



Keeping you informed about Medicare / Medi-Cal integration

Coordinated Care Initiative Monthly Update: April 2016

[Click here for an accessible version of this update.](#)

CCI Proposals and Announcements

CCI Proposed 2016 Comprehensive Strategy

Earlier this month, DHCS proposed a number of changes to improve and strengthen the CCI in areas of care coordination, continuity of care, and overall beneficiary experience. These proposals were developed based on stakeholder feedback and initial evaluation data, which highlighted areas for improvement and found that beneficiaries are satisfied with Cal MediConnect. In addition, in order to sustain the program that [data](#) shows is working for beneficiaries, DHCS proposed to expand enrollment, engagement and education efforts.

DHCS sincerely appreciates the valuable feedback stakeholders submitted on these proposals and will release final policy decisions in May.

Information on the proposals is linked below:

- [Coordinated Care Initiative Program Improvements](#)

- [Ensuring Sustainable Coordinated Care Initiative Enrollment](#)
 - [Streamlining the Cal MediConnect Voluntary Enrollment Process](#)
 - [Population Enrollment Chart](#)
 - [Proposals and Announcements Stakeholder Slide Deck](#)
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Continuity of Care Provider Bulletin

In order to ensure that beneficiary transitions into Cal MediConnect are smooth and do not result in disruptions in care, the CCI continuity of care policy provides beneficiaries in Cal MediConnect plans with the right to continue seeing non-participating physicians for a limited period of time.

Earlier this month, DHCS released a Provider Bulletin explaining how current out-of-network physicians can continue seeing Cal MediConnect beneficiaries, as well as the process for billing the correct entity for payment. It also provides information to help combat balance billing. DHCS encourages you to share this bulletin with providers who may need the information about these important protections. [Click here to download the Provider Bulletin](#). For additional provider resources, including the CCI Physician Toolkit, visit calduals.org/providers.

Enrollment Information

A new set of enrollment data through April 1st will be available in the near future. Once posted, it can be accessed on CalDuals.org by [clicking here](#).

CCI Outreach

Select March Outreach Events

Orange County

3/18 - State outreach staff provided a CCI and OneCare Connect training for billing and administrative staff at **Dr. Sajeet S. Sawhney's practice**. Attendees learned about enrollment and the enrollment timeline, care coordination, authorizations, continuity of care, billing, and the authorized representative process.



Orange County



3/29 - English-, Spanish-, and Korean-speaking beneficiaries and staff at the **City of Brea Senior Center** learned about the CCI and OneCare Connect during an overview presentation. State outreach staff shared detailed information on the program, including enrollment options and

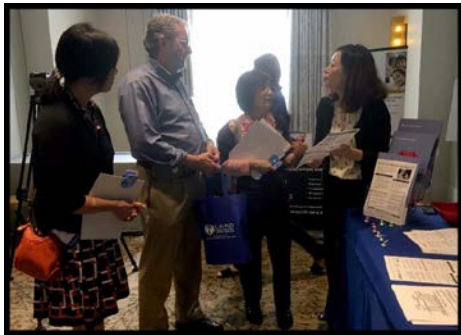
timeline, blue envelope notices, program benefits, care coordination, continuity of care, and resources available for beneficiaries and caregivers.

Los Angeles County

3/1 - State outreach staff provided a presentation for members of the **Health Consortium of Greater San Gabriel Valley**. The presentation provided an overview of the various elements of the CCI and included detailed information about topics such as continuity of care, payment stipulations, and balance billing issues. Members were provided with materials to help the beneficiaries they work with.



Los Angeles County



3/18 - 3/19 - An informational table for beneficiaries, caregivers, and advocates was staffed by state outreach staff at the **2016 Asians and Pacific Islanders with Disabilities of California Conference**. Fact sheets were distributed to attendees and questions about CCI and

Cal MediConnect enrollment, continuity of care, balance billing, and care coordination were among the most commonly asked.

Riverside and San Bernardino Counties

3/11 - State outreach staff trained representatives of the **Inland Empire Health Insurance Counseling and Advocacy Program's (HICAP's) outreach team** on the CCI. The training included updates about the program and led to a rich discussion about best practices and the experiences HICAP representatives have had with the CCI. Representatives also shared valuable feedback about beneficiary-related questions they're receiving.



