



Securing Home, Health & Heart

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April 29, 2016

Ms. Sarah Brooks
Deputy Director
Health Care Delivery Systems
Department of Health Care Services
1500 Capitol Ave.
Sacramento, CA 95814

VIA ELECTRONIC MAIL
Sarah.Brooks@dhcs.ca.gov

Re: 2016 CCI Program Proposals

Dear Ms. Brooks:

I am writing you to offer Community SeniorServ's strong support for the Department of Health Care Services' (DHCS) proposed changes to the 2016 Coordinated Care Initiative (CCI) program. Since 1967, SeniorServ has been at the forefront of securing home, health and heart to help older adults in Orange County live independently, with dignity and wellness in the homes and communities they love. SeniorServ is the largest Meals on Wheel and senior nutrition provider in Orange County. In addition to meals, SeniorServ provides case management, and in-home supportive services, Adult Day Health Care programs and Care Coordination services. In 2015 alone, we improved the lives of 10,434 seniors in need through meals and care services that lower hospitalizations, create an increased sense of well-being and reduce isolation through increased social connections.

We have worked closely with CalOptima to successfully launch Cal MediConnect in Orange County. OneCare Connect, CalOptima's Cal MediConnect plan, has been positively received by our dually eligible members (alt: clients, patients, recipients), who are among Orange County's most vulnerable seniors. OneCare Connect has helped them obtain access to coordinated care and benefit from additional services, such as guaranteed access to a primary care dentist.

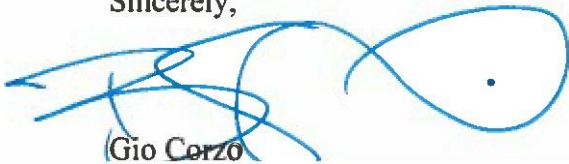
As you know, more than 120,000 dual eligibles in the state receive their Medicare and Medi-Cal services through Cal MediConnect. Not only is Cal MediConnect meeting the expectation for improved, streamlined and

enhanced care, but beneficiaries report overall satisfaction with the program. According to a joint UC Berkeley/UC San Francisco survey, beneficiaries that were enrolled in Cal MediConnect report satisfaction with care coordination, lower out-of-pocket costs, improved access to behavioral health, and the extension of long-term services and supports. The proposed program changes will help continue to grow enrollment, enabling the program to become more sustainable and even more responsive to the needs of the dual eligible population. Specifically, we appreciate DHCS' proposed continuation of the passive enrollment process in 2017 for Orange County. This will ensure that our community's seniors will have the best opportunity to experience this very important program.

Launching a brand-new program for a vulnerable population is a significant and challenging undertaking. In Orange County, this process has been successful due to CalOptima's inclusive and collaborative approach. In addition, CalOptima has been working with local stakeholders, including Community SeniorServ to address potential member concerns. As a result of these efforts, OneCare Connect, with more than 18,000 members, is currently the second largest Cal MediConnect plan in the state. We have been pleased to partner with CalOptima in the launch of OneCare Connect and look forward to continuing this engagement in order to ensure the program's improvement and sustained success.

Thank you again for developing proposed changes to enhance Cal MediConnect and we appreciate the opportunity to provide feedback. Community SeniorServ remains committed to making the program a success and ensuring the long-term viability of this very important delivery system transformation.

Sincerely,



(Gio Corzo)

VP, Home & Care Services
Community SeniorServ

cc: Kerry Branick, CMS (Kerry.Branick@cms.hhs.gov)