

Weekly Update

Coordinated Care Initiative Outreach Weekly Update

March 3,
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

CCI Recent Outreach Events

Orange County Residents Learn About the CCI



2/24 - Residents of **Casa Santa Maria**, a Housing and Urban Development (HUD) facility, received an educational Cal MediConnect presentation in English with Korean and Chinese interpreters. They learned that in Orange County, voluntary enrollment will begin no sooner than July 2015 and passive enrollment will begin no sooner than August 2015. Attendees were given contact information for CalOptima and learned about the



benefits of getting all their medical and social services coordinated under one plan, at no additional cost. They also learned that if certain criteria are met, they may also qualify for the CalOptima PACE program.

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.)

Los Angeles County



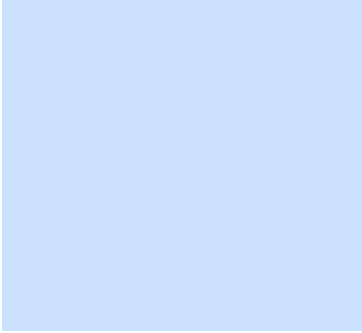
2/27 - A CCI presentation was provided to **Shyn's Pharmacy in Koreatown** for their pharmacists and pharmacy staff. The lead

pharmacist requested the presentation because she saw the need to educate Shyn's pharmacists and staff about the details of the CCI, specifically information related to pharmacy benefits. The meeting was also open to physician providers and their staff who refer patients Shyn's. Shyn's Pharmacy is part of a network of pharmacy providers in Koreatown that serve a culturally diverse community, including a high percentage of dual eligible beneficiaries.

Los Angeles County

2/25 - CCI outreach staff participated in a **radio interview** in Spanish to help promote the upcoming Telephone Town Hall Meeting. The 30-minute program was interactive, and listeners were





able to call in and have their questions answered on the air. Beneficiaries from San Bernardino, Riverside, Palmdale, Rialto, Barstow, and other cities in the Inland Empire called with specific questions on enrollment in Cal MediConnect and selecting a managed Medi-Cal plan.

Other Recent Events

Los Angeles County

- **2/26** - A presentation was made to leadership staff at **Kindred Hospital**. The sites that participated included Kindred La Mirada, Kindred Brea, Kindred San Gabriel Valley, Kindred Santa Ana and District. Kindred services includes transitional care hospitals, nursing and rehabilitation centers, RehabCare and Kindred at Home. The presentation covered topics such as continuity of care, authorized representatives, and Health Care Options. A state representative reviewed resources on Calduals.org like the Cal MediConnect guidebook, Los Angeles county choice form and materials available in languages other than English. Informational materials in English and Spanish were also provided to attendees.
- **2/26** - Staff from **HR Benefits Consulting (HRBC)**, an insurance company, 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 for Cal MediConnect.
- **2/27** - At **AltaMed PACE's grand opening**, CCI outreach staff were present to answer questions and provide informational materials on Cal MediConnect and MLTSS. About 100 attendees were present, including AltaMed's executive and management team, local and state elected officials, community leaders and Medicare/Medi-Cal beneficiaries.
- **2/27** - Attendees of the **health resource fair in MacArthur Park** learned about their options under Cal MediConnect. CCI outreach staff

were available during the event to pass out information and answer questions about the CCI and Cal MediConnect in both English and Spanish.

- **2/28** - During a **Health Expo at the East Los Angeles Boys and Girls Club**, participants had the chance to learn about the CCI. State outreach staff were available during the event to pass out information and answer questions about the CCI and Cal MediConnect.

Riverside / San Bernardino Counties

- **2/26** - The **CCI Stakeholder Advisory Committee**, made up of CCI stakeholders and Inland Empire health plans, jointly coordinated a **Telephone Town Hall Meeting** for beneficiaries and caregivers. Participants who joined the call had the opportunity to learn more about Cal MediConnect and managed Medi-Cal plans, ask general CCI questions, and ask plan-specific questions about benefits. Additionally, real stories about how Cal MediConnect's coordinated care is helping enrolled beneficiaries were shared. The panelists included representatives from Inland Empire Health Plan (IEHP), Molina Healthcare, InnovAge Greater California PACE, HICAP, the Cal MediConnect Ombudsman, and California's Department of Health Care Services. The conversation was held in both English and Spanish.