Santa Clara County



3/25 - Physicians and medical directors from the **Santa Clara County Medical Association Provider Panel** learned more about the CCI from a panel of experts which included representatives from Santa Clara Family Health Plan, Anthem, OnLok Lifeways, and the state outreach team. The discussion included provider-specific information on Cal MediConnect, including information about billing and continuity of care, as well as information about each Cal MediConnect health plan in Santa Clara. Each attendee was given a copy of the CCI Physician Toolkit.

Other Recent Outreach Events

Los Angeles County

- 3/2 - Sharing fact sheets with beneficiaries at Cerritos Senior Center
- 3/4 - Sharing fact sheets with beneficiaries at Bell Garden Senior Center
- 3/5 - Informational table for beneficiaries and caregivers at Chinatown Services Center Health Fair
- 3/8 - Sharing fact sheets with beneficiaries at YMCA in Covina
- 3/8 - Sharing fact sheets with beneficiaries at Home Senior Care Services in Glendora
- 3/9 - Networking with providers at Long Beach Disability & Senior Collaborative: Improving Services for People with Disabilities and Older Adults Together in Long Beach
- 3/15 - Presentation for Spanish speaking beneficiaries at Care1st Informational Center in Huntington Park
- 3/16 - Sharing fact sheets with beneficiaries and caregivers seniors at City of Monterey Park Bruggemeyer Library
- 3/16 - Sharing fact sheets with beneficiaries and caregivers at Alhambra Civic Center Library (Simplified and Traditional Chinese, English)
- 3/24 - Presentation for beneficiaries at the Chinatown Resource Center in Monterey Park

Orange County

- 3/16 - Presentation at the OneCare Connect Community Forum with Omid Multicultural Institute of Development, NEDA, and Lakeview Senior Center

- 3/22 - Presentation at the OneCare Connect Community Forum at Santa Ana Senior Center
- 3/23 - OneCare Connect Update webinar for physicians
- 3/26 - Information table for beneficiaries and caregivers at Lions Club Community Health Fair
- 3/26 - Information table for beneficiaries and caregivers at La Habra Family Resource Center's Spring Family Eggstravaganza

Riverside and San Bernardino Counties

- 3/1 - Presentation for providers at San Bernardino County Medical Society
- 3/15 - Sharing fact sheets with disability advocates at Inland Empire Disabilities Collaborative in Riverside
- 3/17 - Sharing fact sheets with mental health providers at Mental Health Services Act Stakeholder Engagement Event
- 3/17 - Sharing fact sheets with outreach staff at San Bernardino County Cultural Competency Advisory Committee

San Diego County

- 3/1 - Presentation for providers and beneficiaries at National City's Paradise Valley Seventh Day Adventist Community Church
- 3/2 - Presentation at National Federation of Filipino American Associations' Monthly Meeting
- 3/7 - Presentation for the Depression Bipolar Support Alliance of San Diego

- 3/16 - Information table for beneficiaries and caregivers at the Spring Valley Health and Wellness event
- 3/16 - Presentation for providers and caregivers during a Dementia Consortium Event
- 3/28 - Presentation for staff of the San Diego County Medical Society

Santa Clara County

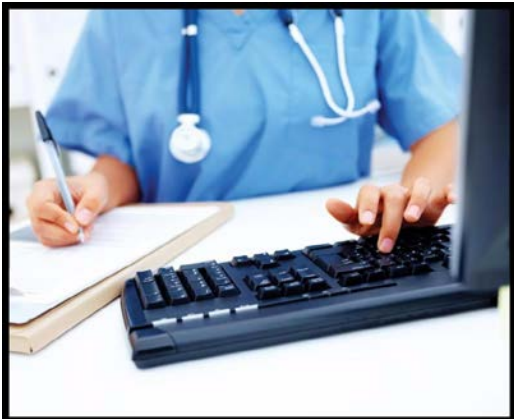
- 3/3 - Information table for beneficiaries and caregivers at Beloved Community Movement, South Bay Islamic Association
- 3/5 - Sharing fact sheets with beneficiaries, caregivers, and other stakeholders at San Jose State of the City
- 3/7 - A presentation for beneficiaries and advocates at the Church of Jesus Christ of Latter-Day Saints' Winter Faith Collaborative
- 3/7 - Sharing fact sheets with beneficiaries at Sourcewise Public Hearing, Santa Clara Senior Center
- 3/8 - Sharing fact sheets with providers at the NAMI general meeting at Good Samaritan Hospital
- 3/9 - Informational table for providers and advocates at the Hospital and Home Transitions Committee Meeting at Valley Medical Center
- 3/9 - Sharing fact sheets with caregivers and advocates at the Senior Care Commission Community Care Committee Meeting
- 3/9 - Sharing fact sheets with advocates at County of Santa Clara Senior Care Commission Monthly Meeting

