

Weekly Update

Coordinated Care Initiative Outreach Weekly Update

April 22,
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!

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CalDuals

Coordinated Care Initiative Recent Outreach Events

IHSS Caregivers in Santa Clara County Learn About the CCI



4/16 -The Alzheimer's Association hosted a **Public Authority IHSS provider training** and included a CCI presentation. The training was

provided specifically for Mandarin-speaking IHSS providers. Because these providers work so closely with the beneficiaries they care for, the presentation focused on the Cal MediConnect enrollment choices, timeline, and enrollment materials that beneficiaries receive. The caregivers will share this valuable information with their IHSS beneficiaries. Educational materials with helpful information and contact numbers in Chinese and English were also provided.

Los Angeles County

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.)

4/17 - Staff from the medical management, billing, admitting, and discharge departments of the **Los Alamitos Medical Center**

participated in a provider-specific CCI presentation. Staff asked many questions on many topics, including continuity of care, billing, and participating populations. Attendees also found the information important to understand so that they can help the beneficiaries they work with decide how to make the right choice for them.



Los Angeles County



4/15 - Sherman Oaks Hospital sponsored a CCI presentation for 30 of the hospital's department heads and staff. Teams from billing,

nursing, case management, and admitting attended. The discussion focused on the rationale for the CCI and the value of Cal MediConnect to hospitals, physicians and beneficiaries. Tools to help providers and beneficiaries learn more about the program, including Cal MediConnectToons and copies of the CCI Physician Toolkit, were shared. Sherman Oaks Hospital is a 153-bed community hospital centrally located in Sherman Oaks, California. It is staffed by 500 professional and support staff, with 400 physicians on staff, and is part of the Prime Healthcare Services system of hospitals.

Other Recent Events

Statewide

- **4/16** - Over 1500 people joined the **April Beneficiary Telephone Town Hall Meeting** to learn more about the CCI and get their questions answered. Participant questions covered many topics, including how the upcoming changes impact their doctors, coverage out-of-state and out-of-country, prescription drug continuity, and the enrollment process. Anyone who has questions about the CCI can get answers by sending an email to info@calduals.org.

Los Angeles County

- **4/13** - Residents of two housing sites, **Noble** and **Fuller**, both managed by the **Menorah Housing Foundation**, participated in presentations about Cal MediConnect. The presentations were translated into Russian and most of the residents had already received their blue envelopes. Many had already called Health Care Options to choose either a Cal MediConnect plan or a Medi-Cal plan, however the attendees were still interested in learning more about continuity of care, how the billing process will work, and how Long-Term Services and Supports will be managed for those who decide to not enroll into a Cal MediConnect plan.
- **4/14** - Providers in Los Angeles joined a **CCI-related provider webinar**. In addition to explaining beneficiaries' enrollment options and the enrollment timeline, the presentation provided ample details about continuity of care for providers to share with patients. The presentation also emphasized information about balance billing to help prevent dual eligible beneficiaries from receiving unlawful bills for Medicare co-payments.
- **4/15** - A CCI presentation was provided to staff of **Community Pharmacy** in Sherman Oaks. One topic the presentation focused on was continuity of care for beneficiaries who may be transitioning to Cal MediConnect from another pharmacy benefit plan. The specifics of the program, Treatment Authorization Request (TAR) process, and involvement of Cal MediConnect plans were also discussed. The pharmacy manager appreciated the CCI in-service and liked having the Physician Toolkit as a resource to help his staff, the beneficiaries they serve, and caregivers who come to his store for their prescriptions.
- **4/17** - Residents of **Vineland Senior Housing** participated in a presentation about the CCI. Most residents had questions about

enrollment into Cal MediConnect and whether they could continue seeing their current providers. Many residents had already received their notices, while others are in the process of deciding what choice is right for them. Fact sheets were provided for the residents with contact information for the Cal MediConnect health plans, Health Care Options, the local HICAP, and the Cal MediConnect Ombudsman program.

San Bernardino County

- **4/16** - State representatives were present for the **grand opening of the Inland Empire Health Plan (IEHP) Community Resource Center** in San Bernardino. This event, for IEHP Community Partners, featured a ribbon-cutting ceremony, special speakers, and facility tours. CCI fact sheets and educational materials were made available to the new community resource center in both English and Spanish. The Cal MediConnect outreach representatives met the staff for the center and provided a total of 450 pieces of educational materials for the community.

