

Coordinated Care Initiative Outreach Update

September
11, 2015

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Recent Outreach Events

Los Angeles County



8/26 - The 2015 Centers for Medicare and Medicaid Services (CMS) National Training Program Workshops in Anaheim, featured a breakout session on Cal MediConnect. The audience consisted of medical practitioners, social workers, and other health care advocates. Attendees learned about Cal MediConnect, the benefits of the program, and how the program coordinates care.



[Physician Toolkit](#)
for providers

[Outreach Toolkit](#)
for beneficiaries

[Webinars &
Educational Videos](#)

[Enrollment Data](#)

[Contact Information](#)
All health plans, HICAP,
Health Care Options, etc.

News

[DHCS Submits Non-
Binding Letter to CMS](#)

San Diego County



9/3 - The medical director and staff of **Operation Samahan** (a community clinic in San Diego) received a presentation which focused on the value that coordinated care provides for beneficiaries and providers.

Other Recent Events

Statewide

- **8/27** - The Department of Health Care Services held **August's monthly telephone town hall** to further educate beneficiaries who had recently received their 60-day notices, Guidebooks, and Choice Books. Over 250 participants joined the call, learned about the enrollment process, and had the opportunity to get their questions answered by state outreach staff. Telephone town halls occur each month and are broadcast in both English and Spanish. Click [here](#) to hear recordings (in English) of previous town hall meetings.

Los Angeles County

- **9/1** - Outreach staff supported outreach efforts of **Advocates for African American Elders (AAAE)** by providing materials for upcoming presentations. AAAE events are targeted at educating African American seniors and people with disabilities across LA about Cal MediConnect.
- **9/3** - Staff members of the Supportive Care Medicine Department for **The City of Hope Medical Center** received a presentation about the Coordinated Care Initiative (CCI). The group asked questions about topics such as enrollment qualifications, billing, continuity of care, and balance billing. Attendees also received fact sheets and other resources.

Riverside and San Bernardino Counties

- **8/24** - Social workers, case managers, and billing staff of the **Riverside County Regional Medical Center** received a presentation. Accessing care coordinators, how to help the chronically homeless population learn about Cal MediConnect and access services, and locating resources were key topics of discussion during the presentation. The group also received copies of the CCI Physician Toolkit. This presentation was part of a collaborative effort with the Hospital Association of Southern California aimed at getting important information to its members.
- **8/27** - Attendees of the **Inland Empire Health Plan Community Partner Network Meeting** received an update presentation on Cal MediConnect during their regular meeting. Many questions focused on behavioral health

issues and how enrollment works with passive enrollment now complete in the Inland Empire.

- **9/3** - To further support efforts of the **Riverside County Regional Medical Center** in educating their staff and patients about Cal MediConnect, CCI Physician Toolkits were provided for internal and external outreach.

San Diego County

- **8/24** - Staff of **Meals on Wheels** in Chula Vista received a presentation, which focused on how Cal MediConnect enrollment works now that passive enrollment is complete in San Diego. In response to many questions staff are receiving, fact sheets about balance billing were provided to help them educate their clients about this issue.
- **8/24** - Staff of the **Southern Caregiver Resource Center** received a presentation that focused on the benefits of CalMediConnect and the various local plans offering Cal MediConnect. Staff were also informed about how enrollment works now that passive enrollment is complete and were provided with additional resources.
- **8/26** - Members of the **Filipino American Senior Citizens Association** of San Diego North County received a presentation focused on the value Cal MediConnect provides by coordinating the care of beneficiaries that enroll into the program.

Santa Clara County

- **9/2** - Staff of **The Community Resource Center** received a presentation about Cal MediConnect which focused on the benefits of the program and how enrollment works. The staff were provided with resources to support the beneficiaries they work with.

Looking Ahead

Los Angeles County

- 9/14 - [Health Net Event in Mission Hills](#) (10:00 AM) - **public event**
- 9/14 - [Health Net Event in Mission Hills](#) (2:00 PM) - **public event**
- 9/15 - [Health Net Event in Glendale](#) - **public event**
- 9/15 - [Health Net Event in LA](#) - **public event**
- 9/16 - CCI Presentation - City of Hope to Providers and Staff
- 9/16 - [Health Net Event in Carson](#) - **public event**
- 9/16 - [Health Net Event in Lancaster](#) - **public event**
- 9/16 - [Health Net Event in East LA](#) - **public event**
- 9/17 - [Health Net Event in Santa Clarita](#) - **public event**
- 9/17 - [Health Net Event in Mission Hills](#) - **public event**
- 9/17 - Presentation for California Korean American Pharmacists Association
- 9/17 - Presentation for California Partnership of Healthcare Advocates
- 9/18 - [Health Net Event in Santa Clarita](#) - **public event**
- 9/19 - [Health Net Event in Culver City](#) - **public event**
- 9/20 - [Health Net Event in LA](#) - **public event**
- 9/21 - [Health Net Event in Lakewood](#) - **public event**
- 9/21 - [Health Net Event in Lancaster](#) - **public event**
- 9/21 - [Health Net Event in Mission Hills](#) (10:00 AM) - **public event**
- 9/21 - [Health Net Event in Pasadena](#) - **public event**
- 9/21 - [Health Net Event in Mission Hills](#) (2:00 PM) - **public event**
- 9/22 - [Health Net Event in Long Beach](#) - **public event**
- 9/22 - [Health Net Event in LA](#) - **public event**
- 9/23 - [Health Net Event in Carson](#) - **public event**
- 9/23 - [Health Net Event in Canyon Country](#) - **public event**
- 9/23 - [Health Net Event in East LA \(10:30 AM\)](#) - **public event**
- 9/23 - [Health Net Event in East LA \(11:30 AM\)](#) - **public event**

Orange County

- 9/18 - [Town Hall Meeting with Assemblyman Matthew Harper](#) - **public event**
- 9/25 - [Town Hall Meeting with Assemblyman William Brough](#) - **public event**
- 10/9 - [Town Hall Meeting with Assemblyman Travis Allen](#) - **public event**
- 10/16 - [Joint Member and Provider Stakeholder Meeting](#) - **public event**

Riverside / San Bernardino County

- 9/17 - Whole Health: Engagement and Innovation 2015 and Beyond
- 9/19 - Network of Ethnic Physician Organizations Summit

San Diego County

- 9/15 - [AARP Community Action Team Meeting in Chula Vista](#) - **public event**
- 9/18 - Health Net San Diego Community Advisory Meeting

Santa Clara County

- 10/9 - Presentation at the Law Foundation of Silicon Valley's Annual Retreat

New on CalDuals.org

- A new **enrollment dashboard** has been posted on the [Enrollment Data](#) page.

Commonly Used Abbreviations

CBAS - Community-Based Adult Services

IHSS - In-Home Supportive Services

LTSS - Long-Term Services and Supports

MLTSS - Managed Long-Term Services and Supports

MSSP - Multipurpose Senior Services Program

PACE - Program of All-inclusive Care for the Elderly

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