- 3/14 - Sharing fact sheets with caregivers and advocates at the Santa Clara County Older Adult Committee Meeting
- 3/18 - Webinar for physicians and their staff
- 3/23 - Presentation for billing and administrative Staff at HearBright
- 3/24 - Presentation for the Senior Commission Institutional Care and Protective Issues committee at Live Oak Adult Day Care
- 3/29 - Sharing fact sheets with beneficiaries at 3 Live Oak Adult Centers in San Jose
- 3/29 - Presentation to billing and administrative staff at the Palo Alto Eye Group
- 3/30 - Information for caregivers and beneficiaries at Cupertino Senior Center
- 3/30 - Sharing fact sheets with beneficiaries at Chateau Cupertino Senior Community

Future CCI Outreach

Click the calendar below to access a list of future outreach events.

← 2015 ← APR MAY 2016 JUN > 2017 >							Month >
Sun	Mon	Tue	Wed	Thu	Fri	Sat	
1 Yu-Ai Kai Health Fair at Akiyama Wellness Center 9:00 AM	2 Health Net event in Mission Hills (informal) – PUBLIC 10:00 AM Health Net event in Mission Hills (informal) – PUBLIC 2:00 PM	3 High Desert Disability Collaborative Health Net event in Valencia (informal) – PUBLIC 9:30 AM Health Net event in Los Angeles (informal) – PUBLIC 12:30 PM	4 Riverside Behavioral Health Collaborative Meeting Health Net event in Carson (informal) – PUBLIC 9:30 AM Health Net event in Canyon Country (informal) – PUBLIC 10:00 AM Health Net event in East Los Angeles (informal) – PUBLIC 10:30 AM Health Net event in Monrovia (informal) – PUBLIC 11:00 AM Health Net event in Monrovia (informal) – PUBLIC 1:00 PM	5 Presentation to Social Work students at CSU Los Angeles Health Net event in Castaic (informal) – PUBLIC 9:30 AM	6 Health Net event in Hawthorne (informal) – PUBLIC 9:30 AM	7 Health Net event in Pasadena (informal) – PUBLIC 10:00 AM	
8 Health Net event in Mission Hills (informal) – PUBLIC 10:00 AM Health Net event in Montebello (informal) – PUBLIC 10:30 AM Health Net event in Mission Hills (informal) – PUBLIC 2:00 PM	9 Health Net event in Northridge (informal) – PUBLIC 10:00 AM Health Net event in Los Angeles (informal) – PUBLIC 12:30 PM	10 Health Net event in Carson (informal) – PUBLIC 9:30 AM Health Net event in Canyon Country (informal) – PUBLIC 10:00 AM Health Net event in East Los Angeles (informal) – PUBLIC 10:30 AM	11 Health Net event in Carson (informal) – PUBLIC 9:30 AM Health Net event in Canyon Country (informal) – PUBLIC 10:00 AM Health Net event in East Los Angeles (informal) – PUBLIC 10:30 AM	12	13	14 Health Net event in Los Angeles (informal) – PUBLIC 9:00 AM	
15 Health Net event in Lancaster (informal) – PUBLIC 10:00 AM Health Net event in Lancaster (informal) – PUBLIC 10:00 AM Health Net event in Mission Hills (informal) – PUBLIC 2:00 PM	16 Health Net event in Santa Clarita (informal) – PUBLIC 9:30 AM Health Net event in Los Angeles (informal) – PUBLIC 12:30 PM	17 Health Net event in Glendora (informal) – PUBLIC 9:30 AM Health Net event in Canyon Country (informal) – PUBLIC 10:00 AM Health Net event in East Los Angeles (informal) – PUBLIC 10:30 AM	18 Health Net event in Glendora (informal) – PUBLIC 9:30 AM Health Net event in Canyon Country (informal) – PUBLIC 10:00 AM Health Net event in East Los Angeles (informal) – PUBLIC 10:30 AM	19 May is Mental Health Month Health Net event in Santa Clarita (informal) – PUBLIC 9:30 AM WEBINAR – CCI Information for San Diego County Providers – PUBLIC 12:00 PM WEBINAR – CCI Information for Santa Clara County Physicians – PUBLIC 12:30 PM	20 Health Net event in Santa Clarita (informal) – PUBLIC 9:00 AM Health Net event in Santa Clarita (informal) – PUBLIC 9:00 AM	21 Healthy Living and Resource Fair: Working Together for a Healthy Mind and Body 8:00 AM Health Net event in Los Angeles (informal) – PUBLIC 9:00 AM	
22 Health Net event in Lancaster (informal) – PUBLIC 10:00 AM Health Net event in Mission Hills (informal) – PUBLIC 10:00 AM Health Net event in Montebello (informal) – PUBLIC 10:30 AM Health Net event in Los Angeles (informal) – PUBLIC 12:30 PM Health Net event in Mission Hills (informal) – PUBLIC 2:00 PM	23 Health Net event in Los Angeles (informal) – PUBLIC 12:30 PM	24 Health Net event in Canyon Country (informal) – PUBLIC 10:00 AM Health Net event in Los Angeles (informal) – PUBLIC 10:30 AM WEBINAR – The Coordinated Care Initiative: Key Information for Orange County Physicians – PUBLIC 12:00 PM	25 Health Net event in Canyon Country (informal) – PUBLIC 10:00 AM Health Net event in Los Angeles (informal) – PUBLIC 10:30 AM WEBINAR – The Coordinated Care Initiative: Key Information for Orange County Physicians – PUBLIC 12:00 PM	26 Health Net event in Glendale (informal) – PUBLIC 10:00 AM	27 WEBINAR – CCI Information for Los Angeles and Inland Empire Providers – PUBLIC 12:00 PM	28	
29	30	31					



