WEEKLY UPDATE

Coordinated Care Initiative Outreach Weekly Update

Register for July's CCI Quarterly Stakeholder Update!

DHCS' next quarterly stakeholder update will be held **thisThursday, July 10th** as a two-part conference call. Use the links below to register for one or both portions of the agenda:

- Part 1: General Updates - 12:00 pm - 1:30 pm PT
    - Updates on enrollment, outreach, ombudsman and oversight activities

- Part 2: LTSS Coordination - 3:30 pm - 5:00 pm PT
    - Discussion on coordinating long-term services and supports and recent guidance.

Watch for the full agenda to be posted on CalDuals.org.

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!

Are you or your agency doing outreach about the CCI and want to see it featured in the Weekly Update? Email us at info@calduals.org - we'll include it!

Lunch & Learn with AppleCare and St. Francis Center in LA County

6/30 - In partnership with**AppleCare Medical Group**and the **St. Francis Health Benefits Resource Center**, 20 consumers at **Hale Morris Lewis Manor** participated in a lunch and learn presentation. The lunch focused on what to do if they receive blue envelopes and named additional resources if they need assistance. Attendees received AppleCare's consumer assistance services line, contact information for the Center for Health Care Rights, and Health Care Options' phone number for enrollment assistance. St. Francis also provided bags of resource materials and AppleCare had a raffle which resulted in numerous lucky winners.

Santa Clara County

7/2 - Drivers and program coordinators for **The Health Trust's Meals on Wheels program** met for a CCI Train the Trainer session. Since many of the drivers have close relationships with the homebound seniors they serve, the Meals on Wheels volunteers were very interested to learn how to answer basic questions about the enrollment timeline and how to help seniors locate appropriate resources.

San Diego County

7/1 - Administrators, billing and administrative staff members at **Arch Health Partners**, a small practice in San Marcos, received a presentation on the CCI. The information will help further assist patients who have questions about Cal MediConnect, and they learned how Continuity of Care allows out-of-network providers to see their current patients for up to six months for Medicare services and 12 months for Medi-Cal services. They understood they had to contact the plans to work out any contracting and logistics and understood the difference

between Cal MediConnect versus MLTSS.

Other Recent Events

CCI seen nationally on PBS NewsHour

6/27 - **PBS' NewsHour**, in cooperation with the **San Diego County CCI Advisory Committee** and other LTCIP partners, featured a segment on the Coordinated Care Initiative last Friday. The piece aired on several stations nationwide, including Maryland, Washington D.C., San Diego and Sacramento, and explained California's coordinated care efforts, procedure and benefits in greater detail.

To watch the segment, click here.

Statewide

- **7/2** - Providers from **Aurora Behavioral Healthcare** participated in a webinar on the CCI. Participants joined the presentation from Riverside, Los Angeles and San Diego Counties and had the opportunity to gain detailed information about additional resources available in their county. Click here to watch a recording of the webinar.

Los Angeles County

- **6/25** - **PASC Peer Mentors** facilitated three discussions on Cal MediConnect for residents at Pilgrim Towers in Pasadena in **Chinese, Armenian**, and **English**. The first session was offered in Chinese and was attended by 40 residents; the second session was offered in Armenian and was attended by 10 residents; and the third session was offered in English and was attended by 15 residents. The lively discussions, filled with questions from participants, focused on the process that residents can use to make their decision on Cal MediConnect-calling the Center for Health Care Rights, calling the individual plans, and talking with their doctors. Materials from Calduals.org in Armenian, Traditional Chinese, and English were used in addition to the one-page Frequently Asked Questions that PASC peers use which include the basics of the CCI. PASC Peer Mentors have scheduled other sessions in LA, Long Beach, and Lancaster - please contact PASC if you want more information: 626-737-7514.

- **7/3** - **Windsor Healthcare** has 10 skilled nursing facilities in Southern California and 14 facilities located in Northern California, some of which are located in CCI participating counties. For the counties located in Southern California, a

webinar was provided for staff at the centers to gain a better understanding of the CCI and how their facilities can assist consumers.

- **7/3** - At the community clinic **Community Health Alliance of Pasadena (ChapCare)**, 17 members of their outreach team participated in an educational seminar on the CCI. ChapCare has a total of five medical centers located in Pasadena, the City of El Monte and South El Monte.

- **7/11** - Management and billing staff at **El Dorado Community Service Center**participated in a presentation on the CCI. They learned about the enrollment timeline, notices, contracting with the plans, and resources available to their front office staff should clients who are eligible to participate in Cal MediConnect come to them for questions.

