# California’s Coordinated Care Initiative Monthly Update.

# March 2018.

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.

## New Performance Dashboard Released.

The Department of Health Care Services, or DHCS, released the new Cal MediConnect Performance Dashboard. This new dashboard will replace the previous enrollment dashboard and will also include performance metrics on quality withhold measures, care coordination, grievances and appeals, behavioral health, and long-term services and supports.

For more information and to view the dashboard, [click here](http://calduals.org/2018/03/15/new-cal-mediconnect-performance-dashboard/).

## March CCI Stakeholder Update.

During the March CCI stakeholder update, DHCS reviewed the new performance dashboard. They also provided the latest Cal MediConnect enrollment information, an update on the Multipurpose Senior Services Program transition plan, and an update on the new transportation benefit guidance.

## To listen to a recording of the stakeholder call from March 15, [click here](http://calduals.org/events/recordings-of-past-events/audio-recordings-tth-stakeholder-calls/).

Enrollment and Performance Data.

Monthly Cal MediConnect enrollment data and quarterly performance dashboards can be [found here](http://calduals.org/background/enrollment/statistics/).

## CCI Outreach.

Featured Outreach Activities from February.

Los Angeles County.

February 3: For the third year in a row, state outreach specialists provided information and resources to attendees of the City of Monterey Park’s Lunar New Year Festival. Outreach staff connected with beneficiaries, caregivers, local health care providers, city leadership, and social service agencies.

February 23 to 25: Outreach specialists disseminated CCI materials to attendees of the Los Angeles Abilities Expo. Attendees learned about Cal MediConnect and the benefits of joining as well as the enrollment process in Los Angeles, Orange, Riverside, and San Bernardino counties.

Orange County.

February 24: State outreach staff engaged beneficiaries and caregivers attending the North Orange Christian Church and Betesda Ministries’ Wellness, Education, and Resource Fair. Attendees seeking more information attended presentations throughout the day that provided basic details about the program and additional resources.

Riverside County.

February 6: Beneficiaries and caregivers attending the Friends of the Indio Senior Center’s Health and Wellness Fair learned about Cal MediConnect and how managed care plans can better coordinate their health care services.

San Bernardino County.

February 21: A state outreach specialist trained Health Insurance Counseling and Advocacy Program volunteers on the CCI and Cal MediConnect in Rancho Cucamonga. Volunteers learned about the program’s options, benefits, and how it can better coordinate care for the seniors they counsel.

San Diego County.

February 1: Providers and staff at Villa Victoria Home Care and CJ Home Care Facilities in Paradise Hills learned how the CCI can help their residents. The discussion highlighted program eligibility, plan options, and the enrollment process.

Other Recent Outreach Events.

Los Angeles County.

February 2: Presentation for providers and caregivers working in Koreatown in Los Angeles.

February 3: Resource table at Providence Medical Center Health Fair in Torrance.

February 7: Resource table at Harbor City’s annual Health Fair in Harbor City.

February 8: Webinar for Los Angeles advocates.

February 8: Presentation at Colonia Jess Lopez Retirement Housing Foundation in Los Angeles.

February 9: Resource table at the LA DPSS Health & Nutrition Mobile Office Health Fair in Los Angeles.

February 9: Resource table at Whittier Senior Center’s Valentine’s Dance in Whittier.

February 10: Resource table during a Healthy Choices event in Los Angeles.

February 12: Resource table at Hawthorne Memorial Center in Hawthorne.

February 12: Presentation at the California Black Health Agenda Policy Summit in Los Angeles.

February 14: Resource table at Lomita Library in Lomita.

February 15: Presentation at the Don Tuttle Senior Center in Burbank.

February 15: Resource table at the Korean Senior Center in Los Angeles.

February 16: Resource table at Koreatown Plaza in Los Angeles.

February 17: Resource table at the Hawaiian Gardens Health and Wellness Fair in Los Angeles.

February 21: Resource table at the City of San Marino’s Health Fair in San Marino.

February 21: Resource table at the Pio Pico Library in Los Angeles.

February 22: Resource table at the City of Lomita Senior Center in Lomita.

