



Keeping You Informed About Medicare / Medi-Cal Integration

## ***Coordinated Care Initiative Monthly Update: December 2016***

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

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### **Important Announcements**

#### ***January CCI Stakeholder Call***

The next Coordinated Care Initiative (CCI) stakeholder call will be held on January 12, 2017, from 9:30am-10:30am. [Click here](#) to register.

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#### ***Survey Results Show High Satisfaction and Reduced Hospitalization for Cal MediConnect Enrollees***

In early December, The SCAN Foundation and Field Research Corporation released a fourth wave of survey results shedding light on beneficiaries' experiences in Cal MediConnect health plans.

Enrollee confidence in managing their health conditions and satisfaction with their health services remain at high levels. The survey also reported fewer enrollees than opt-outs being hospitalized in the past 12 months.

To read more about the fourth wave of survey results, click [here](#).

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## *Year in Review*

The year 2016 was an important one for the CCI and Cal MediConnect. Collaborating closely with stakeholders, DHCS pursued a [comprehensive strategy](#) focused on improving the quality of care and care coordination in Cal MediConnect for beneficiaries, ensuring that beneficiary satisfaction remains high and continues to increase, and generating sustainability for the program. This strategy included numerous program improvements and a voluntary enrollment campaign.

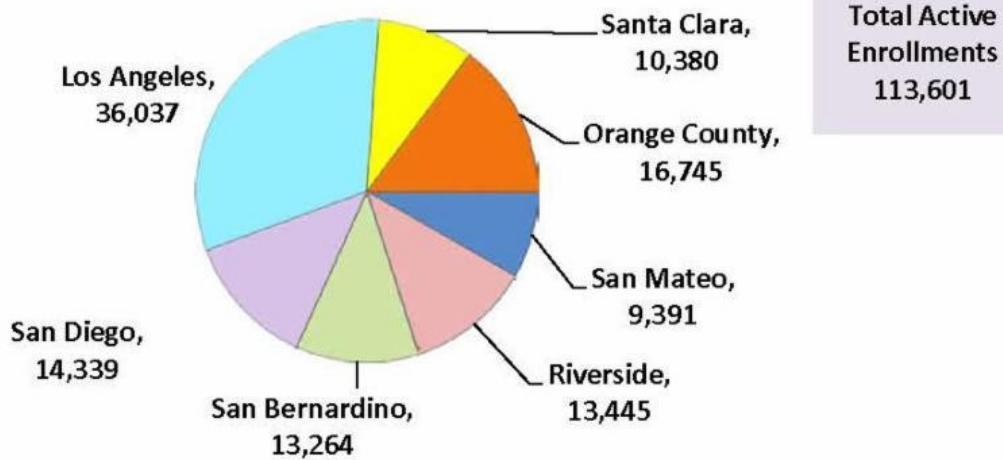
The state outreach team worked to ensure beneficiaries, providers, and other stakeholders had clear, accurate, and actionable CCI-information, and held more than 50 outreach events and more than 80 webinars each month. Across the seven CCI counties, the team conducted town halls, resource fairs, health fairs, presentations, webinars, and other outreach events to educate over 10,000 beneficiaries, providers, and other stakeholders.

We could not provide this level of support to the CCI community without all of you. A big thanks to the beneficiaries, providers, advocates and other stakeholders who partnered with us this year to enhance the program and improve beneficiary health outcomes across California. We are looking forward to working together in 2017.

For more details about the various CCI initiatives, visit [www.calduals.org](http://www.calduals.org). For updates on this work and other CCI related news, join our January stakeholder call.

## **Enrollment Data**

## Total Active Enrollments Effective December 1, 2016 By County



A new set of enrollment data through December 1 is posted [here](#).

## CCI Outreach

### Featured Events

#### *San Diego County*



**11/3** - The Mira Mesa Senior Center sponsored a town hall meeting that featured a panel of experts who discussed the CCI. The panel included a state outreach coordinator, a primary care physician from a Federally Qualified Health Clinic (FQHC), a staff lawyer, a Community Health Group plan manager, and an outreach coordinator from Consumer Center for Health Education and Advocacy (CCHEA) and

Legal Aid in San Diego. The panel covered the value of care coordination and plan options available to beneficiaries who qualify. CCHEA's

representative focused on issues that beneficiaries had previously reported and offered resources to help address issues including balance billing, gaps in eligibility, and benefit coverage. The panelists also addressed the audience's individual questions.



