# California’s Coordinated Care Initiative Monthly Update.

# December 2017.

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

## Important Announcements and Updates.

## [Cal MediConnect Helping Connect Duals to Home-and Community-Based Services](http://calduals.org/2017/12/08/cal-mediconnect-helping-connect-duals-to-home-and-community-based-services/).

The UCSF Community Living Policy Center and the UC Berkeley Health Research for Action Center recently examined the Home- and Community-Based Services (HCBS) provided through Cal MediConnect (CMC) plans. [The brief](http://www.thescanfoundation.org/sites/default/files/ucb_researchbrief_hcbs_final.pdf?utm_source=11%2F29%2F2017+TSF%3A+Integrating+HCBS%3B+CHCS+Brief%3B+Pacesetter+Prize+Webinar+&utm_campaign=11%2F29%2F17&utm_medium=email) discusses best practices along with challenges that HCBS agencies and CMC plans face. [Click here](http://calduals.org/2017/12/08/cal-mediconnect-helping-connect-duals-to-home-and-community-based-services/) to read the key findings from the research.

## December CCI Stakeholder Call.

During the December CCI stakeholder call, DHCS reviewed the latest Cal MediConnect enrollment information and provided updates on the MSSP transition plan, the new performance dashboard being released in January, and the new transportation guidance going into effect in January.

To listen to a recording of the stakeholder call from December 14, [click here.](http://calduals.org/events/recordings-of-past-events/audio-recordings-tth-stakeholder-calls/)

## Enrollment Data.

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

## CCI Outreach.

2017 Outreach Recap.

In 2017, the state outreach team worked to ensure clear, accurate, and actionable CCI information was available to those in need. The team worked with stakeholders to redesign the program website, CalDuals.org, with the goals of making the site more beneficiary-friendly and more accessible to all stakeholders. Over the year and across CCI counties, the team reached more than 2,200 physicians and related staff as well as more than 8,400 beneficiaries through presentations, trainings, webinars, health fairs, and other outreach activities. Further, the team reached an additional 20,000 stakeholders, such as caregivers and advocates, and distributed more than 4,500 educational toolkits to beneficiaries and providers. A big thank you to our collaborative partners and the many organizations who helped make our outreach efforts successful in 2017!

Featured Outreach Activities from November.

Los Angeles County.

November 3: Over 2,000 people attended the 17th annual Women's Health and Beauty Expo in Pasadena. Beneficiaries, caregivers, and relatives of dual-eligible beneficiaries learned more about Cal MediConnect’s health coverage options. Attendees expressed concern over the difficulty of navigating the health care system alone and were interested in learning about care coordination. Many were already familiar with the five LA county plans which offer Cal MediConnect and wanted to learn about their potential coverage options.

Riverside County.

November 9: Over 100 attendees and 22 vendors attended the CCI Stakeholder Resource Fair hosted at the Coachella Senior Center in Coachella. The program was primarily delivered in Spanish and educated dual-eligible beneficiaries about Cal MediConnect, introduced them to additional community resources, and provided free health screenings.

November 15: An audience of nearly 100 professional and family caregivers attended the Annual Caregiver Appreciation and Resource Fair in Palm Desert. Many caregivers had dual-eligible clients or relatives in their care. Attendees expressed interest in Cal MediConnect and how it could help them manage the complex care that their clients required.

San Bernardino County.

November 2: State outreach staff hosted a CCI health fair at the Fifth Street Senior Center in San Bernardino. More than 70 seniors took part in presentations about Cal MediConnect, delivered in both English and Spanish, and actively engaged with the presenters, asking questions and learning more about the program. Seniors also received valuable information and resources from local nonprofits, county agencies, and health care providers.

San Diego County.

November 7: An outreach coordinator delivered a CCI presentation in Tagalog during a food distribution event at the Paradise Valley Community Senior Center. Seniors, caregivers, faith-based advocates, and providers attended the event, and the outreach coordinator fielded questions about eligibility and the benefits available through the plan.

### Other Recent Outreach Events.

Los Angeles County.

November 4: Resource table at the Disability and Aging Resource Fair in El Monte.

November 16: Webinar for Los Angeles County Advocates.

November 24: Care1st Community Health Fair in Buena Park

Orange County.

November 1 through November 4: Resource table for stakeholders at the 10th annual Lighting the Community Summit in La Habra.

November 2: Resource table for seniors at the Navigating Resources for Seniors in Orange County health fair in La Habra.

November 4: Resource table for seniors and caregivers at the Golden Future 50+ Senior Expo in Anaheim.

November 30: Resource table for seniors at the Senior Services Summit at Bethel Community Church in Irvine.

Riverside County.

November 8: Resource table at Caregive Appreciation and Resource Fair at Moreno Valley Conference Center in Moreno Valley.

November 14: Webinar for Inland Empire Advocates.

November 18: Resource table at Eastvale Community Park’s Health Fair in Eastvale.

November 28: Resource table at Norco Senior Center in Norco.

November 30: Presentation to clinic outreach staff at Magnolia Health Center in Riverside.

San Diego County.

November 2: Presentation to the San Diego Molina Healthcare Case Work Team in San Diego.

November 6: Presentation at Dr. Tung Lai’s office in Mira Mesa.

November 7: Presentation to beneficiaries and caregivers at Villa Victoria Residential Care Facility in National City.

November 7: Presentation to beneficiaries and caregivers at Jeremy Home Care’s Residential Care Facility in National City.

November 10: Presentation for Elder Help in San Diego.

November 10: Webinar for plan representatives and community advocates in San Diego.

November 13: Presentation for San Diego Supervisor Greg Cox & staff at the county administrative office in San Diego.

November 13: Presentation for community advocates and San Diego County HHSA staff at Aging & Independence Service Advisory Council at San Diego HHSA office in San Diego.

November 17: Presentation at Center for Home Care Residential Care Facility in National City.

November 21: Presentation to seniors at the AARP Community Volunteers lunch meeting in San Diego.

November 29: Presentation to volunteers, caregivers, providers, and beneficiaries at the Helping Hands program in Del Mar.

November 30: Presentation Southern Highland Senior Residences at National City in National City.

Santa Clara County.

November 3: Resource table at San Jose Diocese’s Catholic Conference in San Jose.

November 7: Resource table at the Vietnamese Family Group in San Jose.

November 8: Resource table for seniors at Santee and McLaughlin in San Jose.

November 8: Resource table at County of Santa Clara’s Senior Care Commission in San Jose.

November 9: Presentation to seniors at the San Jose Public Life Summit in San Jose

November 10: Resource table at Elder Abuse Task Force Veterans Meeting in San Jose.

November 14: Resource table at Self Help for the Elderly’s Senior Nutrition Program in Cupertino.

November 15: Resource table at the Milpitas Library in Milpitas.

November 16: Resource table at the Almaden Branch Library in San Jose.

November 16: Resource table at the Roosevelt Community Center in San Jose.

November 21: Resource table at the Union Church of Cupertino in Cupertino.

## 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/7826564946205077505).
* [Webinar for Orange County Providers](https://register.gotowebinar.com/rt/5240879735730152707).
* [Webinar for Riverside and San Bernardino County Providers](https://register.gotowebinar.com/rt/6255093442266905091).
* [Webinar for San Diego County Providers](https://attendee.gotowebinar.com/rt/7826564946205077505).
* [Webinar for Santa Clara County Providers](https://attendee.gotowebinar.com/rt/8559120063049239299).

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.