

## WEEKLY UPDATE

### Coordinated Care Initiative Outreach Weekly Update

#### Translated Materials for Beneficiaries in Los Angeles County Now Available!

The first wave of **translated beneficiary materials** are now available for Los Angeles County. Fact sheets in **Spanish, Korean, and simplified and traditional Chinese** can be found on the [L.A. County](#) page. Translated materials for other counties will be coming soon.



Si tiene Medicare y Medi-Cal, averigüe más acerca de Cal MediConnect, una nueva opción del plan de salud.

¿Cómo me ayuda un plan Cal MediConnect en Condado de Los Ángeles?

- Sus beneficios de Medicare y Medi-Cal trabajarán juntos.
- Sus médicos, farmacéuticos y otros proveedores coordinarán su cuidado para ayudarle a mantenerse saludable.
- Recibirá una evaluación completa de sus necesidades, cuidado preventivo

#### Events This Week in CCI Outreach

Would you like to have a "Train the Trainer" presentation for staff at your organization? [Fill out this form](#) and let us know!

#### First Tele Town Hall Meeting for Beneficiaries



On May 15, over 1600 people listened in on a **tele town hall meeting**. The first of a monthly series, the session was designed for beneficiaries who had already received their 60-day notice and large blue envelope with the Cal MediConnect Guidebook and Choice Book. At least 200 people stayed on the line for 45 minutes of the call, and it was simultaneously broadcast in both English and Spanish. Participants received a Save-the-Date phone call prior to the event, then a call as the event began. The town hall lasted an hour.

Beneficiaries asked Cal MediConnect experts questions about the program, 23 of which were addressed during the call, including those about enrollment, plan coverage, and integration with current medical providers. Many beneficiaries who hadn't received their blue envelope with Cal MediConnect information wanted to know where to get them:

*To request printed materials - the Guidebook and Choice Book - call **Health Care Options** at 1-844-580-7272, or for TTY, 1-800-430-7077.*

A recording of last night's town hall meeting, plus a recording of the town hall's original script, will soon be available online. For the recording, visit the [DHCS Videos section](#) of [www.dhcs.ca.gov](http://www.dhcs.ca.gov) and look for the Tele Town Hall Meeting link dated 5.15.14.

If you participated in last week's tele town hall meeting and want to give us **feedback**, call DHCS at **916-319-9729**, or send us an email at [info@calduals.org](mailto:info@calduals.org).



Good Samaritan Hospital



Pasadena Senior Center

### Los Angeles County

- **5/13** - Physicians, specialists, and office staff from **Good Samaritan Hospital** were invited to an event which included an overview presentation on the CCI. CareMore then highlighted how it would implement the new programs, their delivery model and how providers will participate.
- **5/14** - The office staff at **New Vista Health Services Inc.**, including the business office, billing, admissions, social services, and administration, participated in a CCI presentation.
- **5/16** - Located in Old Town Pasadena, the **Pasadena Senior Center** hosted one of their monthly health fairs which featured a resource table on the CCI. Fact sheets in English and Spanish and phone numbers for additional resource were available. Other organizations at the fair included health plans, behavioral health care clinics, and blood pressure and diabetes testing courtesy of Huntington Hospital.
- **5/16** - The office staff at **Pacific IPA** participated in a CCI presentation, which addressed their questions concerning physician assignment, Medicare Advantage policy, and covered benefits under Cal MediConnect.

## Other Recent Events

### Los Angeles County



Recently, **Tu Mundo Hoy** filmed a segment on the Coordinated Care Initiative. This daily one-hour Spanish language show covers a broad range of health and financial issues, keeping traditional Latino perspectives in mind. *Tu Mundo Hoy* airs on KJLA, channel 57, every weekday at 2 pm. During the CCI segment, viewers were informed about their enrollment options, notices, and where to go for further assistance should they have any questions about the program. Stay tuned for the air date and visit *Tu Mundo Hoy's* [Facebook page](#) or follow them on Twitter [@tumundohoytv](#) to learn more.

El show **Tú Mundo Hoy** grabó un segmento sobre la CCI. Este show se enfoca en dos temas que afectan a cualquier sociedad, especialmente los problemas afectando a la comunidad Latina en Los Estados Unidos: Salud y Dinero. El show cubre muchos temas de salud y problemas financieros. Trayendo sugerencias a la audiencia en una manera divertida y educativa manteniendo el punto de vista Latino. Este show de 60 minutos les trae información a los televidentes en cómo mejorar sus vidas. En el segmento sobre La Iniciativa de Atención Médica Coordinada (CCI) los televidentes aprendieron cómo está organizado este programa. También aprendieron cómo inscribirse o no inscribirse en el programa, Los avisos que recibirán por el correo, y a donde ir si tienen preguntas. Les haremos saber cuando el show saldrá al aire. Visiten [la pagina de Facebook](#) de *Tú Mundo Hoy* y siganlos en Twitter [@tumundohoytv](#). El show es transmitido en el canal 57, KJLA, de Lunes a Viernes a la 2 pm.

### Alameda County

- **5/16** - The **Alameda Alliance on Aging** hosted its bi-monthly **Information and Assistance for Elders** round table meeting from 9am to 12 noon at the Alameda County Social Services Agency. This meeting was open to senior service coordinators and provided an opportunity to network and listen to presentations on various topics. This roundtable's speakers focused on fall prevention.

### Los Angeles County

- **5/12** - During the **Policy Advisory Group meeting** of the **Community Clinics Association of Los Angeles County**, members received a presentation on the CCI.