## ***Orange County***

**11/5** - During the 6th Annual Orange County's Golden Future 50+ Senior Expo in Anaheim, a diverse group of attendees heard a presentation on Cal MediConnect.

Seniors, adults with disabilities, caregivers, and social workers from Orange and Los Angeles counties learned about plan benefits and the enrollment process.

Attendees asked many questions about the program's procedures and more specific questions about their own health plan concerns. Attendees also received the Cal MediConnect beneficiary toolkit, along with other information in Vietnamese, Tagalog, Spanish, and Korean. This



event drew hundreds of people and provided the community access to several health care-related vendors.

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### ***San Diego County***

**11/7** - Representatives from FQHCs, Meals on Wheels, the Aging & Independent Services Team, Program of All Inclusive Care for the Elderly (PACE), and local non-profit organizations took part in a CCI presentation at the National City Collaborative Partners' meeting. The presentation covered the value of



coordinated care, the latest data showing Cal MediConnect's positive impact on beneficiary and provider interaction and the additional benefits (vision, transportation, and care coordination) that Cal MediConnect provides its enrollees. Following the presentation, attendees had the opportunity to have their questions answered, and they received fact sheets with more information.

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### ***Riverside and San Bernardino Counties***



**11/9** - English- and Spanish-speaking seniors participated in a Cal MediConnect Town Hall in San Bernardino. Presentations in English and Spanish explained the CCI's elements, value proposition, and available health plans and a panel of experts answered the attendees' questions. The panel included a state outreach staff member, representatives

from the CCI Advisory Committee Board, the Health Insurance Counseling and Advocacy program, Inland Empire Health Plan, Inland Counties Legal Services, InnovAge Greater California PACE, and Molina Healthcare. The event was co-hosted by Fifth Street Senior Center, Regal Medical Group, Senator Connie M. Leyva, and Assemblymember Cheryl R. Brown.



## *San Diego County*

**11/16** - State outreach staff presented on CCI to social workers and case managers at the San Diego County Psychiatric Hospital. The discussion focused on the value of coordinated care for beneficiaries with mental and behavioral



health conditions and the providers who see them. The state outreach coordinator who led the presentation discussed the care coordinator's role in a patient-centric and inter-disciplinary care team. Social workers were interested in how Cal MediConnect care coordinators can assist beneficiaries who are transitioning from a hospital to a long-term care home or assisted living facility. Following the presentation and question-and-answer session, copies of the Physician Toolkit and Case Manager's Toolkit were distributed.

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## ***Los Angeles County***



**11/19** - Representatives from Neighborhood Legal Services, the Department of Public Social Services, the Personal Assistance Services Council (PASC), advocacy agencies, medical group staff, local community clinics, and Good Samaritan Hospital employees attended a CCI Informational Forum and

Resource Fair, hosted by AltaMed Medical Group and the AltaMed PACE Program in Hollywood. The event included a CCI presentation, which covered plan benefits, enrollment, care coordination, authorizations, and continuity of care. Participants also had the opportunity to ask questions from Neighborhood Legal Services, AltaMed Medical Group, AltaMed PACE Program, PASC, and others.

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### ***Other Recent Events***

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

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### ***Upcoming Events***

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

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### ***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.](#)

## Resources & Links

### ***Information for Beneficiaries and Caregivers***

If you want more details about the CCI in written form, click the link on the right to review the Beneficiary Toolkit. To request that a toolkit be mailed to you, email [info@calduals.org](mailto:info@calduals.org).

[Beneficiary Toolkit](#)

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### ***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. To request that a toolkit be mailed to you, email [info@calduals.org](mailto:info@calduals.org).

[Physician Toolkit](#)

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### ***Information for Case Managers***

The Cal MediConnect hospital Case Manager Toolkit gives guidance, answers common questions, and provides important information about Cal MediConnect for hospital case managers and discharge planners. To request that a toolkit be mailed to you, email [info@calduals.org](mailto:info@calduals.org).

[Case Manager Toolkit](#)

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### ***Contact***

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

[Contact Information](#)

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### ***Did we miss anything?***

If you or your agency are conducting CCI outreach and want it featured in the next update, please email [info@calduals.org](mailto:info@calduals.org).



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