Riverside / San Bernardino Counties

- **7/3** - During the **Regional Coalition Conference Call**, representatives spoke about the integration of mental health services and managed care. Following this, participants from LA, Orange, and Stanislaus county shared information on their goals for the calendar year.

San Diego County

- **7/2** - At the **Coordinated Care Initiative / Cal MediConnect Advisory Committee monthly meeting**, people met to discussed current CCI-related issues and updates related to CBAS, IHSS, Ombudsman, health plans, HICAP and the state's continued outreach efforts.

- **7/2** - The first **UDW CCI presentation for consumers** was held - one of a monthly series. Additional events will be held on the first Wednesday of each month at 3:00 PM at the same location. Consumers learned about Cal MediConnect and MLTSS, how to fill out the Choice Form and when to expect their notices based on their coverage date. For information about future events, contact Kim Huynh - by email at kim@harbageconsulting.com or by phone at 858-779-4792.

Santa Clara County

- **6/26** - The **National Senior Citizens' Law Council (NSCLC)** hosted "Healthcare Changes Impacting Low-Income Seniors and Persons with Disabilities."

Looking Ahead

All our outreach activities, including private events, are listed in this Update. Only public events are linked below to our Calendar - all others are private.

Los Angeles County

- 7/7 - Culver City Senior Center

- 7/9 - Adams Building (Korean)
- 7/9 - Carson Adult Day Health Center presentation
- 7/10 - Communications Workgroup Meeting
- 7/10 - Care1st provider, front office staff training
- 7/11 - Bellflower Friendship Manor (Spanish and English)
- 7/14 - SynerMed
- 7/15 - [LAAAC/NSCLC training](#)
- 7/16 - Armenian plan sponsored presentation Hzor ADHC
- 7/16 - Concourse Court Senior Housing
- 7/16 - LA all plan stakeholder event
- 7/17 - Care1st Resource Center (Spanish)
- 7/19 - San Gabriel/Pomona Regional Center and plan sponsored presentation
- 7/21 - Arabic plan sponsored presentation Hzor ADHC
- 7/23 - [Allied Physicians and Alhambra Hospital CCI event](#)

Riverside / San Bernardino Counties

- 7/7 - San Bernardino Senior Companion monthly meeting
- 7/8 - San Marino Senior Apartments
- 7/10 - Casa de la Vista: Resource Fair
- 7/15 - CCI training for Outreach Staff of Rep. Raul Ruiz
- 7/24 - Reche Canyon Regional Rehabilitation training

San Diego County

- 7/10 - La Mesa Enrichment Center consumer presentation
- 7/10 - Văn Phòng Cảnh Sát (San Diego Police Department) consumer presentation in Vietnamese
- 7/11- Pharmacy group training
- 7/14- Columbia Towers Senior Apartments presentation for residents
- 7/17 - Novartis training for staff
- 7/29 - Deaf Community Services presentation
- 7/29 - UPAC staff training in National City

Santa Clara County

- 7/15 - Santa Clara Communications Committee Meeting
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Doing an event on the CCI? Let us know! Email info@calduals.org and put "Weekly Update" in the subject line.

New This Week

Updates to CalDuals

- DHCS released a **notice regarding Medicare Part D coverage**, which will be included with all future 60-day notices. Find it (in **English** and **Spanish**) at the bottom of the Enrollment Materials page.

- **Choice Books** for **Managed Long-Term Services and Supports (MLTSS) recipients** are now available on the Enrollment Materials page. Two different versions are posted: one for **individuals with Medicare doctors** and one for **individuals with Medi-Cal doctors**. (*Please note: People eligible for Cal MediConnect and MLTSS alike both use the same Guidebook, but ultimately choose their plan with different Choice Books, including the two samples posted.*)

As a reminder:
- To talk to a health insurance counselor for free about your choices, call the **Health Insurance Counseling & Advocacy Program (HICAP)** at **1-800-434-0222**.
- To make an enrollment choice, such as changing your health plan or disenrolling from a health plan, call **Health Care Options** at **1-844-580-7272** (TTY **1-800-430-7077**).
- To get free help with Cal MediConnect plan problems and complaints, call the **Cal MediConnect Ombudsman Program** at **1-855-501-3077** (TTY **1-855-847-7914**).

Stay Connected

For More Information Visit
www.CalDuals.Org

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