# California’s Coordinated Care Initiative Monthly Update.

# November 2016.

This update includes important program updates and recent outreach events about the Coordinated Care Initiative (CCI), in all seven participating CCI counties.

## Important Announcements and Updates.

CCI Beneficiary Toolkit Available in Other Languages.

This month, the Department of Health Care Services (DHCS) released translated versions of the [Beneficiary Toolkit](http://www.calduals.org/wp-content/uploads/2016/08/CMC_Bene_TK_83016.pdf) in several languages, including Korean, Russian, simplified and traditional Chinese, Spanish, and Vietnamese. Other languages will be released in the future. Find links to the Beneficiary Toolkit [here](http://www.calduals.org/beneficiary-toolkit/).

MLTSS Mailing Schedule.

The week of November 8th, DHCS began mailing [the new Cal MediConnect and Managed Long-Term Services and Supports (MLTSS) Resource Guide and Choice Book](http://www.calduals.org/2016/10/06/final-mltss-resource-guide-and-choice-book/) to educate eligible beneficiaries about their plan options. Mailings are occurring throughout November and December (excluding holidays) to approximately 63,000 eligible beneficiaries. The mailings will continue as beneficiaries become newly eligible, either by having Medicare and gaining Medi-Cal eligibility or by moving into a CCI county from a non-CCI county. English materials will be mailed in November, while all other languages will be sent out in December. The table below shows approximate numbers of mailings per county per month as well as totals.

|  |  |  |  |
| --- | --- | --- | --- |
| County | November Mailings | December Mailings | Total |
| Los Angeles | 22,000 | 17,000 | 39,000 |
| Riverside | 4,200 | 1,700 | 5,900 |
| San Bernardino | 3,900 | 1,600 | 5,500 |
| San Diego | 6,300 | 2,900 | 9,200 |
| Santa Clara | 2,200 | 1,300 | 3,500 |
|  |  |  | 63,100 |

Save the Date – January’s CCI Stakeholder Call.

The next CCI stakeholder call will be held on January 12, 2017. Please look for a registration link in next month's newsletter.

### Enrollment Data.

When available, a new set of enrollment data through November 1st will be available [here](http://www.calduals.org/enrollment-information/enrollment-data/).

## CCI Outreach.

### Featured Outreach Events from October.

Los Angeles County.

October 1: Members of the Latino Club at the Montebello Senior Center in Montebello learned about the requirements and benefits of Cal MediConnect during an informational presentation. Over 100 people attended and asked a range of follow-up questions about topics including continuity of care, benefits of the program, and how coverage works.

Los Angeles County.

October 11: Grand Plaza Apartments, in collaboration with state outreach staff and Good Samaritan Hospital, hosted a CCI health and resource fair for seniors and their family members at their facility in Los Angeles. The event featured CCI presentations in Mandarin, Cantonese, and English; CCI-related informational booths; and free health screenings. Thanks to the diverse language capacities of volunteers and participating organizations, many seniors learned about the CCI’s components in a language that was most familiar to them.

Los Angeles County.

October 17: English- and Spanish-speaking seniors learned about the CCI at St. Barnabas Senior Services Center Echo Park during a town hall event in Los Angeles. Participants learned about Cal MediConnect plan benefits, continuity of care, balance billing, and the enrollment process. Following the presentation, three state outreach staff were on hand to answer specific questions about the program and distribute CCI fact sheets.

Los Angeles County.

October 21: Doctors, nurse practitioners, and the Chief Medical Officer of Via Care Community Health Center learned more about the CCI from state outreach staff during a presentation in East Los Angeles. Attendees heard about the CCI’s purpose, plan options and benefits, and the enrollment process. Following the presentation, audience members asked questions about communicating with Cal MediConnect care coordinators, working within an interdisciplinary care team, and accessing Cal MediConnect provider resources.

San Diego County.

October 24: Seniors at the Gary & Mary West Senior Center in San Diego participated in a town hall event co-sponsored by Serving Seniors, the Consumer Center for Health Education and Advocacy, and the office of Representative Scott Peters. Following the CCI presentation, participants had their questions answered about eligibility, balance billing, and enrolling into different health plans.

Santa Clara County.

October 28: Residents at Lytton Gardens Assisted Living in Palo Alto learned about the CCI during a presentation delivered in English and Chinese. State outreach staff shared information about plan benefits, continuity of care, and care coordination with Chinese- and English-speaking residents. Attendees learned how a Cal MediConnect care coordinator can help manage their services, help with arranging transportation and other services, and can foster communication among their providers.

