



Keeping you informed about Medicare / Medi-Cal integration

Coordinated Care Initiative Monthly Update: August 2016

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

Important Announcements

New Cal MediConnect Beneficiary Toolkit

Robust beneficiary outreach and education are a core part of the design and implementation of the Coordinated Care Initiative (CCI) and Cal MediConnect.

The Department of Health Care Services (DHCS) developed [the Cal MediConnect Beneficiary Toolkit](#) to support beneficiaries as well as be a resource for health plans, advocates, and community organizations (including Health Insurance Counseling and Advocacy Programs [HICAPs] and the Ombudsman) that engage directly with beneficiaries.

Who Can Join a Cal MediConnect Health Plan?

Cal MediConnect combines the benefits you get from Medicare and Medi-Cal into a single plan. You can join a **Cal MediConnect** health plan if you have both Medicare and Medi-Cal (meaning you are a dual-eligible beneficiary, also known as Medi-Medi).

What is in this toolkit?

- Learn about the benefits of a Cal MediConnect health plan.
- Learn how to use your benefits.
- Learn how to choose a plan.

What are some reasons to join a Cal MediConnect health plan?

- You can get a Care Coordinator who will help you get the services you need.
- You can get help with medical transportation, up to 30 rides a year.
- You have only one card to carry and one phone number to call.
- You have vision benefits (eye exams and glasses).
- You will get the home- and community-based services you need.

What is care coordination?

Cal MediConnect can provide you with a Care Coordinator. This can be a nurse or other health care professional. He or she will be your point of contact to arrange your care and help you get all the services you need.

Have a question? Call HICAP at 1-800-435-0222.

This reader-friendly toolkit provides important information for beneficiaries examining their health care options, such as how care coordination can improve health outcomes, additional benefits provided by Cal MediConnect health plans and how to keep your current health care providers.

To read more about the new toolkit, [click here](#).

Updated Physician Toolkit

DHCS updated [the Cal MediConnect Physician Toolkit](#) to provide physicians with information about how the CCI is changing health care for dual-eligible patients. The updated toolkit outlines the new coverage options for patients and how these changes could affect the billing process, care coordination, and other aspects of a physician's practice.

For more information about the updates to this toolkit, [click here](#).

Streamlined Enrollment Begins for Cal MediConnect

DHCS began [streamlined enrollment](#) during the week of August 22, 2016, for Cal MediConnect, as part of the CCI.

Streamlined enrollment allows Cal MediConnect health plans to submit enrollment changes to DHCS on behalf of their members. This will provide a simpler method for beneficiaries to enroll in the Cal MediConnect product associated with their Medi-Cal managed long-term services and supports (MLTSS) health plan.

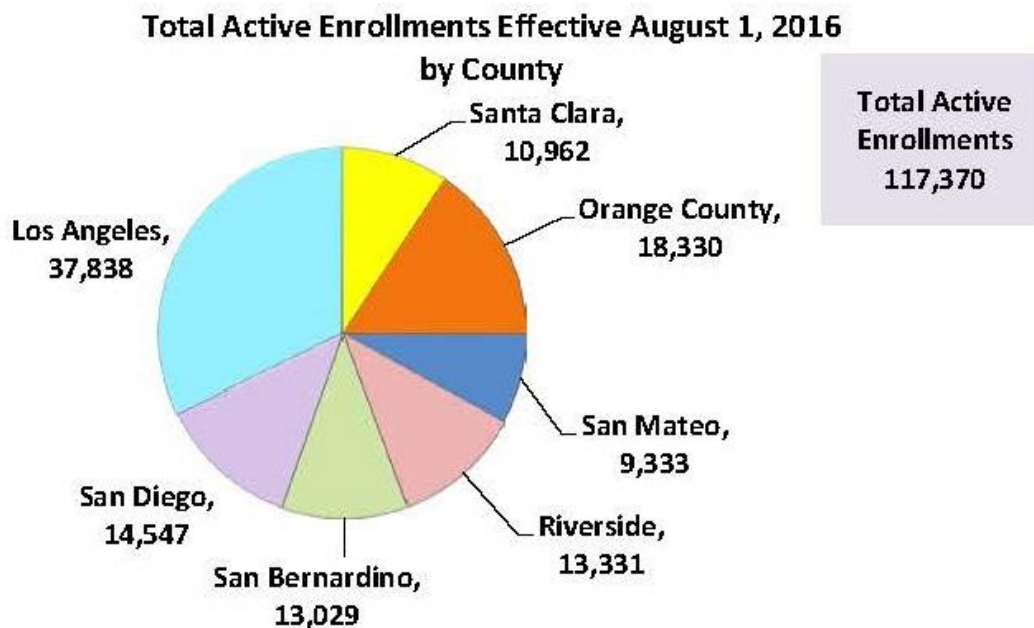
Telephone Survey Findings Released

The UCSF Community Living Policy Center and the UC Berkeley Health Research for Action Center conducted an evaluation of Cal MediConnect as part of the CCI.

