

WEEKLY UPDATE

Coordinated Care Initiative Outreach Weekly Update

Physician Toolkit Now Available



Find links to the completed Physician Toolkit on the [Providers](#) page.

Notices in Other Languages Now Available



Find links to these notices on the [Enrollment Materials](#) page.

Events This Week in CCI Outreach

Would you like to have a CCI presentation or Train the Trainer for your staff or 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!

Physicians in Riverside County Learn More About the CCI



9/20 - Fifty providers and health professionals participated in a CCI presentation at the **Network of Ethnic Physicians Organizations (NEPO) Summit** in Riverside. The NEPO Summit is an opportunity for physicians, public health professionals, and community leaders who work with underserved communities to learn about emerging health care policy issues, share best practices on reducing health disparities and increase access to health care services for the populations they

serve.



San Bernardino County

9/16 - At **Elderly Housing Development & Operations Corporation (EHDOC) Dino Papavero Senior Centre** in Fontana, 30 seniors learned about their new health care options as it relates to blue envelopes from the state. By the end of the presentation, the group expressed feeling more aware of their complete options.



San Diego County

9/15 - Two hundred IHSS workers at the **San Diego County In-Home Supportive Services weekly training** participated in presentations about the CCI in English and Spanish, many of whom heard about the program for the first time. They received several CCI-related outreach materials to deliver to their clients or loved ones and learned that there would be no changes to any of the services they provide. These fact sheets also included health plan phone numbers, Health Care Options, HICAP, and the Cal MediConnect Ombudsman for use as additional resources and support during the enrollment process.

9/15 - Doscientos trabajadores de IHSS participaron en una presentación sobre Cal MediConnect durante su entrenamiento semanal por parte del **Departamento de Servicios de apoyo en el hogar en el Condado de San Diego**. Para muchos de los participantes era la primera vez que escuchaban sobre el programa Cal MediConnect. Los participantes recibieron materiales informativos que podrán darles a sus familiares o clientes para que ellos también puedan aprender más sobre Cal MediConnect. Este material incluye números telefónicos de los planes de salud, Health Care Options, HICAP, y el programa Ombudsman de Cal MediConnect. Ellos pueden usar estos recursos como apoyo adicional durante el proceso de inscripción. La presentación fue hecha en Español y en Inglés.



Other Recent Events

Stakeholders in San Diego County Learn More About the CCI



- **9/19** - Forty-three members of the **Union of Pan Asian Communities (UPAC)** participated in CCI presentations in either English or Spanish. Consumers learned that while Cal MediConnect is an optional program, receiving Medi-Cal benefits through a managed care plan is mandatory.

- **9/19** - Cuarenta y tres miembros de de **la Unión de Pan Asian Communities (UPAC)** participaron en presentaciones sobre la Iniciativa de Atención Médica Coordinada (CCI) en Español y en Inglés. Ellos aprendieron que Cal MediConnect es opcional pero para personas recibiendo beneficios por parte de Medi-Cal es obligatorio escoger un plan de salud para el manejo de esos servicios.

Statewide

- About 2500 participants joined last week's **Telephone Town Hall Meeting** hosted by DHCS. The call covered overview information about Cal MediConnect and was dually broadcast in English and Spanish. Many attendees were able to have their questions answered during the town hall. Attendees asked a range of questions, including how the program works, how to keep their current physicians and specialists, and what benefits are available through Cal MediConnect.

Los Angeles County

- **9/17** - The **LA County CCI Stakeholder meeting** covered topics like Cal MediConnect's Continuity of Care by CareMore, client stories, and information about the new choice form and Ombudsman updates. The event concluded with an open stakeholder forum.
- **9/19** - Billing and administrative staff of **Kindred Hospital of Westminster** participated in a presentation about Cal MediConnect. The presentation focused on payment to facilities under the CCI, Continuity of Care, and the resources available to both providers and consumers.
- **9/19** - Residents at **Pacific Tower Sr. Housing**, a large senior-friendly housing location in the heart of Long Beach, participated in a CCI presentation in English, with concurrent translation in **Spanish, Korean, Russian and Mandarin**.
- **9/19** - The office of **Dr. Ed Hernandez, O.D. California State Senator (SD-24)**, partnered with **the City of El Monte**, for an informational CCI event at El Monte Senior Center. The event, presented in English and Spanish, was attended by 28 seniors, where questions regarding prescriptions drug coverage and medical costs were answered.
- **9/19** - Ten registered nurses and administrative staff at **Martin Luther King, Jr. Outpatient Center** took part in a CCI presentation. Questions regarding the CCI, Cal MediConnect, and specifically Continuity of Care were discussed and addressed with this group. The MLK Outpatient Center plays an essential role in the health and well-being of surrounding communities. High-quality primary and specialty care services are complemented by wellness and prevention programs for the family. The Outpatient Center is the centerpiece of a new medical campus that will offer integrated inpatient and outpatient services on one site.

Santa Clara County

- **9/15** - Residents of **Bracher Apartments** gathered to learn about the CCI and Cal MediConnect. One woman brought flyers she had already received about the programs, and eagerly asked useful questions about the timeline and enrollment process. Others appreciated additional information about what to consider when choosing to enroll, and what resources are available for counseling.
- **9/15** - Twelve Mandarin-speaking residents at **Cypress Gardens** participated in a discussion about the CCI in Santa Clara county. A few of the residents brought blue envelopes and notices about the new Managed Medi-Cal plans, and enjoyed being able to ask questions about their options and their resources for information.