San Diego County

- **2/23** - A CCI presentation was provided to the medical director of **Neighborhood Healthcare Clinic** in Escondido. Elements of the CCI program, beneficiary enrollment, and information about health plan options were covered. The medical director recognized the potential complexity of the CCI program and the need to have staff and beneficiaries understand the key details of the program. Resources such as Health Care Options and HICAP were discussed and noted as good resources to help educate beneficiaries and caregivers. Neighborhood Healthcare Clinic in Escondido is a Federal Qualified Health Clinic (FQHC) and serves a community where a significant number of Medi-Medi beneficiaries reside.
- **2/23** - **AccuCare Home Medical Equipment and Escondido Pharmacy** welcomed a CCI presentation specific to pharmacy and

durable medical equipment (DME) providers and front-line staff. Discussions focused on the details related to beneficiary options and the enrollment process. The transition into a Cal MediConnect plan for prescription drug coverage and the need to contract with MLTSS plans to continue to provide appropriate DME products and services were two other topics of interest to attendees. AccuCare Home Medical Equipment and Escondido Pharmacy serve the needs of the community in the Escondido.

- **2/26** - A CCI training session was conducted at **Jacob Health Care Center**, a skilled nursing facility. Staff members asked questions about continuity of care, transportation, and how to assist their patients and their patients' families with the enrollment process. There was also discussion about how a care plan coordinator can be designated to support patients with the Health Risk Assessments (HRA) and how the coordinator will help beneficiaries coordinate medical and social services for the center's patients.
- **2/27** - Eight hundred Cal MediConnect fliers were delivered to several of the local **Meals on Wheels** sites in San Diego. This is part of a continuing collaboration with the managers and volunteers at Meals on Wheels to ensure that the people they serve continue to receive important information about Cal MediConnect.

Santa Clara County

- **2/25** -The **Gilroy Senior Center** welcomed a CCI overview presentation for its participants. Some of the seniors in attendance had blue envelopes in hand and attendees asked questions about who to call to get further help with the decision making process. Many seniors were surprised and excited to learn that Cal MediConnect plans provide additional vision and transportation benefits.

Looking Ahead

Los Angeles County

- 3/3 - CCI presentation at Cedars-Sinai Medical Center, Los Angeles
- 3/5 - CCI presentation at SynerMed in Monterey Park

- 3/6, 3/7 and 3/8 - [Tabling and materials distribution at Abilities Expo at LA Convention Center](#) - **public event**
- 3/9 - CCI presentation at Barlow Respiratory Hospital
- 3/9 - Presentation for HRBC staff
- 3/10 - Presentation to staff of Humana during their 2015 Southern California ROY meeting
- 3/10 - [CCI webinar for physicians and staff](#) - **public event**
- 3/12 - Presentation for residents of housing complex in south Los Angeles
- 3/24 - [CCI webinar for physicians and staff](#) - **public event**
- 3/26 - CCI Presentation - Kindred Hospitals Annual Medical Staff Meeting
- 3/30 - CCI Presentation - Nephrology Social Workers / Annual Conference
- 4/2 - CCI presentation - Motion Picture and Television Hospital
- 4/14 - [CCI webinar for physicians and staff](#) - **public event**
- 4/28 - [CCI webinar for physicians and staff](#) - **public event**

Riverside / San Bernardino County

- 3/9 - CCI Presentation at EDS Senior Center in Riverside

San Diego County

- 3/5 - Kaiser Foundation training for staff members
- 3/18 - [Spring Into Healthy Living](#) - **public event**
- 3/24 - Follow-up CCI presentation to TeleCare Age Wise
- 3/28 - Meals On Wheels hosting 5K - "Wiggin Out For San Diego Seniors"

Santa Clara County

- 3/7 - Crossroads Bible Church downtown homelessness outreach
- 3/9 - Training for staff at Asian Americans for Community Involvement
- 3/11 - General Provider Overview Webinar I - 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. Please register for this event

here: <https://attendee.gotowebinar.com/rt/2214608098138851074> - **public event**

- 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. Please register for this event here:
<https://attendee.gotowebinar.com/rt/2214608098138851074> - **public event**
- 3/27 - CCI Educational presentation at CAHF Monthly Meeting
- 3/30 - Presentation to Live Oak Adult Day Center in Gilroy
- 3/31 - General Provider Overview Webinar III - 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. Please register for this event here:
<https://attendee.gotowebinar.com/rt/2214608098138851074> - **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](#).