The key insights from the telephone survey are summarized [here](#). For full details of the telephone survey findings and more information regarding the other pieces of this evaluation, click [here](#).

Enrollment Data

A new set of enrollment data through August 1st is available [here](#).



CCI Outreach

Featured Events

Orange County

7/20 - Alzheimer's Orange County in Irvine hosted a **OneCare Connect Informational Forum and Resource Fair** for

stakeholders, caregivers, and advocates. The event, which focused on post-passive enrollment, included a presentation on the CCI and OneCare Connect.

The SCAN Foundation shared information on the latest CCI survey, and advocates, stakeholders, and community-based organization representatives had the opportunity to ask questions about OneCare Connect. CalOptima, HICAP, Legal Aid Society of Orange County, Alzheimer's Orange County, Regal Medical Group, AltaMed Health Services and other agencies staffed resource tables, and attendees had the opportunity to get more information for the seniors they serve in Orange County.



Los Angeles County



7/28 - Staff members at the **Los Angeles County Department of Mental Health** learned about Cal MediConnect at the **SA4 Housing Consortium**. Social workers asked questions about health plans in Los Angeles County, how to access Medi-Cal

services under the program and Cal MediConnect's benefits. Attendees were also able to access a behavioral health services matrix that helped social workers identify the variety of available services and which agencies cover those benefits.

San Diego County

7/6 - State outreach staff gave a presentation on Cal MediConnect to staff of **Windsor Gardens San Diego Rehab and Nursing**.

Senior care case workers, home health coordinators, and hospice and palliative caregivers learned about Cal MediConnect's care coordination benefits, continuity of care provisions and the available health plan options. Outreach staff gave detailed information on coordinated care and explained how the program provides health risk management, patient-centered care, and interdisciplinary care.



7/21 - Outreach staff gave an update on the CCI's implementation as part of the **San Diego Regional Home Care Council meeting**. The discussion highlighted the coordination of Medicare and Medi-Cal benefits for the dually eligible population, along with information about eligibility, beneficiary protections and the available health plan options.

Members of San Diego's Regional Home Care Council, including insurance brokers, provide home care services to seniors in the county. Following the meeting, several council members requested future CCI in-services for their facilities and teams.

Santa Clara County

7/11 - Chinese-speaking seniors and case managers

participated in a CCI presentation. With the help of an interpreter, attendees learned about the programs benefits, protections, and options. They also had the chance to ask questions about keeping their current providers, requesting continuity of care, and the availability of dental benefits in the plans. Case managers mentioned that seniors who aren't able to chew properly could face nutritional issues and disease, and that some medications require food to be taken with them. Case managers requested follow-up presentations in the future.



7/27 - Seniors enrolled in Anthem Blue Cross and the Santa Clara Family Health plan learned more about Cal MediConnect at a **Consumer Advisory Meeting**. The presentation included an update on outreach activities, new materials, upcoming events and member satisfaction information. Attendees who participated said they were very satisfied with the

program. Participating seniors gave the presenter suggestions as to where further outreach could be conducted, including at food pantries and a clinic that predominantly serves seniors.

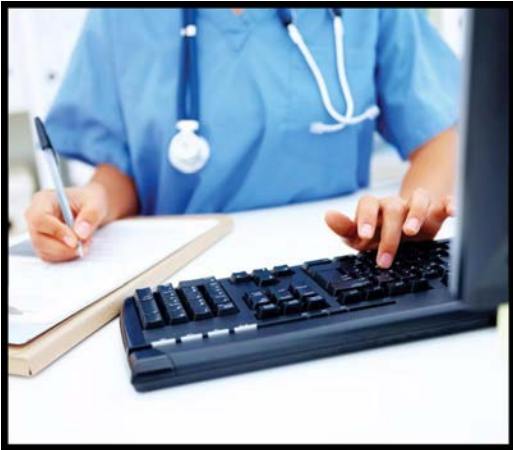
Other Recent Events

[Click here](#) to view a full list of recent outreach events.

Upcoming Events

To view the calendar of future outreach events, [please click here](#).

Provider Webinars



Please join us for free CCI webinars designed for providers. These recurring webinars provide an overview of the program and key information for providers, including details about beneficiary and provider protections, care coordination, billing, contracting, and how beneficiaries and providers can benefit from the program.

To register for September webinars and other upcoming webinars, please use the links below.

- [Webinars for Los Angeles County Providers](#)
- [Webinars for Orange County Providers](#)
- [Webinars for Riverside and San Bernardino County Providers](#)
- [Webinars for San Diego County Providers](#)
- [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

Information 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](#)

Information for Physicians

If you are a provider, click the link 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](#)

Contact

Contact information for health plans, Health Care Options, and HICAP.

[Contact Information](#)

Did we miss something?

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

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