# California’s Coordinated Care Initiative Monthly Update.

# June 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.

July CCI Stakeholder Call.

The next Coordinated Care Initiative (CCI) stakeholder call will be held on July 20, 2017, from 10:00 - 11:00 am. We will be joined by Carrie Graham from UC Berkeley to present on the latest CCI research findings, funded by the SCAN Foundation.

[Click here to register.](http://myaccount.maestroconference.com/conference/register/3KFB4TL7YDE8R76S)

Pilot Projects to Reduce Avoidable Hospitalizations for Nursing Facility Residents.

On April 1, six Cal MediConnect plans in Los Angeles and Orange counties began testing interventions aimed at reducing avoidable hospitalizations and other adverse events for nursing facility residents. Each plan identified a cause or potential cause of high hospitalization rates and then devised a quality improvement strategy to address the issue.

To read more about these pilot projects, [click here](http://calduals.org/2017/06/16/los-angeles-orange-county-cal-mediconnect-plans-pilot-projects-to-reduce-avoidable-hospitalizations-for-nursing-facility-residents/).

## Enrollment Data.

A new set of enrollment data through June 1 will be posted [here](http://calduals.org/background/enrollment/statistics/) when available.

## CCI Outreach.

Featured Outreach Events from May.

Los Angeles County.

May 2: State outreach coordinators provided a CCI presentation to mental health clinicians, advocates and case managers during the Pacific Clinics’ Health Navigator meeting in Pasadena. The Social Worker Resource Guide and Hospital Case Manager Toolkit were provided, along with materials for beneficiaries. Following the presentation, attendees asked many questions and reviewed the new section for advocates on CalDuals.org.

May 31: Residents of the Bonnie Brae Village Apartments attended a CCI Health and Resource Fair in Los Angeles. Residents learned about Cal MediConnect’s benefits and eligibility, had their specific questions answered, and took part in on-site snacks, music, and low-impact exercise.

Orange County.

May 23: Outreach staff at the CalOptima Community Resource Fair in Orange County shared information about the CCI and OneCare Connect with CalOptima employees and case managers. Resources, such as the Social Worker Resource Guide, Beneficiary Toolkit, Physician Toolkit, conversation guides, and OneCare Connect informational fliers in different languages, were provided to attendees. Outreach staff also answered questions about OneCare Connect benefits, care coordination, and other CCI-related topics.

San Diego County.

May 16: Beneficiaries, providers, and faith-based advocates learned about the CCI during a presentation at a food distribution event organized by Paradise Valley Seventh Day Adventist Community Church. The presentation covered coordinated care, protections available under continuity of care, and available resources for more information. Newly eligible duals were interested in eligibility requirements and the additional transportation, vision, and dental benefits available through Cal MediConnect.

May 31: Providers, patient care coordinators, and billing staff took part in a CCI presentation at the Imaging Healthcare Specialist facility in Hillcrest. Attendees asked questions about billing and Cal MediConnect member administration and how Cal MediConnect was branded within each plan. Billing staff also had specific questions about how to bill for Cal MediConnect patients. Finally, resources such as the newly revamped CalDuals website and printed materials were shared with attendees.

Santa Clara County.

May 23: Outreach workers staffed a table at a Senior Resource Fair in Mountain View. Over 200 seniors and providers attended. Attendees wereprimarily of Chinese, Indian and Vietnamese backgrounds and were interested in the transportation, care coordination, and vision benefits offered through Cal MediConnect.

### Other Recent Outreach Events.

Los Angeles County.

May 3: Informational table for advocates and providers at the Los Angeles County Department of Mental Health’s 16th Annual Conference on Mental Health in Los Angeles.

May 3: CCI Health and Resource Fair for seniors and caregivers at the Parkview on the Park senior apartments in Los Angeles.

May 6: Informational table for beneficiaries, family members, and stakeholders at Pasadena Public Library in Pasadena (English, Spanish and Korean).

May 12: Informational table for beneficiaries and community members during Homeless Care Days in Los Angeles (English, Spanish, Korean).

May 13: Informational table for beneficiaries, caregivers, and other stakeholders at the Golden Future 50+ Future Years Expo in Pasadena.

May 13: Informational table at Successful Aging in Torrance.

May 16: Informational table for beneficiaries at Koreatown Senior and Community Center in Los Angeles (Korean).

May 17: Presentation and health fair for seniors at West Hollywood Senior Center in Los Angeles (English, Russian, Spanish).

May 18: Informational table at the Pacific Clinics' 20th Annual Latino Mental Health Conference in San Gabriel.

May 18: Webinar for Los Angeles County advocates.

May 19: Webinar for Los Angeles County physicians.

May 23: Resource distribution to beneficiaries and advocates at Pasadena Accessibility & Disability Commissioners meeting in Pasadena.

May 26: Informational table for beneficiaries and service providers at Homeless Care Days in Los Angeles (English, Korean, Spanish).

May 31: Presentation Central American, Asian, and Pacific Islander LGBTQ seniors and their case managers in Pico Union.

Orange County.

May 17: Webinar for Orange County physicians.

Riverside and San Bernardino Counties.

May 10: Informational table for beneficiaries, care providers and program administrators at the Peer Support Summit in Ontario.

May 16: Webinar for Inland Empire advocates.

May 17: Webinar for Inland Empire physicians.

San Diego County:

May 8: Presentation for case managers and caregivers at Escondido Silvercrest Senior Residences in Escondido.

May 16: Presentation to beneficiaries and Azusa Pacific University nursing students at Summercrest Senior Center in San Diego.

May 18: Webinar for San Diego County advocates.

May 24: Presentation for physicians and staff at the office of Dr. Tri T. Nguyen in San Diego.

May 24: Presentation for pharmacists and staff at Care Pharmacy in San Diego.

May 25: Presentation for business development and outreach staff at Estate & Elder Law LLP’s Caregiver Coalition meeting in San Diego.

#### Santa Clara County:

May 7: Informational table for beneficiaries, caregivers, and providers at the 6th Annual Fight Stroke Walk in San Jose (English, Spanish and Chinese).

May 11: Informational table for advocates, providers, and caregivers at the Alzheimer's Association of Northern California meeting in San Francisco (English, Spanish and Chinese).

May 18: Webinar for Santa Clara County physicians.

May 19: Informational table for beneficiaries and caregivers during Be Ready: Senior Prepared resource fair in San Jose (English, Vietnamese and Chinese).

May 25: Presentation for members of the Senior Commission Institutional Care and Protective Issues Committee 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.