

Weekly Update

Coordinated Care Initiative Outreach Weekly Update

May 11,
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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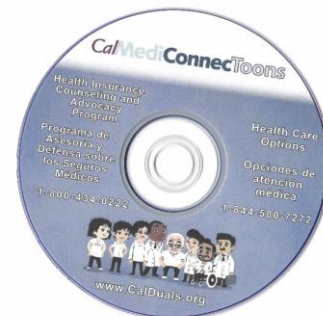


CalDuals

Cal MediConnecToons DVDs are Now Available!

Each Cal MediConnecToons DVD includes all five videos in English, Spanish, and in both languages with closed captioning.

To order copies, please send an email to info@calduals.org with your name, mailing address, and number of DVDs desired.



[Click here to watch Cal MediConnecToons online.](#)

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)

Congresswoman Loretta Sanchez Hosts a CCI Presentation during Lunch



5/5 - During a lunch with Congresswoman Loretta Sanchez at Hollybrook Senior Living of Orange,

an introductory presentation on the new Cal MediConnect health plan, OneCare Connect, was made to health care administrators and an array of community advocates. Additionally, an outreach representative explained the various types of free community educational materials and services available for providers, professionals, and beneficiaries. The audience was excited about the outreach work that will be done in Orange County and many opportunities for future collaboration were discussed.

Los Angeles County



Physician Toolkit

(for providers)

Contact Information (includes all health plans, HICAP, Health Care Options, etc.)



5/7 - A CCI training for providers and staff at the **University of Muslim Medical Association (UMMA)** was provided at their Los Angeles office this

week. In addition to providing important information for providers, the training focused on Cal MediConnect's benefits and the coordinated care system available through the program. Attendees asked many questions about balance billing and continuity of care.

Santa Clara County



5/7 - Seniors at **Grinzton Terrace** received a presentation about Cal MediConnect and the CCI in

Mandarin. Questions focused on how to change enrollment between the health plans and how continuity of care works. Attendees also asked about the provider directories, the member services phone numbers, and the role of the care coordinator.

Other Recent Events

Statewide

- **4/28** - As a part of an ongoing series of **CCI webinars for providers**, a presentation was given to doctors, medical providers, and their staff. Participants included representatives of primary care physicians, long-term care providers, and medical groups from Orange, Los Angeles, San Bernardino, and San Diego counties. The presentation covered many topics, including billing, crossover claims, continuity of care, and authorized representative issues. This presentation is given twice a month. Future presentations will be held May 12th, May 26th, and June 9th, and are open to all medical providers and their support staff. [Click here to sign up for one of these webinars.](#)
- **4/30** - California-based staff and health care partners at **Orthopaedic and Neurological Rehabilitation, Inc. (ONR)** took part in a webinar about the CCI. The webinar was attended by over thirty therapists, billing specialists, financial services and claims managers, hospital executives, long-term care administrators, and many others. Discussion centered around how care coordination works, services available under Cal MediConnect, and how Cal MediConnect impacts providers. Participants had many questions related to Cal MediConnect, including how continuity of care works and how to bill under the CCI.

Los Angeles County

- **4/21** - Business development, admissions, and discharge staff from **Beverly Hospital** participated in a Cal MediConnect presentation. Following the presentation, attendees asked questions about enrollment, participating plans, eligibility, billing, and crossover claims.
- **4/28** - Administrative, billing, and admissions staff from **Unified Care Services** in Los Angeles, Riverside, and San Bernardino counties participated in a CCI presentation. Following the presentation, participants asked questions about the enrollment process, participating Cal MediConnect health plans in different counties, continuity of care, the contracting process for providers to join Cal MediConnect networks, and Health Care Options services. All attendees also received a copy of the CCI Physician Toolkit.
- **4/28** - Residents of **La Posada Apartments** and other community members participated in a senior health fair. State outreach staff members were available to answer questions and distribute educational materials about the CCI. Many of the participants had already received

their blue envelopes and had questions about how their Long-Term Services and Supports (LTSS) would be managed by their Cal MediConnect plan.

