# California’s Coordinated Care Initiative Monthly Update.

# May 2017.

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

## Important Announcements and Updates.

New CalDuals Website.

On May 2, the Department of Health Care Services (DHCS) announced an updated and improved program website for the CCI, [www.CalDuals.org](http://www.CalDuals.org).

This revamped website has a more user-friendly design and navigation, particularly catering to beneficiaries. This website will continue to be an important source of educational resources about the CCI, highlight outreach events on our public calendar, and be a mechanism for stakeholder feedback.

Please visit [www.CalDuals.org](http://www.CalDuals.org) and familiarize yourself with the new features. Any questions or feedback about the website can be sent to [info@CalDuals.org](mailto:info@CalDuals.org).

May CCI Stakeholder Call.

During the May CCI stakeholder call, DHCS reviewed the latest Cal MediConnect enrollment information, progress of the comprehensive strategy, and other timely topics.

To listen to a recording of the stakeholder call on May 18, 2017, [click here](https://vimeo.com/218206752).

New Research Data from The SCAN Foundation.

This month, The SCAN Foundation released a research brief examining how Cal MediConnect plans are working to help members move from institutional care settings back into their communities. Using data from surveys and interviews with stakeholders, health plans, long-term care facilities, and home and community-based services agencies, the researchers discuss the various models being used by the plans as well as successes and challenges. [Click here](http://www.thescanfoundation.org/sites/default/files/the_impact_of_cal_mediconnect_on_transitions_from_institutional_to_community-based_settings_may_2017.pdf) to read the research brief.

Beneficiary Toolkits Available in Multiple Languages.

Robust beneficiary outreach and education are a core part of the design and implementation of the CCI and Cal MediConnect.

DHCS developed the Cal MediConnect Beneficiary Toolkit to support beneficiaries as well as be a resource for health plans, advocates, and community organizations that engage directly with beneficiaries.

This reader-friendly toolkit is available in the [thirteen threshold languages](http://calduals.org/learn-more-resources/toolkits/beneficiary-toolkit/). To request a toolkit in any language, please email [info@CalDuals.org](mailto:info@CalDuals.org).

## Enrollment Data.

A new set of enrollment data through May 1 is now available. [Click here to access it.](http://calduals.org/background/enrollment/statistics/)

## CCI Outreach.

Featured Outreach Events from April.

Los Angeles County.

April 1: Attendees of the Golden Future 50+ Senior Expo took part in a CCI presentation in Long Beach, then had the opportunity to ask questions about eligibility, CCI benefits, and other Medicare and Medi-Cal-related questions. Beneficiaries, family members, caregivers, stakeholders, and providers asked questions about care coordination, continuity of care, eligibility, and other topics at an information table.

April 18: Clinicians, advocates, and program administrators at the Pasadena Mental Health Advisory Committee took part in a CCI presentation at the Pasadena Public Health Department. Following the formal presentation, participants asked program-specific questions and collected information about the CCI.

April 19: Dual eligible beneficiaries, caregivers and advocates at the Commissioners on Disabilities of Los Angeles County Board Meeting participated in an interactive presentation on the CCI in Los Angeles. This presentation was part one of two, with the next presentation in early summer. Following the presentation, attendees collected resources including Beneficiary Toolkits and fliers about upcoming webinars.

April 20: Seniors at the Hofmann Community Center learned about Cal MediConnect during the center’s first senior health fair in Lawndale. About 150 seniors who frequent the center’s lunch program or live nearby participated and heard about Cal MediConnect’s benefits, care coordination, continuity of care, and the program’s goals in English, Spanish, and Korean.

April 30: Peer advocates at the faith-based community of Aga Khan H.O.P.E. (Helping with Options and Planning Endeavor) took part in a CCI training in Santa Monica. The group brought together providers, nurses, caregivers, and senior- and patient- advocates and is the first of a series of trainings.

San Diego County.

April 11: Seniors at the Mira Mesa Senior Center in San Diego attended a presentation about the CCI, which highlighted the available health plan options, Cal MediConnect’s benefits, and the value of care coordination in building livable communities. Following the presentation, attendees accessed more information and resources, including the Beneficiary Toolkit.

### Other Recent Outreach Events.

Los Angeles County:

April 1: Informational table for beneficiaries, families, and other stakeholders at the Golden Future 50+ Senior Expo in Long Beach (English and Spanish).

April 4: Informational table for seniors at the California Pan-Ethnic Health Network’s convening of community advocates and health care providers in Los Angeles.

April 5: Informational table for beneficiaries at Koreatown Senior and Community Center in Los Angeles (Korean).

April 8: Informational table for beneficiaries, caregivers, families, and stakeholders during the DisAbility Athletics Fair in Walnut.