### Other Recent Outreach Events.

#### Los Angeles County:

October 1: Informational table for seniors and their families at the 20th Korean Health Festival at Good Samaritan Hospital.

October 8: Informational table for beneficiaries and their families at the Festival of Philippine Arts and Culture.

October 12: Presentation for seniors at St. Barnabas Senior Services Senior Center Echo Park.

October 15: Presentation and informational table for seniors and caregivers at the Golden Future 50+ Senior Expo.

October 15: Presentation to providers and advocates at The City of San Fernando Recreation and Community Services' Indigenous Peoples Day Celebration.

October 20: Webinar for Los Angeles County advocates.

October 21: Webinar for Los Angeles County providers.

October 22: Informational table for seniors and their families at the annual Larry Itilong Day Parade and Festival.

October 24: Informational table for seniors attending the Baldwin Park Health and Safety Fair.

October 28: Presentation for hospital case managers at the Hospital Association of Southern California.

October 26: Informational table for seniors at the Pasadena Senior Center’s Medicare Resource Fair.

#### Orange County:

October 1: Informational table for seniors during the Center for Successful Aging 2nd Annual Conference & Expo.

October 24: Presentation for Latino Health Access Board members.

October 25: Webinar for Advocates, Stakeholders and Caregivers in Orange County.

October 26: Webinar for Orange County providers.

#### Riverside and San Bernardino Counties:

October 7: Informational table for seniors at a health fair in Hisperia.

October 15: Informational table for seniors and caregivers at Indio Medical Clinic’s health fair.

October 18: Webinar for Inland Empire advocates.

October 19: Webinar for Inland Empire providers and billing staff.

October 21: Informational table for seniors at the Fontana Community Senior Center Open Enrollment Fair.

October 22: Informational table for seniors at the Inland Empire Disability Expo 10-Year Anniversary.

October 23: Informational table for seniors during a health fair in the Mexican Consulate.

#### San Diego County:

October 6: Presentation for attendees of the Healthy San Diego Behavioral Health Workgroup.

October 13: Presentation for staff at Sol Transportation Services.

#### Santa Clara County:

October 7: Presentation for seniors at the Alma Neighborhood Senior Boards.

October 11: Presentation for seniors and their caregivers at the Mountain View Senior Center.

October 16: Informational table for seniors and caregivers at a health fair sponsored by the International Buddhist Society, Tzu Chi.

## Future CCI Outreach.

[To view the calendar of future outreach events, please click here](http://www.calduals.org/outreach/calendar-2/action~agenda/cat_ids~204,205,153,159,162,161,200,155,202,199/request_format~html/).

Request a Presentation.

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.](https://harbageconsulting-my.sharepoint.com/personal/alex_harbageconsulting_com/_layouts/15/WopiFrame.aspx?guestaccesstoken=Sctdd1PK%2bfkmyynWG5bFdocDm36gse%2fc5MnjzlF%2fYsY%3d&docid=1_1bd499e96318c45a187cdafe4838562fc&wdFormId=%7BF7AB956E-9E31-4A87-8175-A07D80CFAB3A%7D&action=formsubmit)

## Resources and Links.

If you want more details about the CCI in written form, [click here to access the Beneficiary Toolkit](http://www.calduals.org/beneficiary-toolkit/). To request that a toolkit be mailed to you, email [info@calduals.org](mailto:info@calduals.org?subject=Please%20send%20copies%20of%20the%20Beneficiary%20Toolkit).

If you are a provider, [click here to access the CCI Physician Toolkit](http://www.calduals.org/providers/physician-toolkit/). The toolkit is a series of fact sheets that describe the CCI in detail as it pertains to providers. To request that a toolkit be mailed to you, email [info@calduals.org](mailto:info@calduals.org?subject=Please%20send%20copies%20of%20the%20Physician%20Toolkit).

The Cal MediConnect Hospital Case Manager Toolkit gives guidance, answers to common questions, and provides important information about Cal MediConnect for hospital case managers and discharge planners. [Click here to access the Case Manager Toolkit](http://www.calduals.org/wp-content/uploads/2016/10/Case-Manager-Toolkit_-10_20_16_FINAL.pdf). To request that a toolkit be mailed to you, email [info@calduals.org](mailto:info@calduals.org?subject=Please%20send%20copies%20of%20the%20Physician%20Toolkit).

If you or your agency are conducting CCI outreach and would like your event featured in the next update or on the calendar, please email your request to [info@calduals.org](mailto:info@calduals.org).

End of CCI Monthly Update.