- **4/28** - Educational materials were delivered to the **East Los Angeles Community Service Center**. They will be given to those who come to the center for lunch programs and health classes. Additionally, the center plans on providing these materials to consumers participating in their home delivered meals program.
- **4/29** - Physicians, hospital staff, and medical providers with **Good Samaritan Hospital** took part in a physician-specific CCI webinar. Participants included representatives from numerous departments at the hospital, including Patient Relations, Performance Improvement, Ambulatory Services, Physical Medicine, Managed Care, and the Family Life Clinic. Staff asked questions about many topics, including billing, specific scenarios they're experiencing, and how to use the continuity of care protection.
- **5/7** - Seniors at the **Norwalk Senior Center** participated in a presentation about Cal MediConnect. The presentation focused on the enrollment timeline and general information about the program. Although many had already called Health Care Options to choose either a Cal MediConnect or a Medi-Cal plan, 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.
- **5/8** - The **Los Angeles Aging Advocacy Coalition (LAAAC)** held its **6th Annual Summit on Aging: Building and Empowering Communities** at the Center for Healthy Communities at The California Endowment in Los Angeles. The one-day summit convened over 300 senior services organizations, federal, state, and local policy-makers, advocates, key stakeholders, and community leaders from the Los Angeles area to address key policy issues affecting California's older adults. State outreach coordinators staffed a Cal MediConnect table, which featured resources for both beneficiaries and health care providers. Beneficiary materials were provided in both English and Spanish, and provider resources were also available.
- **5/9** - Residents from South Los Angeles participated in the **Community Coalition Art Festival**, an all-day fair celebrating caregivers in the community. State outreach members were present to inform attendees

about Cal MediConnect and the new choices that are part of the CCI. Attendees asked many questions about Cal MediConnect, managed Medi-Cal plans, and how the programs work and differ. Informational materials with contact information for the participating Cal MediConnect health plans, HICAP, Health Care Options, and the Cal MediConnect Ombudsman program, were provided to attendees.

San Bernardino County

- **4/29** - A CCI presentation was provided to an audience of hospital teams at **Arrowhead Regional Medical Center (ARMC) in San Bernardino**. The presentation covered a range of topics, including the benefits of Cal MediConnect, how coordinated care works, and continuity of care in both hospital and outpatient settings. Attendees included department heads and staff from Patient Services, Social Work, Case Management, and Financial Services. Questions focused on many scenarios related to the CCI and its implementation. The attendees will use the information to educate hospital staff members who care for dually eligible patients.

San Diego County

- **4/27** - A presentation was provided for the editor and staff of the **Filipino Press**, a community newspaper with a weekly circulation of 35,000 that caters to the Filipino-American community in San Diego. The presentation aimed to gain support from the editor and staff to cover CCI news and articles. Information from the CCI Physician Toolkit and CalDuals.org was used to highlight resources available to the press to learn more. The attendees learned about the benefits of Cal MediConnect and how the program coordinates care for dual eligible beneficiaries.
- **4/29** - A Cal MediConnect presentation was provided for beneficiaries and advocates at **Coco's Bakery in Clairemont**. Following the presentation, participants asked questions about how coordinated care works and what benefits are offered by Cal MediConnect plans. They learned that, as San Diego residents, they needed to actively choose to enroll in the program by calling Health Care Options. Afterwards, fact sheets with phone numbers for the Health Insurance Counseling and Advocacy Program (HICAP), the Cal MediConnect Ombudsman program, and the participating health plans were provided.

- **5/8** - A CCI presentation was provided during **Health Net's Community Advisory Committee** meeting in San Diego. Health Net relies on input from agencies and organizations throughout the San Diego community to develop programs and services for Medi-Cal and Cal MediConnect consumers. Various CCI resources, including the CCI Physician Toolkit, Cal MediConnectToons videos, and beneficiary handouts in different languages, were shared at the meeting. Representatives from many entities and organizations supporting Medi-Cal and dually eligible beneficiaries throughout San Diego County attended the meeting.

Santa Clara County

- **4/29** - Staff from the **The Health Trust Clinical Program** received a Cal MediConnect training. The training included up-to-date information about continuity of care, choice forms, and the enrollment process. Participants asked questions about many topics, including how the continuity of care process works, enrollment options, how to engage and work with Cal MediConnect plans, and how to billing works. The presentation concluded by focusing on how clinical staff should direct important patient and caregiver questions.
- **5/7** - State outreach staff and HICAP representatives provided important updates and information to attendees of Palo Alto's **Neighbors Helping Neighbors** event. The event's format allowed for attendees to meet with Cal MediConnect experts, and many clients were able to ask questions about the program's coverage, enrollment process, and how to continue to see their current providers.
- **5/7** - Volunteers with the **Social Workers in the Library** program at San Jose State University learned about the implementation of Cal MediConnect in Santa Clara County. The volunteers were most interested to learn about the passive enrollment process, which will be active in Santa Clara through the end of 2015. Attendees asked questions about continuity of care, how plan selection works, where to direct beneficiaries that have questions, and what resources are available if people need help through the process.

