

# Weekly Update

Coordinated Care Initiative Outreach Weekly Update

April 14,  
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

### Read PASC LA's White Paper on Communicating with Dual Eligible Beneficiaries



Staff at the **Personal Assistance Services Council of Los Angeles County** wrote a paper discussing communication with beneficiaries about the CCI in L.A., feedback they received, and trends in information they noticed.

[Read the paper here.](#)

### Coordinated Care Initiative Recent Outreach Events

## 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.)

## CCI Outreach in Riverside and San Bernardino Counties



**4/8 - Outreach staff working in the Health Education Center of Community Hospital of San Bernardino (a Dignity Health**

**facility)** participated in a

CCI presentation. Attendees received a full overview of the program, including information about the enrollment process, participating Cal MediConnect health plans in Los Angeles, continuity of care, and services provided by Health Care Options. All attendees also received a copy of the CCI Physician Toolkit. Dignity Health and Community Hospital of San Bernardino are committed to providing high-quality, affordable healthcare to the communities they serve.

## Los Angeles County

**4/7-** Seventeen promotoras (community outreach workers) who work with the **California Latino Age Wave**



**Initiative** at the

**Centro Community Hispanic Association (CHA)**

attended a presentation about the CCI, given in Spanish. The group had questions about enrollment and where to direct individuals who have questions. Promotoras received fact sheets in Spanish that included basic CCI information, health plan phone numbers and websites, and phone numbers for Health Care Options, HICAP, and the Cal MediConnect Ombudsman Program. On-site staff also received

fliers to post at the Center. CHA's mission is to enrich the lives of low-income and underserved Latino/a youth, families, and neighborhoods in the Long Beach through myriad community programs and services.

## Los Angeles County



**4/9 - Preferred IPA** in Glendale hosted a CCI presentation for its Senior Director of Provider Health Services, Contracting Project Manager, and

provider relations staff. The presentation and subsequent discussion focused on Cal MediConnect's benefits, continuity of care procedures, and the process for delegated providers. The provider relations staff shared some of the challenges IPA providers and beneficiaries initially faced with the continuity of care process, and offered suggestions on how Health Care Options can help. They were glad to receive copies of the CCI Physician Toolkit and to learn about CCI videos like the Cal MediConnectToons and Cal MediConnect Explained. They felt that the materials are good tools to help further educate their patients about the CCI. Preferred IPA is one of Southern California's largest managed care networks, with over 200,000 members, and has been serving Los Angeles for more than 18 years. Its providers serve areas heavily populated by dually eligible beneficiaries.

## Other Recent Events

## Los Angeles County

- **4/7** - Providers at **Saban Health and Wellness Center**, part of the **Film and Motion Picture Hospital**, received a staff training, copies of the CCI Physician Toolkit, and had their CCI related questions answered. The staff requested more copies of the toolkit so that they can help educate their colleagues, including UCLA physicians. The hospital's services include healthcare, wellness, senior services, and residential services for entertainment industry workers.
- **4/8** - At the **Foothill Unity Center** in both Pasadena and Monrovia, beneficiaries and staff received presentations and collected CCI-related fact sheets. The fact sheets were included in food baskets that people collect from the center, and state outreach staff were present during the food pick-up to answer any CCI-related questions. Foothill Unity Center is the primary provider of food, case management and crisis help, and health care resources across 11 San Gabriel Valley cities in LA County.
- **4/8** - Staff at **Promise Hospital** on the **Suburban Medical Center Campus** in Paramount took part in a CCI training. Attendees included those from several hospital departments, including physician relations and education, case management, admissions, clinical liaisons, clinical evaluators, and administration. One specific area the group had questions about was the role of both the Cal MediConnect and Medi-Cal Ombudsman programs. Staff learned that Health Care Options is the only entity with the ability to enroll beneficiaries into CCI plans. Attendees also received copies of the CCI Physician Toolkit, along with two additional fliers aimed at beneficiaries. Promise Hospital is a full-service hospital specializing in long-term care for patients who require care over an extended time period.
- **4/9** - **West Hills Medical Center** requested a CCI presentation for the leadership of the hospital's patient services team. The presentation covered health plan options under the CCI, enrollment information, and the continuity of care process. West Hills is a 225-bed general medical and surgical hospital in West Hills, CA.
- **4/9** - Staff members from **Golden Outlook Insurance** participated in a presentation about the CCI. Attendees learned about the enrollment timeline, notices, and the external resources available for those who qualify for the CCI. Questions about continuity of care, the Choice Form, and how beneficiaries enroll into the program were discussed.

- **4/10** - Staff of **Apollo Medical Group**, an IPA provider network serving Armenian communities in Los Angeles, received a CCI presentation. The presentation focused on an overview of the CCI, health plan options for patients, and more provider-specific information, including details about continuity of care, billing, and how to work with Cal MediConnect plans.
- **4/10** - The registry department for the **Personal Assistance Service Council of Los Angeles (PASC)** participated in a CCI presentation. Attendees learned about enrollment, continuity of care, and the resources available to those eligible for Cal MediConnect. The attendees were interested to learn that anyone who receives Medi-Cal must now join a managed care plan to receive those benefits -- either through Cal MediConnect or a standalone Medi-Cal plan. Additionally, attendees were relieved to learn that IHSS services don't change when joining Cal MediConnect or when joining a Medi-Cal plan.
- **4/11** - Residents of Whittier participated in the **Healthy Living Fair, hosted by the Community Resource Center**. State outreach staff were present during the event to distribute resource materials and answer questions about Cal MediConnect. The Cal MediConnectToons were also played for all to learn from and enjoy. The Community Resource Center provides multiple levels of comprehensive, integrated, and accessible services which support youth and families in the unincorporated Whittier communities (East, West, and South Whittier), with services available in English and Spanish.

