

Weekly Update

Coordinated Care Initiative Outreach Weekly Update

April 9,
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

Orange County CCI Outreach Begins

4/1 - CCI information was shared with participants at the monthly general meeting for the **Orange County Aging Services Collaborative**



(OCASC). With enrollment a few months away in Orange County, the presentation focused on enrollment timelines and other general information about how CCI will roll out in Orange County. Attendees included upper management and community leaders from 30 community-based organizations. OCASC brings together nonprofit and governmental senior service providers who are committed to effectively meeting the needs of Orange County's aging community through ongoing collaboration.

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.)

Riverside / San Bernardino Counties



3/31 - Members of the **National Kidney Foundation's Council of Nephrology Social Workers (CNSW)** received a CCI presentation at their Inland Empire Chapter Annual Meeting. All attendees received information on Cal MediConnect and Medi-Cal Managed Long Term Services and Supports. The presentation and subsequent questions covered eligibility information for end-stage renal disease patients, enrollment choices and timelines, care coordination, continuity of care, and other resources. Every attendee received a copy of the CCI Physician Toolkit. CNSW helps protect the interests of practitioners and the well-being of patients.

San Diego County



4/1 - Attendees of **South Bay Senior Providers Meeting** at Pacific Pointe Retirement Center received a CCI presentation. Providers, HICAP

representatives, and outreach staff from St. Paul's PACE joined the meeting. The presentation and questions covered the enrollment process for beneficiaries and the CCI plan options in San Diego. Providers asked questions about continuity of care and how to see patients who are in the Cal MediConnect network and those who are not. Attendees received copies of the CCI Physician Toolkit and other fact sheets. South Bay Senior Providers is a networking group dedicated to providing educational information to businesses in elderly care in the San Diego area. A significant number of the group's customers are dually eligible beneficiaries.

Other Recent Events

Los Angeles County

- **3/30** - Several of the office staff at **IMD Medical Group**, a primary care physician clinic, welcomed a CCI presentation at their new office. Since the medical group has contracts with all five L.A. Cal MediConnect plans, the staff shared insight and feedback about the office's Cal MediConnect experience. One said that "the initial roll-out was confusing, but now it's getting better. Beneficiaries like the idea of coordinated care; we like it because we have to deal with only one plan." The clinic appreciated getting copies of the CCI Physician Toolkit for their physicians and other handouts for distribution to beneficiaries.
- **3/30** - Lead pharmacists and staff at **Rite-Aid Pharmacy** and **UMC Pharmacy** learned more about the CCI. They asked questions about the benefits from coordinated care and how continuity of care works for pharmacy services. These pharmacists and their staff fill many prescriptions and provide counseling to many Medi-Medi beneficiaries in the community.
- **3/31** - The billing, admitting and member services staff of the **East Valley Community Health Center, Inc.** received a CCI presentation. Staff had the opportunity to ask questions about timelines for enrollment, billing, continuity of care, and the services that Health Care Options and the Cal

MediConnect and Medi-Cal Ombudsman offices provide. Fact sheets explaining Cal MediConnect were distributed along with copies of the CCI Provider Toolkit. East Valley Community Health Center, Inc., provides quality and accessible comprehensive healthcare and health education services to the low-income and underserved populations of the East San Gabriel and Pomona Valleys.

