



Keeping you informed about Medicare / Medi-Cal integration

Coordinated Care Initiative Monthly Update: July 2016

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

Important Updates & Announcements

Updated Continuity of Care Provider Bulletin

This week, the Department of Health Care Services (DHCS) issued an updated [continuity of care provider bulletin](#), which explains how current out-of-network physicians can continue seeing Cal MediConnect beneficiaries, as well as the process to bill the correct entity for payment. It also provides helpful information on balance billing. Click [here](#) to read more.

July CCI Stakeholder Call

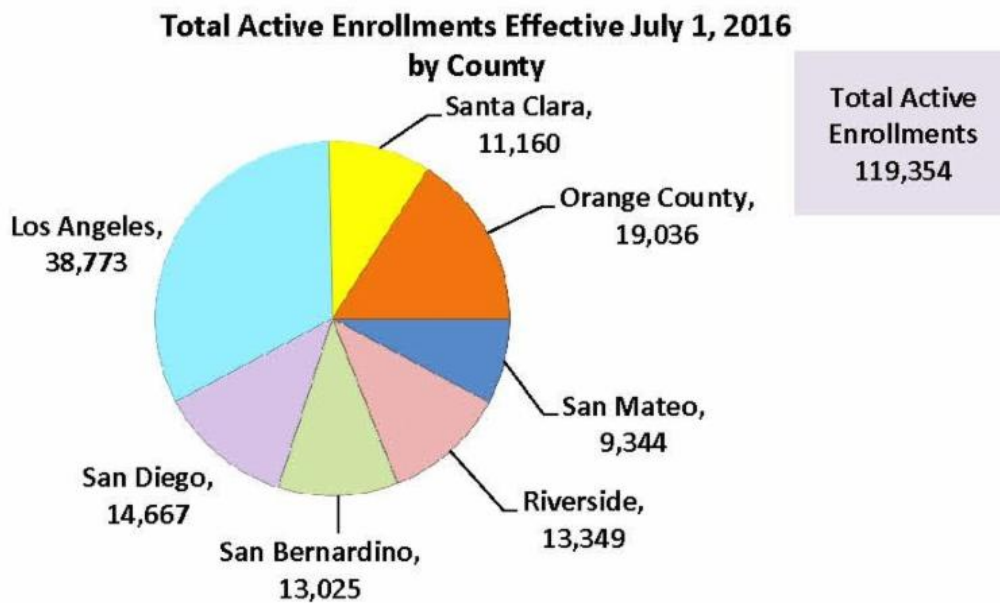
DHCS hosted the July 2016 CCI stakeholder call on Thursday, July 21st. [Click here for information from the call](#), including a recording. As always, if you have questions related to the call or would like to suggest future topics, please email us at info@calduals.org.

Evaluation Data

The University of California recently released a report on its ongoing analysis of Cal MediConnect. The report features interviews with health plans, providers, stakeholders, and beneficiaries. It highlights the promise of care coordination offered by Cal MediConnect, and the increased collaboration between the various entities in the health care system. It also highlights areas for improvement, including several that DHCS is currently taking steps to improve as part of the comprehensive strategy for 2016. More information is available [here](#).

Enrollment Data

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



CCI Outreach

Select Outreach Events from June

Orange County



6/4 - Vietnamese-speaking beneficiaries attended the **OneCare Connect Town Hall event at the Salgado Community Center to learn more about the CCI.**

Supervisor Andrew Do (Orange County) addressed the attendees and spoke about the many benefits of OneCare Connect. Dr. Khanh Bao Nguyen, a OneCare Connect provider, shared how the plan helps people better coordinate their health services and the benefits of care coordination. In addition to the panel presentation and discussion, informational tables from local community-based organizations and other agencies provided valuable information for the attendees.

Special thanks to all of our partners who made this an impactful event for seniors in the Vietnamese community in Orange County: Supervisor Andrew Do (Orange County), Councilmember Sal Tinajero (City of Santa Ana), Board Member Cecilia "Ceci" Iglesias (Santa Ana Unified School District), Regal Medical Group, HICAP, The Legal Aid Society of Orange County, CalOptima, ADOC Medical Group, Orange County Aging Services Collaborative, United Care Medical Group and HealthCare, Family Choice, and Alzheimer's Orange County.

Los Angeles County



6/7 - Case management staff at **Santa Anita Family Services** learned more about Cal MediConnect during a presentation. The information focused on Cal MediConnect's benefits, the opportunity for care coordination, and an update about the

enrollment process and continuity of care provisions. Attendees received resources to help them support the beneficiaries with whom they work.

Los Angeles County

6/17 - During **Fontana Senior Community Center's resource fair**, state outreach staff provided an information table with numerous resources and gave presentations throughout the day. Attendees received informational materials specific to their needs, including such topics as the enrollment process, balance billing, continuity of care, and various other options.



Los Angeles County



6/22 - The state outreach team collaborated with The Angelus Plaza Senior Activity Center and Good Samaritan Hospital to host a **CCI health and resource fair** for seniors and caregivers. Over 200 beneficiaries attended the event and learned about the CCI, received

resources from local organizations, and were given free health screenings. The health fair featured CCI presentations in Chinese, Korean, Spanish, and English. Seniors had the opportunity to have their questions answered by a wide variety of CCI experts and service providers. The event was a great success due to the diverse participating organizations and the many volunteers who helped seniors (a majority of whom were monolingual) learn meaningful information and ask questions based on unique, personal situations.