### San Diego County

- **4/7** - Cal MediConnect educational materials were delivered to **three skilled nursing facilities** for front-line staff members. These facilities requested CCI materials so that they can distribute them to their patients and patients' family members, as means of educating them about the CCI, HICAP, Health Care Options, and the Cal MediConnect Ombudsman program.

### Santa Clara County

- **4/8** - Social workers from **Kaiser Permanente in Cupertino** welcomed a presentation about the CCI during their weekly staff meeting. Since Kaiser is participating as a Medi-Cal managed care plan under Santa Clara Family Health Plan, the social workers found it useful to learn about the

enrollment choices available to eligible beneficiaries, as well as where to send patients who have enrollment and other CCI related questions. Staff shared that they receive many questions about the CCI and the information from the presentation will help them better assist beneficiaries.

- **4/9** - The first in a series of **IHSS-specific CCI webinars** was conducted for IHSS consumers, their families, and/or their care providers in Santa Clara. Attendees learned that choosing to enroll into Cal MediConnect does not change IHSS eligibility, it does not decrease the number of hours one is eligible for, and it does not restrict who can be hired as an IHSS provider. Attendees were relieved to hear that IHSS services don't change if they choose to join Cal MediConnect. For more information like this, please join us for one of the upcoming IHSS webinars, which are always free to attend. [Click here to register.](#)

## Looking Ahead

### Statewide

- 4/16 - [Telephone Town Hall Meeting](#) - **public event**

### Los Angeles County

- 4/14 - [Webinar for physicians and other medical providers](#) - **public event**
- 4/14 - Presentation for residents of Fuller Seniors Housing (Russian)
- 4/15 - [CCI Stakeholder Meeting at the Braille Institute](#) - **public event**
- 4/15 - Training for staff of Sherman Oaks Medical Center
- 4/17 - Presentation to residents of Vineland Senior Housing
- 4/20 - Presentation to management team of VITAS Healthcare
- 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
- 4/28 - Health Fair for Seniors at La Posada Apartments (Spanish)

- 5/16 - Health fair sponsored by the Alliance Nursing and Rehabilitation Center
- 6/20 - Presentation during family support meeting at the Down Syndrome Association of L.A.

### Orange County

- 4/17 - [CalOptima stakeholder meeting](#) - **public event**
- 5/13 - AIDS Foundation presentation for members
- 5/15 - CalOptima Stakeholder Meeting - **public event**

### Riverside / San Bernardino Counties

- 4/21 - Staff training to case managers at Inland Regional Center
- 4/23 - Staff training to case managers at Inland Regional Center
- 5/13 - San Bernardino Diocese Health Event at Pastoral Center

### San Diego County

- 4/15 - Presentation for consumers at Coco's Bakery Restaurant
- 4/21 - AARP Community Action Team Meeting in Chula
- 4/21 - Kindred Transitional Care and Rehabilitation training for staff
- 4/22 - Beneficiary presentation at the Dr. William C. Herrick Community Health Care Library
- 4/24 - [East County Senior Service Providers 16th Annual Senior Health Fair in Santee](#) - **public event**
- 4/29 - Presentation for beneficiaries at Coco's Bakery Restaurant

### Santa Clara County

- 4/15 - [Cal MediConnect Information for IHSS Beneficiaries and Providers](#) - **public event**
- 4/16 - Training for IHSS Providers for Mandarin Speakers at the Santa Clara Public Authority
- 4/16 - Training for Adult Protective Services

- 4/16 - Presentation at the Cambrian Center Health Fair
- 4/22 - Health Trust SPA Volunteer Update Training
- 4/23 - AFFIRMA Rehabilitation Program Directors
- 4/23 - Presentation for Santa Clara County Medical Association
- 4/28 - [Cal MediConnect Information for IHSS Beneficiaries and Providers](#) - **public event**
- 4/29 - [Provider Overview Webinar](#) - **public event**
- 5/5 - Presentation for New Cohort of IHSS Social Workers
- 5/6 - Provider Overview Webinar - **public event**
- 5/6 - Presentation for residents of Monte Vista, a Mid Pen Property
- 5/7 - Presentation for residents of Grinzton Plaza, a Mid Pen Property
- 5/7 - [Neighbors Helping Neighbors](#) - **public event**
- 5/7 - Social Workers in the Library, San Jose State University Library
- 5/11 - American Diabetes Senior Camp at Seven Trees Community Center
- 5/19 - [Provider Overview Webinar](#) - **public event**
- 5/28 - Presentation for Santa Clara County Pharmacy Association

## New to CalDuals

### Updates to CalDuals.org

- A new **Enrollment Chart** is available on the [Enrollment Data](#) page.