- **4/1** - CCI outreach was provided to **ABC Rx COMPOUNDING PHARxMACY**. The Encino-based pharmacy received copies of the CCI Physician Toolkit, including contact information for more materials or subsequent presentations. The pharmacy also received outreach materials for beneficiaries printed in Armenian and Russian.
- **4/1** - Staff at **Central Care Pharmacy** received information about the CCI and also received copies of the CCI Physician Toolkit. Other materials appropriate for beneficiaries were also provided in Armenian and Russian. Central Care Pharmacy combines traditional and alternative medicine protocols into integrative disease management and wellness solutions.
- **4/1** - Case management staff at **Encino Hospital Medical Center** received copies of the CCI Physician Toolkit. Additionally, beneficiary materials in Armenian and Russian were provided. Encino Hospital Medical Center is a 150-bed not-for-profit hospital that provides medical services, emergency services, senior ER and mental health care.
- **4/1** - State outreach staff provided CCI information and materials to staff at **Encino Surgical Medical Center**. The medical center received copies of the CCI Physician Toolkit, a folder of materials specifically designed for physicians serving people who have both Medicare and Medi-Cal. The toolkit includes helpful information for providers and also includes a sample letter for patients that providers can use to educate their patients about the CCI.
- **4/2** - Pharmacy, billing, social services, insurance, and Long-Term Care admissions staff at **Motion Picture and Television Fund (MPTF)** received a presentation on the CCI. MPTF funds the **Saban Center for Health and Wellness** and **The Motion Picture & Television Country House and Hospital**. UCLA Health operates five MPTF health care centers in Los Angeles. These centers are exclusive to entertainment industry members, and conveniently located near studios and other industry locations. Patients have the addition of the UCLA Health network as a robust, health care resource and care provider. MPTF has programs for its senior population, and other services like **The Samuel Goldwyn, Jr. Center for Behavioral Health**, a retirement community providing unique programs that meet the evolving needs of today's generation of seniors. This center is specialized for adults over 55 years of age who have acute mental health needs.

- **4/4** - State outreach staff were present during the annual **Easter Eggstravaganza** at Almansor Park to answer questions and distribute materials. Attendees received fliers about the CCI, which contained contact information for the participating Cal MediConnect health plans, the Cal MediConnect Ombudsman, Health Care Options, and HICAP.

San Diego County

- **4/1** - Staff at **Los Arcos Senior Center** took part in a presentation. The center has 90 residents, one-third of whom are Medi-Medi beneficiaries. The presentation focused on the enrollment process, the value of coordinated care, and the requirement to choose a health plan in order to keep receiving Medi-Cal benefits. Questions around continuity of care and network vs. non-network providers were discussed. The CCI Physician Toolkit, along with materials containing phone numbers for HICAP, Health Care Options, and the Cal MediConnect Ombudsman, were shared. The Los Arcos Senior Center is part of the Retirement Housing Foundation community of senior centers in California.

Santa Clara County

- **3/30** - Residents at the **Live Oak Adult Day Health Center** learned about the CCI during a presentation. They asked many questions and picked up educational materials, which were available in English and Spanish. Attendees will share the materials with their family members to help them learn more about Cal MediConnect and help them make decisions.
- **3/31** - Providers from across Santa Clara County tuned into last week's **General Provider Overview** webinar. After learning about the program's eligible populations and enrollment process, the providers learned about patient continuity of care, how the CCI will impact their practice, and where to refer beneficiaries who need assistance or have questions.
- **4/2** - **Santa Clara IHSS providers** learned about the CCI and Cal MediConnect during a regular IHSS provider training conducted by the **Santa Clara Public Authority**. The providers learned that IHSS hours and IHSS reevaluation processes will remain the same, whether or not a beneficiary chooses Cal MediConnect or a standalone Medi-Cal plan. Since some IHSS beneficiaries are homebound, the training emphasized the importance of sharing the session's information with the beneficiaries they serve so that those who qualify can use the information to make an informed decision about their health care.

Looking Ahead

Statewide

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

Los Angeles County

- 4/9 - Staff presentation for Golden Outlook Insurance
- 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 - Presentation for residents of Noble Senior Housing
- 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**
- 4/14 - Presentation for residents of Fuller Seniors Housing (Russian)
- 4/15 - [CCI Stakeholder Meeting at the Braille Institute](#) - **public event**
- 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)
- 5/13 - AIDS Foundation presentation for members
- 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

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 - 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 consumers at Coco's Bakery Restaurant

Santa Clara County

- 4/9 - [Cal MediConnect Information for IHSS Beneficiaries and Providers](#) - **public event**
- 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 - The Cambrian Center Health Fair
- 4/22 - Health Trust SPA Volunteer Update Training
- 4/23 - AFFIRMA Rehabilitation Program Directors
- 4/23 - Santa Clara County Medical Association

- 4/28 - [Cal MediConnect Information for IHSS Beneficiaries and Providers](#) - **public event**
- 5/5 - Presentation for New Cohort of IHSS Social Workers
- 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
- 5/7 - Social Workers in the Library, San Jose State University Library

New to CalDuals

Updates to CalDuals.org

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