# California’s Coordinated Care Initiative Monthly Update.

# October 2018.

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

Announcements and Updates.

New Tool to Help Californian Dual Eligibles Navigate Care Choices.

Navigating the health care system can be confusing, stressful, and time-consuming for people who have both Medicare and Medi-Cal. That’s why [The SCAN Foundation](http://www.thescanfoundation.org) and their partners created the web tool [*My Care, My Choice*](https://www.mycaremychoice.org/) to help Californians who are eligible for both programs to discover their local care choices in an easy-to-understand way. Visit [MyCareMyChoice.org](http://www.mycaremychoice.org) to explore this innovative tool designed specifically for dual eligibles and those who support them.

New Cal MediConnect Findings from the University of California, San Francisco, Center for Community Living.

Last month, the University of California, San Francisco Community Living Policy Center and the Institute for Health and Aging released findings from the Cal MediConnect (CMC) evaluation entitled, [“Assessing the Experiences of Dually Eligible Beneficiaries in Cal MediConnect: Results of a Longitudinal Survey.”](http://www.thescanfoundation.org/sites/default/files/assessing_the_experiences_of_dually_eligible_beneficiaries_in_cal_mediconnect_final_091018.pdf?utm_source=9%2F12%2F2018+TSF%3A+CMC+Evaluation%3B+Dr.+Chernof+Perspectives%3B+New+Videos&utm_campaign=9%2F12%2F2018&utm_medium=email) The evaluation assessed beneficiaries’ experiences over time, looking at specifics such as access, quality, and care coordination. Researchers conducted longitudinal telephone surveys in 2016 and 2017 with three groups of dually eligible beneficiaries: those enrolled in CMC, those who opted out, and those in non-demonstration (non-CCI) counties. [Review key findings and download the report](http://calduals.org/2018/10/17/ucsf-publishes-cmc-evaluation-results/).

Enrollment and Performance Data.

[Review the monthly Cal MediConnect enrollment data and quarterly performance dashboards here](http://calduals.org/background/enrollment/statistics/).

## CCI Outreach.

Featured Outreach Activities from September.

Los Angeles County.

September 13 to 15: About 250 physicians and members of the California Medical Association attended the Network of Ethnic Physician Organizations (NEPO) Summit in Pasadena. There, an outreach coordinator shared information about the CCI, as well as copies of the Beneficiary and Physician Toolkit.

September 20: Beneficiaries, community leaders, and city officials learned about the CCI during the Koreatown Senior and Community Center celebration of Chuseok (Korean Thanksgiving) in Los Angeles.

September 29: State outreach staff hosted a CCI health and resource fair for beneficiaries and their families and caregivers at the East Los Angeles Senior Center in Los Angeles.

Orange County.

September 15 to 16: Spanish-speaking beneficiaries and caregivers collected CCI materials and asked questions at a CCI resource table during the City of Santa Ana’s Mexican Independence Fiestas Patrias.

Riverside and San Bernardino Counties.

September 20: State outreach staff hosted a CCI resource table during the Black Health Agenda Townhall in Perris.

Other Recent Outreach Events.

Los Angeles County.

September 8: Resource table for beneficaires at the Emergency Preparedness Fair in East Los Angeles.

September 8: Resource table for Korean American beneficiaries, advocates, and community leaders during the Korean American Next Generation Foundation Senior Fair in Cerritos.

September 12: Presentation for beneficiaries attending the Boyle Heights Senior Center in Los Angeles.

September 15: Presentation and resource table for beneficiaries during the Golden Future 50+ Senior Expo in Culver City.

September 18: Webinar for LA County Providers.

September 19: Presentation for staff at Telecare in Bellflower.

September 21: Resource table during the Latin American Heritage Festival at Angelus Plaza Senior Activity Center in Los Angeles.

September 23: State hosted CCI health fair for seniors and their families and caregivers at Holy Name of Mary Church in San Dimas.

September 27: Resource table for beneficiaries, caregivers, and advocates at City of La Verne Community Center in La Verne.

September 30: Resource table for beneficiaries and providers during the Hanmi Medical Group & Good Samaritan Senior Health Fair in Los Angeles.

September 25: Presentation for staff at the East Los Angeles Service Center in Los Angeles.

Riverside and San Bernardino Counties.

September 13: Presentation for the Family Community Engagement Team at Fontana Unified School District in Fontana.

September 20: Resource table for beneficaries at Norco Senior Center Resource Fair in Norco.

September 21: Resource table for beneficiaries during the Inland Empire Senior Games Opening Ceremonty in Fontana.

September 25: Resource table for beneficiaries and their families and caregivers at the Rancho Cucamonga Senior Center Health Fair in Rancho Cucamonga.

September 27: Resource table for attendees of the Community Health Association conference in San Bernardino.

San Diego County.

September 4: Presentation for caregivers and advocates at Sons & Daughters of Guam in San Diego.

September 5: Presentation for staff and outreach team at St. Pauls PACE in San Diego.

September 5: Presentation for beneficiaries and caregivers at Villa Victoria Residential Care Facility in San Diego.

September 5: Presentation for staff at Meals on Wheels in San Diego.

September 7: Presentation for caregivers and HHSA staff at Saving Seniors in San Diego.

September 12: Presentation at East County Seniors Providers meeting in El Cajon.

September 21: Presentation for beneficiaries at Southland Highlands Residential Care Facility in San Diego.

September 25: Webinar with San Diego PACE program in San Diego.

September 26: Presentation at Elder Help Healthcare meeting in San Diego.

Santa Clara County.

September 12: Presentation at Alma Neighborhood Association in San Jose.

September 27: Presentation at Senior Care Commission Subcommittee on Elder Abuse 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://register.gotowebinar.com/rt/8377543419636428291).
* [Webinar for San Diego County Providers](https://attendee.gotowebinar.com/rt/1398320797119974914).
* [Webinar for Santa Clara County Providers](https://register.gotowebinar.com/rt/5928218544757132033).

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)

## Information 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.

[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.

End of CCI Monthly Update.