Looking Ahead

Statewide

- 5/12 - [Webinar for physicians and other providers](#) - **public event**
- 5/21 - [Telephone Town Hall Meeting](#) - **public event**
- 5/21 - [May Monthly CCI Stakeholder Update Meeting](#) - **public event**
- 5/26 - [Webinar for physicians and other providers](#) - **public event**
- 6/9 - [Webinar for physicians and other providers](#) - **public event**

Los Angeles County

- 5/12 - [Health Net Educational Event, Cerritos](#) - **public event**
- 5/13 - Presentation to residents of Plymouth West Apartments during their tea and coffee hour
- 5/13 - [Health Net Educational Event, La Puente](#) - **public event**
- 5/14 - Presentation to students at Cal State University Los Angeles
- 5/14 - [Health Net Educational Event, West Covina](#) - **public event**
- 5/15 - [Health Net Educational Event, Hacienda Heights](#) - **public event**
- 5/16 - [Health fair sponsored by the Alliance Nursing and Rehabilitation Center](#) - **public event**
- 5/16 - [Koreatown Community Health Fair](#) - **public event**
- 5/19 - [Health Net Educational Event, Long Beach](#) - **public event**
- 5/20 - [Health Net Educational Event, Whittier](#) - **public event**
- 5/20 - Presentation at Long Beach Memorial Medical Center
- 5/21 - [Central Region San Diego Intergenerational Games](#) - **public event**
- 5/22 - Presentation for Hope International Hospice, Inc.
- 5/22 - [Health Net Educational Event, West Covina](#) - **public event**
- 5/26 - [Health Net Educational Event, Bellflower](#) - **public event**
- 5/26 - [Health Net Cal MediConnect Q&A](#) - **public event**
- 5/27 - [Health Net Educational Event, Cerritos](#) - **public event**
- 5/27 - Presentation for residents of Pledgerville Villas Apartments
- 5/28 - [Health Net Educational Event, Cerritos](#) - **public event**
- 5/29 - [Health Net Educational Event, Long Beach](#) - **public event**
- 5/29 - Presentation for Silva Insurance
- 6/2 - CCI Presentation - Alta & Kindred Hospitals' Physician Dinner
- 6/9 - [Presentation at Health Net's Los Angeles County Community Advisory Committee Meeting](#) - **public event**
- 6/20 - Presentation during family support meeting at the Down Syndrome Association of L.A.
- 7/18 - Keiro Genki Conference: Caregiver's Edition and Resource Fair (Japanese, English)

Orange County

- 5/12 - Training for Satellite Healthcare Inc.
- 5/13 - AIDS Foundation presentation for members
- 5/13 - [CalOptima Physician Forum \(for non-contracted and contracted physicians\)](#) - **public event**
- 5/15 - [CalOptima Stakeholder Meeting](#) - **public event**
- 5/21 - Training for Avantus Renal Therapy/Newport Mesa Dialysis
- 6/6 - Presentation for Shamrock Ministries Senior Health & Advocacy Fair - **public event**
- 6/10 - [CalOptima Community Alliances Forum \(for community-based organizations and health care providers\)](#) - **public event**
- 6/17 - [CalOptima Physician Forum \(for non-contracted and contracted physicians\)](#) - **public event**

Riverside / San Bernardino Counties

- 5/14 - Inland Empire Healthcare Enrollers Luncheon

Santa Clara County

- 5/11 - American Diabetes Senior Camp at Seven Trees Community Center
- 5/12 - IHSS Social Workers Update Training
- 5/12 - Provider presentation at the Santa Clara County Medical Association
- 5/12 - [Mountain View Senior Center Health Fair](#) - **public event**
- 5/13 - [Cal MediConnect Overview Webinar for IHSS beneficiaries, their caregivers, and their families](#) - **public event**
- 5/19 - [Provider Overview Webinar](#) - **public event**
- 5/28 - Presentation for Santa Clara County Pharmacy Association

New to CalDuals

Updates to CalDuals.org

- An updated **balance billing fact sheet** is available in the [Outreach Toolkit](#).

- Audio recordings of the **April Stakeholder Call** (in English) and **April Telephone Town Hall Meeting** (in English and Spanish) have been posted to the [Audio Recordings](#) page.

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