April 11: Informational table for beneficiaries at Montebello Senior Center’s Silver Years Club in Montebello.

April 12: Presentation at “Aging Reimagined: A Community Approach to Health and Independence” at California State University Long Beach.

April 13: Presentation for social work and gerontology students in the Applied Gerontology Institute at Cal State University of Los Angeles in Los Angeles.

April 14: Informational table for beneficiaries experiencing homelessness and other stakeholders at Homeless Care Days in MacArthur Park (English, Spanish, & Korean).

April 18: Presentation for behavioral health advocates and program administrators at the Pasadena Mental Health Advisory Committee meeting in Pasadena.

April 20: Informational table for beneficiaries at Lynwood Senior Center in Los Angeles.

April 21: Webinar for Los Angeles County providers.

April 21: Resource distribution at Senator Ed Hernandez's Health Collaborative Meeting in West Covina.

April 22: Informational table for beneficiaries, senior advocates, and caregivers at the Successful Aging Expo in Studio City.

April 22: Presentation for seniors and other stakeholders during the 2017 Conference on Healthy Aging in Pasadena.

April 23: Informational table for beneficiaries at the 15th Annual PossAbilities Triathlon in Loma Linda.

April 28: Informational table for seniors at Homeless Care Days in MacArthur Park.

Riverside and San Bernardino Counties:

April 8: Informational table for beneficiaries at the Autism Awareness Festival in Rancho Cucamonga.

April 18: Webinar for Inland Empire providers.

April 28: Webinar for Inland Empire advocates.

San Diego County:

April 4: Presentation for beneficiaries, caregivers, and church staff at Paradise Valley Seventh Day Adventist Community Church in National City.

April 19: Presentation for advocates during the monthly San Diego Dementia Consortium in Escondido.

April 19: Presentation for beneficiaries at the San Marcos Senior Activity Center in San Marcos.

#### April 27: Presentation for staff of the Oceanside Silvercrest Residences in Oceanside.

#### Santa Clara County:

April 5: Informational table for seniors at the Alma senior board meeting in San Jose.

April 5: Informational table for seniors at Self Help for the Elderly’s senior meal location in Cupertino.

April 8: Informational table for seniors and other stakeholders at the Ethiopian Health Fair in San Jose.

April 8: Informational table for physicians and other providers during a diabetes health conference in San Jose.

April 10: Presentation for Vietnamese seniors at the George Shirakawa Vietnamese Community Center in San Jose.

April 18: Presentation for case managers and seniors at Monte Vista Senior Apartments in Milpitas.

April 28: Presentation for seniors at the Valley Palms Neighborhood Association in San Jose.

## Future CCI Outreach.

[To view the calendar of upcoming outreach events, please click here](http://calduals.org/calendar/).

### Provider Webinars.

Please join us for free CCI webinars designed for providers. These recurring webinars provide an overview of the program and 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 upcoming webinars, please use the links below.

* [Webinar for Los Angeles County Providers](https://attendee.gotowebinar.com/rt/1566309670405311745).
* [Webinar for Orange County Providers](https://attendee.gotowebinar.com/rt/2910043719190394371).
* [Webinar for Riverside and San Bernardino County Providers](https://attendee.gotowebinar.com/rt/6255093442266905091).
* [Webinar for San Diego County Providers](https://attendee.gotowebinar.com/rt/4603347701218210305).
* [Webinar for Santa Clara County Providers](https://attendee.gotowebinar.com/rt/5389781089737281283).

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 information about the CCI, [click here to access the Beneficiary Toolkit](http://calduals.org/learn-more-resources/toolkits/beneficiary-toolkit/).

If you are a provider, [click here to access the Physician Toolkit](http://calduals.org/learn-more-resources/toolkits/physician-toolkit/). The toolkit is a series of fact sheets that describe the CCI in detail as it pertains to providers.

The Cal MediConnect [Hospital Case Manager Toolkit](http://calduals.org/learn-more-resources/toolkits/hospital-case-manager-toolkit/) provides guidance, answers to common questions, and important information about Cal MediConnect for hospital case managers and discharge planners.

Information for social workers and county case managers about the basics of Cal MediConnect health plans, help identifying their clients’ options, and guidance in coordinating their clients’ care can be found in the [Cal MediConnect Social Workers Resource Guide](http://calduals.org/wp-content/uploads/2017/03/Social-Worker-Resource-Guide_3.24.17.pdf).

To request copies of the Beneficiary Toolkit or Physician Toolkit be mailed to you, email [info@calduals.org](mailto:info@calduals.org).

[Click here for contact information](http://calduals.org/by-county/) for health plans, Health Care Options, and the Health Insurance Counseling and Advocacy Program.

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.