- **9/16** - Eight **senior center program directors in Santa Clara County** welcomed a CCI overview at a meeting on Tuesday. They learned about the programs' timelines and enrollment processes, as well as the county-wide outreach efforts aimed at helping seniors understand changes to their care. The senior center directors left with a packet including examples of the 90-day notice in 4 languages, a flyer to post in their centers, and contact information for more outreach opportunities in the future.
- **9/19** - Over 100 seniors came to **St. Maria G** Friday morning to pick up food at **Second Harvest Food Bank's Senior Brown Bag Day**. Many seniors stopped by to discuss Cal MediConnect and pick up important fliers about the changes associated with the Coordinated Care Initiative. Vietnamese-speaking seniors asked many questions about how to access Medi-Cal benefits, and how accessing them will be different under the new Managed Medi-Cal plans.
- **9/19** - Twenty-eight county mental health providers, contractors, and CBOs at the **Santa Clara County Mental Health Department** met for a CCI overview presentation and a chance to speak with health plan representatives. Participants learned more about what services are and are not changing to provide better coordinated care and continued access to all medically necessary behavioral health services.



Looking Ahead

*****All our outreach activities, including private events, are listed in this Update. Please email us for inquiries about attending an event that isn't linked.*****

Viet News Television Will Film Another CCI Segment



- **Viet New Television** will soon be filming another segment about the Coordinated Care Initiative, covering the new health care options for those who have Medicare and Medi-Cal, or Medi-Cal only. The enrollment timeline, sign-up process and options will be discussed in Vietnamese. [View a previous new segment here.](#)

Statewide

- 10/16 - [Telephone Town Hall Meeting](#)
- 10/21 - [CCI Stakeholder Call](#)

Alameda County

- 9/23 - Commission on Aging Volunteer Appreciation Day

Los Angeles County

- 9/23 - [L.A. Access to Health Coverage Coalition](#) - public event
- 9/23 - Tarzana Treatment Centers
- 9/23 - Sierra Bonita, West Hollywood Community Housing Corporation (Russian)

- 9/24 - Casa La Merced Sr. Housing, Montebello
- 9/24- White Memorial Medical Center
- 9/24 - Silver Lake Medical Center, Train the Trainer
- 9/25 - La Fetra Center
- 9/25 - LA Communications Workgroup
- 9/25 - [El Sereno Library](#) - public event
- 9/26 - [Care1st Health Care Education & Awareness Training](#) - public event
- 9/26 - Courtyard at La Brea, West Hollywood Community Housing Corporation
- 9/27 - Pacific IPA in El Monte
- 9/30 - Western Insurance Marketing Corp.
- 9/30 - AppleCare Cudahy Senior Center
- 10/4 -10/5 - [Annual Festival of Philippine Arts and Culture](#) - public event
- 10/4 - [FFSC Health and Wellness Fair](#) - public event
- 10/4 -10/5-Sabor de Mexico Lindo: 17th Annual Family Health Fair
- 10/7 - CSULA
- 10/9 - Pasadena Senior Center: Resource Fair
- 10/10 - presentation at Heritage Clinic, Train the Trainer
- 10/11 - Park Mesa Heights Community Council
- 10/11 - Para Latino Clinic: Senior Appreciation and Educational Event (English, Spanish) - public event
- 10/18 - [Centinela Hospital Medical Center and City of Inglewood Public Works Dept. Health Fair](#) - public event

Riverside / San Bernardino Counties

- 9/24 - UDW Open House and CCI informational booth
- 9/25 - UDW Open House and CCI presentation
- 9/27 - [San Bernardino Health & Wellness Fair](#) - public event
- 10/11 - [Golden Future 50+ Senior Expo at NOS Events Center](#) - public event
- 10/14 - Park Parthenia Resident Community Health Fair in Northridge

San Diego County

- 9/23- Filming Part II of Viet News Television on Cal MediConnect
- 9/23, 9/24 - Healthy San Diego HCO staff members webinar
- 9/26 - Linda Vista Library training for staff
- 9/30 - North County Food Policy Council Hunger Action Month gathering
- 10/6 - Vista Community Clinic staff training
- 10/11 - [Central Library Health Fair](#) - public event
- 10/16, 10/23 - Ombudsman long term care training for staff members
- 10/18 - [Kalusugan Community Services, Filipino American Wellness Center's Economic/Resource Fair with CCI presentation](#) - public event
- 10/24 - LeadingAge of CA-San Diego Chapter CCI training for members
- 10/25 - [North University Community Library Health Fair](#) - public event

Santa Clara County

- 9/22 - Grinzton Terrace - A Mid Pen Property
- 9/22 - Santa Clara County Senior Nutrition Project Council
- 9/23 - Shorebreeze Apartments - A Mid Pen Property
- 9/24 - Second Harvest Food Bank Site - Boxer's Mayfield
- 9/24 - Monte Vista Terrace - A Mid Pen Property
- 9/25 - Second Harvest Food Bank Site - Yu Ai Kai Japanese Senior Service Center
- 10/2 - Santa Clara County Mental Health Department II

- 10/12 - [Day on the Bay, A Multicultural Festival with Community and CCI resource booths, sponsored by Supervisor Dave Cortese & Santa Clara County Parks](#) - public event
- 10/18 - [Open Air Health Fair sponsored by Health Trust](#) - public event

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

- The completed **Physician Toolkit** is now available on the [Providers](#) page.
- Revised Cal MediConnect and MLTSS notices in twelve languages are now available on the [Enrollment Materials](#) page.
- **Slides** from last Monday's **Stakeholder Update** can be found on the [Stakeholder Process](#) page.



Stay Connected



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www.CalDuals.Org