San Diego County

- **4/14** - The Patient Financial Services department of **Paradise Valley Hospital (PVH)** in National City requested a CCI in-service for its leadership and staff. The topics covered included Cal MediConnect, the value of coordinated care, and continuity of care for hospital patients. PVH is a 301 bed acute care facility and a member hospital of Prime Healthcare Services, Inc.
- **4/14** - The administrator at **Sharp Chula Vista Hospital** learned more about the CCI during a presentation. He was interested in scheduling a presentation for other hospital providers so they could also learn how Cal MediConnect will impact their patients. The presentation covered many topics, including specific information for providers, continuity of care and how to request this protection, and how the billing process works.
- **4/15** - Beneficiaries and community advocates gathered at **Coco's Bakery Restaurant** in El Cajon to learn more about the CCI. The audience was interested in how enrollment works and the benefits of the program. They learned that they now must voluntarily enroll into Cal MediConnect, since passive enrollment in San Diego County is complete. Attendees were given Health Care Options' phone number, were delighted to hear there is no additional cost to join, and learned that their Part D will also be included under one plan so that they can easily access all their services.

Santa Clara County

- **4/13** - Providers from the Palo Alto Medical Association joined the April 13th session of the **Santa Clara County CCI Provider Overview Webinar** series. The webinar covered topics important to providers, including continuity of care, billing information, and how to refer beneficiaries to counseling and enrollment resources. If you are interested in joining one of the upcoming sessions for similar content, please register [here](#).
- **4/15** - IHSS caregivers and beneficiaries joined a **CCI-related webinar** specifically for people who receive IHSS. The webinar was part of a series of Cal MediConnect webinars specifically for IHSS beneficiaries and their caregivers. The audience was happy to learn that enrollment in Cal MediConnect and the MLTSS plans will not impact IHSS eligibility, hours, re-evaluation, or the right to hire, fire, and manage IHSS caregivers. If you are interested in joining one of the upcoming sessions, please register [here](#).
- **4/16** - More than 30 service providers at **Santa Clara County Adult Protective Services** learned about the CCI and Cal MediConnect through a presentation. Because these providers work with a variety of people who need adult protective services, the training included valuable referral information for duals, their family members, and other service providers. The attendees were particularly interested to learn about the care coordinator benefit of Cal MediConnect, and felt the benefit held important potential for duals who currently live in SNFs.

Looking Ahead

Statewide

- 5/21 - [Telephone Town Hall Meeting](#) - **public event**

Los Angeles County

- 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 Unified Care Services Client Facilities Management Team
- 4/28 - [Health Fair for Seniors at La Posada Apartments](#) (Spanish) - **public event**
- 4/29 - Presentation to Medical Management & Providers at Beverly Hospital
- 5/7 - Presentation at Norwalk Senior Center
- 5/14 - Presentation to students at Cal State University Los Angeles
- 5/16 - [Health fair sponsored by the Alliance Nursing and Rehabilitation Center](#) - **public event**
- 5/20 - Presentation at Long Beach Memorial Medical Center
- 6/20 - Presentation during family support meeting at the Down Syndrome Association of L.A.

Orange County

- 5/13 - AIDS Foundation presentation for members
- 5/15 - [CalOptima Stakeholder Meeting](#) - **public event**
- 6/3 - CalOptima presentation on the CCI for OCASC

Riverside / San Bernardino Counties

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

San Diego County

- 4/22 - 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

- 4/22 - Health Trust SPA Volunteer Update Training

- 4/23 - AFFIRMA Rehabilitation Program Directors
- 4/23 - Provider presentation at the Santa Clara County Medical Association
- 4/29 - [Provider Overview Webinar](#) - **public event**
- 4/30 - [Cal MediConnect Information for IHSS Beneficiaries and Providers](#) - **public event**
- 5/5 - IHSS Social Workers Update Training
- 5/6 - [Provider Overview Webinar](#) - **public event**
- 5/6 - Presentation for residents of Monte Vista, a MidPen Property
- 5/7 - Presentation for residents of Grinzton Plaza, a MidPen 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.