/25 - [CCI Monthly Stakeholder Call](#) - **public event**
- 4/16 - [Telephone Town Hall Meeting](#) - **public event**

Los Angeles County

- 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
- 3/30 - [CareMore Informational Event, East LA](#) - **public event**
- 3/30 - [CareMore Informational Event, Lawndale](#) - **public event**
- 3/31 - [CareMore Informational Event, Downey](#) - **public event**

- 3/31 - Presentation to various departments at East Valley Community Health Center, Inc.
- 4/1 - Webinar for Good Samaritan Hospital for providers and medical staff
- 4/2 - Presentation at Motion Picture and Television Hospital
- 4/7 - Presentation to Promotoras for the California Latino Age Wave Initiative Centro CHA Inc. (Spanish)
- 4/7 - [CareMore Informational Event, Downey](#) - **public event**
- 4/8 - Promise Hospital of East Los Angeles, presentation to the CEO, case management, admissions, clinical liaisons, clinical evaluators and administrative director
- 4/10 - Presentation for the Personal Assistance Service Council (PASCLA) registry department
- 4/10 - [CareMore Informational Event, East LA](#) - **public event**
- 4/11 - [Healthy Living Fair at the Community Resource Center in Whittier](#) (Spanish) - **public event**
- 4/13 - [CareMore Informational Event, Lawndale](#)- **public event**
- 4/13 - [CareMore Informational Event, Long Beach](#) - **public event**
- 4/14 - [Webinar for physicians and other medical providers](#) - **public event**
- 4/21 - [CareMore Informational Event, Downey](#) - **public event**
- 4/21 - Presentation to outreach team at Beverly Hospital
- 4/24 - [CareMore Informational Event, East LA](#) - **public event**
- 4/27 - [CareMore Informational Event, Lawndale](#) - **public event**
- 4/27 - [CareMore Informational Event, Long Beach](#) - **public event**
- 4/28 - [Webinar for physicians and other medical providers](#) - **public event**
- 4/28 - Presentation for Golden State Care Center medical management team
- 5/16 - Alliance Nursing and Rehab sponsored health fair
- 6/20 - Presentation during family support meeting at the Down Syndrome Association of L.A.

Riverside / San Bernardino Counties

- 3/31 - CCI Stakeholder Advisory Committee

San Diego County

- 3/28 - Meals On Wheels hosting 5K "Wiggin Out For San Diego Seniors"
- 3/31 - Vista Knoll Specialized Care Facility training for staff
- 4/2 - Villa Las Palmas Healthcare Center presentation for consumers and families

- 4/15 - Presentation for consumers at Coco's Bakery Restaurant
- 4/21 - Kindred Transitional Care and Rehabilitation training for staff
- 4/29 - Presentation for consumers at Coco's Bakery Restaurant

Santa Clara County

- 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](#).