

This toolkit explains the **Coordinated Care Initiative (CCI)**, launched by the state of California for people with both Medicare and Medi-Cal – dual eligibles. The Coordinated Care Initiative includes Cal MediConnect, a health plan that brings together Medicare and Medi-Cal benefits, and mandatory Medi-Cal managed care for people who remain in Original Medicare (fee-for-service) or Medicare Advantage.

## WHAT THE CCI MEANS FOR YOU AND YOUR PATIENTS

Whether you participate in a Cal MediConnect plan or only see patients in Original Medicare (fee-for-service) or Medicare Advantage (MA), this toolkit was designed to give physicians like you the information you need to know about these changes and the choices your patients have for their health care coverage. This toolkit includes:

- Overview: How the Coordinated Care Initiative is changing health care for dual eligible patients.
- Continuity of Care: How to keep seeing your patients if they join a Cal MediConnect plan.
- Care Coordination: How Cal MediConnect plans can help support physicians in coordinating care for patients, including long-term services and supports.
- Billing Processes: How billing works under Cal MediConnect and how to submit crossover claims to Medi-Cal plans for Medicare fee-for-service patients.

The toolkit also includes a sample letter for patients to educate them about the program and important information that will help address questions you may receive from patients.

We expect many people receiving notices about Cal MediConnect will turn to you as a trusted advisor on medical issues. We thank you for helping your patients understand the facts about these changes and correcting any misunderstandings.

More information is available at [www.CalDuals.org](http://www.CalDuals.org) or [www.dhcs.ca.gov](http://www.dhcs.ca.gov).

You can email [info@calduals.org](mailto:info@calduals.org) with any questions or to request a training for your staff on the **Coordinated Care Initiative**.