Los Angeles County

6/25 - An informational table at a **Health and Wellness Fair** at The Placita Olvera helped seniors and caregivers in attendance learn more about the CCI and Cal MediConnect. Many dually eligible beneficiaries visited the booth to ask questions and pick up important informational materials about the program. Attendees were interested in topics such as the available health plan options, the benefits of care coordination, how authorizations work, what to do if they're receiving a bill from a provider, and the enrollment process.



San Diego County



6/23 - State outreach staff trained the Health Care Navigation Team at **211 San Diego** on the CCI and Cal MediConnect. The presentation covered the program's features and benefits, the health plans available, and included

an in-depth discussion of topics such as continuity of care and the positive impact of coordinated care and how it works.

Other Recent Outreach Events

Los Angeles County

- 6/4 - CCI presentation at the Golden Years 55+ Senior Expo
- 6/8 - CCI presentation at St. Barnabas Hollywood Senior Center
- 6/16 - Informational table for beneficiaries and caregivers at The White House Initiative on Asian Americans and Pacific Islanders
- 6/16 - Monthly CCI Webinar for Advocates
- 6/17 - Monthly CCI Webinar for Providers
- 6/21 - Informational table at "Bee Smart, Bee Safe! Protect Yourself from Elder Abuse Workshop" at El Dorado Park Senior Center
- 6/21 - Presentation for Spanish-speaking beneficiaries with the Mexican American Opportunity Foundation at The Wellness Center
- 6/23 - Informational table at the Mexican American Opportunity Foundation's Care Givers Conference
- 6/24 - Informational table for beneficiaries and service providers at Homeless Care Days
- 6/24 - 6/25 - Sharing information at the Native Hawaiian and Pacific Islander Health Summit

Orange County

- 6/6 - OneCare Connect discussions with the Vietnamese-American Community Pharmacists Association and United Care Medical Group

- 6/6 - Presentation for staff of Little Saigon Pharmacy
- 6/6 - Presentation for staff of Dr. Vu's medical practice
- 6/22 - Monthly CCI Webinar for Providers
- 6/28 - Monthly CCI Webinar for Advocates & Stakeholders
- 6/30 - Presentation at Give for a Smile

Riverside and San Bernardino Counties

- 6/15 - Monthly CCI Webinar for Providers
- 6/20 - Monthly CCI Webinar for Providers
- 6/21 - Monthly CCI Webinar for Advocates
- 6/22 - Presentation for Behavioral Health and Family Advocate Staff at Riverside University Health System
- 6/23 - Presentation for case managers with Molina and Inland Empire Health Plan

San Diego County

- 6/1 - South County Senior Providers Meeting
- 6/2 - Presentation at the San Diego Council on Aging
- 6/3 - Presentation for caregivers at St. Paul's PACE Plaza's Caregiver Coalition
- 6/15 - CCI discussion at 2016 Aging Summit in San Diego

- 6/27 - Presentation for beneficiaries and staff at Point Loma Convalescent Skilled Nursing Facility

Santa Clara County

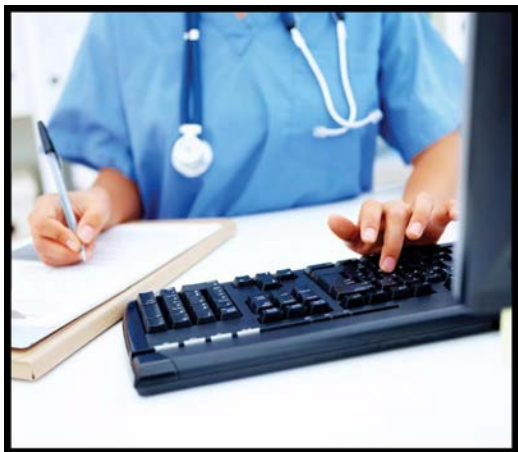
- 6/2 - Presentation for staff at Quality Respite and Home Care
- 6/3 - Presentation for staff at Right at Home Senior Home Care Service
- 6/7 - Presentation for staff at Interim Health Care

Future CCI Events

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

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1	2	3	4 HICAP and CCI: What You Should Know! (Inland Empire) – PUBLIC 1:30 PM	5	6
7	8	9	10	11	12	13
14	15	16 WEBINAR – Advocate Training on the CCI in Riverside and San Bernardino Counties 2:00 PM	17	18 WEBINAR – CCI Training for Physicians in Santa Clara County 12:30 PM WEBINAR – CCI Training for Advocates in Los Angeles 2:00 PM	19 WEBINAR – CCI Training for Los Angeles County Providers 12:00 PM	20
21	22	23	24	25	26	27
28	29	30 WEBINAR – OneCare Connect Presentation for Advocates and Stakeholders in Orange County 10:00 AM WEBINAR – CCI Update for San Diego County's Implementation and Update 12:00 PM	31 WEBINAR – Key CCI Information for Orange County Physicians 12:00 PM			

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 August 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

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 are 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 is doing CCI outreach and want it featured in the next update, please email info@calduals.org to have it included.

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