Please join us for free, informative webinars about the CCI designed for providers. These recurring webinars will cover an overview of the program, continuity of care details, care coordination, and the benefits of joining each of the plans.

Click the links below to register for upcoming webinars:

- [May and June Webinars for **Inland Empire** Providers](#)
- [May and June Webinars for **Los Angeles County** Providers](#)
- [May and June Webinars for **Orange County** Providers](#)
- [May and June Webinars for **San Diego County** Providers](#)
- [May and June Webinars for **Santa Clara County** Providers](#)

If you would like a free presentation or training about the CCI for you, your staff, or anyone else interested in learning about the program, [click here to fill out a request form](#).

Resources & Links

Commonly Used Abbreviations

CBAS - Community-Based Adult Services	MLTSS - Managed Long-Term Services and Supports
IHSS - In-Home Supportive Services	MSSP - Multipurpose Senior Services Program
LTSS - Long-Term Services and Supports	PACE - Program of All-inclusive Care for the Elderly

Info for Beneficiaries and Caregivers

If you are a senior, person with disabilities, or caregiver, click the link on the right to access videos about the CCI that explain the program more thoroughly.

**Educational
Videos**

Info for Physicians

If you're a provider, click the button on the right to access the Physician Toolkit, a series of fact sheets that describe the CCI in detail as it pertains to providers.

**Physician
Toolkit**

Info for Case Managers

The Cal MediConnect Hospital Case Manager Toolkit gives guidance, answers common questions, and provides important information about Cal MediConnect to hospital case managers and discharge planners.

**Case
Manager
Toolkit**

Contact

Contact information for health plans, Health Care Options, and the Health Insurance Counseling and Advocacy Program (HICAP).

Contact Information

Did we miss something?

If you or your agency are doing CCI outreach and want it featured in the next update, please email info@calduals.org to have it included.

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