- **5/13** - Physicians, specialists, and office staff from **Good Samaritan Hospital** were invited to an event which included an overview presentation on the CCI. CareMore then highlighted how it would implement the new programs, their delivery model and how providers will participate.
- **5/14** - The office staff at **New Vista Health Services Inc.**, including the business office, billing, admissions, social services, and administration, participated in a presentation on the CCI.
- **5/14** - At this month's **Los Angeles Stakeholder meeting**, hosted by Molina, both L.A. PACE sites and the Southern California Resource Services for Independent Living gave presentations. Following this, participants were briefed on updated policy and enrollment data from the Department of Health Care Services, as well as an update from the L.A. Communications Workgroup.

### San Diego County

- **5/13** - Staff at the **Edgemoor Hospital SNF** received a training on the CCI. Doctors, administrators, nurses, social workers and consumers learned about how care coordination would impact providers within their interdisciplinary team, and that Medicare services for out-of-network providers could continue for up to six months under the Initiative's continuity of care protections. (Under Medi-Cal, continuity of care would extend up to a year for service transition.) That provision was applied to the SNF for the length of the Initiative's run, provided that the facilities continue to meet quality standards. The presentation also directed providers and consumers to health plan contact numbers, the Health Insurance Counseling & Advocacy Program (HICAP) and Health Care Options for benefits information, counseling and enrollment assistance.
- **5/13** - Certified therapists and administrators from the Intensive Outpatient program at **Scripps Mercy Hospital** participated in a CCI Training. The staff were concerned about the transition into Cal MediConnect and how that will impact the outcome of their patients' ability to continue services. The program's staff assist and provide behavioral support for over 80 patients whose diagnoses range from moderate to severe, including those with dementia and schizophrenia.
- **5/14** - Billing and staff personnel of the **Sharp Grossmont Hospital Cancer Center** participated in a Train the Trainer presentation, and many of the attendees learned about the program for the first time. They learned how to work with their patients to understand the notices they received, and were directed to other resources like HICAP and HCO.
- **5/16** - A **Senior Fair** was held in Santee. Seniors who attended the fair received free glucose screenings for diabetes and got their blood pressure tested. Representatives from the different health plans were present, equipped with educational resources on senior nutrition and safety. CCI brochures and fliers were also available.

### Santa Clara County

- **5/15** - Over 50 social workers and clerical staff in the **Santa Clara County IHSS office** received a CCI Train the Trainer presentation.

### Statewide Outreach

- **5/16** - DHCS hosted another **monthly CCI stakeholder update call**. The hour-long call focused on enrollment data and updates, data from the first

monthly tele town hall call on 5/15, accessible notices, notice issues, and the proposed DSNP policy. Over 300 stakeholders participated in the call and many were able to ask important questions about the topics covered. A recording and transcript of the call will be available on [CalDuals.org](http://CalDuals.org).



## Looking Ahead

### Alameda County

- 5/22 - CCI presentation to Vineyard Village Seniors in Livermore
- 5/28 - CCI presentation to the seniors of EE Cleveland Manor in Oakland
- 5/29 - CCI presentation for residents of West Lake Christian Terrace in Oakland

### Los Angeles County

- 5/20 - [Cal MediConnect taller de información \(en Español\)](#)
- 5/21 - Fickett Towers presentation
- 5/21 - Preview event for New America Media Roundtable
- 5/21 - Wave Innovations presentation
- 5/22 - Pomona Valley Medical services
- 5/22 - Front Porch presentation
- 5/27 - ABHOW Fern Lodge Presentation
- 5/27 - ABHOW Casa De La Vista Presentation
- 5/28 - City of Pasadena Public Health Presentation
- 5/29 - New American Media Roundtable

### Riverside / San Bernardino Counties

- 5/19 - [27th Annual Adult Protective Services Multidisciplinary Team Conference](#)
- 5/27 - Inland Empire CCI Advisory meeting
- 6/5 - Senior Apartments presentations

### San Diego County

- 5/19 - Sharp Hospital phone conference training
- 5/20 - Palomar Health training
- 5/20 - St. Vincent de Paul training
- 5/20 - CHCS Event
- 5/22 - Access to Independence presentation in Spanish
- 5/22 - HUD presentation in Spanish and English
- 5/23 - CCI Spanish presentation at Mi Familia Community Clinic
- 5/28 - HUD presentation
- 5/28 - UDW presentation in central part of San Diego
- 5/29 - Encinitas Nursing and Rehabilitation Center training
- 6/4 - Renaissance Senior Living presentation
- 6/12 - UPAC training

### Santa Clara County

- 5/19 - Bi-weekly Santa Clara Communications Committee Meeting

Doing an event on the CCI? Let us know! Email [info@calduals.org](mailto:info@calduals.org) and put "Weekly Update" in the subject line.

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## New This Week

### Updates to CalDuals

An [updated Enrollment Chart](#) is now available on the [Enrollment Charts and Timelines](#) section of [CalDuals.org](http://CalDuals.org). *This latest chart is based on proposed policy and is subject to change as policy is updated.*

The first wave of **translated beneficiary materials** are now available for **Los Angeles County**. Fact sheets in Spanish, Korean, and simplified and traditional Chinese can be found on the [L.A. County page](#). More translated materials will be coming soon.

DHCS released a **Medicare Advantage / Dual Special Needs Plans (DSNP) policy proposal** to both respect beneficiary choice and promote Cal MediConnect enrollment. The outline of that proposal can be found [here](#).

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### Stay Connected



For More Information Visit  
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