February 27: Resource table at the City of Compton Worksource Center in Compton.

February 27: Presentation to senior residents of Rio Vista Village in Los Angeles.

February 28: Resource table at LA Central Library in Los Angeles.

Orange County.

February 10: Resource table at the Heart to Heart Conference in Irvine.

February 27: Webinar on OneCare Connect for advocates and caregivers.

February 28: Webinar on OneCare Connect for providers and medical staff.

Riverside County.

February 13: Resource table at the Corona Senior Center in Corona.

February 22: Resource table at the Fontana Community Senior Center in Fontana.

February 26: Resource table at Cathedral City Branch Library in Cathedral City.

February 27: Resource table at the Corona Senior Center in Corona.

San Bernardino County.

February 7: Resource table at AK Smiley Public Library in Redlands.

February 13: Webinar for Inland Empire advocates.

February 14: Presentation for seniors at Bloomington Grove housing in Bloomington.

February 14: Presentation for social work staff from San Bernardino Health Services in Rialto.

February 14: Presentation for hospital social workers at the County Dept. of Behavioral Health in Rialto.

February 28: Presentation for Peer Advisory Room and Board Coalition in Rialto.

San Diego County.

February 7: Presentation at South Bay Senior Providers meeting in San Diego.

February 7: Presentation at CCI Community Advisory meeting in San Diego.

February 7: Presentation for leadership and staff of the San Diego for Human Dignity Foundation in San Diego.

February 8: Presentation at San Diego Behavioral Health Workgroup meeting in San Diego.

February 13: Presentation for caseworkers at Elder Help in San Diego.

February 13: Presentation for seniors and staff at St. Paul’s PACE in San Diego.

February 15: Presentation for seniors and caregivers at Glenner ALZ Family Services in Chula Vista.

February 21: Webinar for advocates and providers in San Diego.

February 23: Presentation at the Southern Caregiver Resources Center in El Cajon.

February 27: Presentation at CJ Residential Care Facility in San Diego.

February 27: Presentation at Mira Mesa Senior Center in San Diego.

Santa Clara County.

February 2: Resource table at the Senior Nutrition Program in Milpitas.

February 8: Resource table at McLaughlin Corridor Senior Neighborhood Association in San Jose.

February 8: Resource table during the Tzu Chi members’ meeting in San Jose.

February 9: Resource table at Santa Clara Senior Center Health and Wellness Orientation in San Jose.

February 9: Resource table at the Health and Wellness Care Center in San Jose.

February 10: Resource table at the Bay Area Health and Wellness Center in San Jose.

February 12: Resource table at the Asian Pacific Family Resource Center in San Jose.

February 13: Presentation for attendees of the care mapping workshop at Age Friendly San Jose in San Jose.

February 14: Resource table at the Milpitas Library in Milpitas.

February 15: Resource table at the East San Jose Library in San Jose.

February 15: Resource table at the Santa Clara Senior Center in Santa Clara.

February 16: Resource table at the Posso Senior Citizen Center in San Jose.

February 19: Resource table at Iola Williams Senior Neighborhood Association in San Jose.

February 19: Resource table at the Winter Faith Collaborative in San Jose.

February 20: Resource table at the Senior Nutrition Program in Cupertino.

February 21: Resource table at the Winter Faith Collaborative in San Jose.

February 26: Presentation for Vietnamese family support group members at Asian Pacific Family Resource Center in San Jose.

February 27: Resource table at the Senior Nutrition Program at Paseos Center Community Room in Cupertino.

February 28: Resource table at the Paseos Center Community Room 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://register.gotowebinar.com/rt/1566309670405311745).
* [Webinar for Orange County Providers](https://register.gotowebinar.com/rt/5240879735730152707).
* [Webinar for Riverside and San Bernardino County Providers](https://attendee.gotowebinar.com/rt/8377543419636428291).
* [Webinar for San Diego County Providers](https://attendee.gotowebinar.com/rt/7826564946205077505).
* [Webinar for Santa Clara County Providers](https://register.gotowebinar.com/rt/5363117941616396547).

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.