

## WEEKLY UPDATE

Coordinated Care Initiative Outreach Weekly Update

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### 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](mailto:info@calduals.org) - we'll include it!

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### Cal MediConnect Beneficiaries in Gilroy Learn About the CCI



**10/28** - Thirty residents of **Sunset Gardens** in Gilroy welcomed a Coordinated Care Initiative (CCI) overview presentation at the end of their monthly birthday celebration lunch. Many participants asked questions about Cal MediConnect's care coordination features, and everyone learned about the notices, the passive enrollment process, and the counseling options available.

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### Los Angeles County

**10/29** - More than ninety CCI beneficiaries at **A Plus Adult Day Health Care Center** participated in a presentation about the CCI with their family members. Those present learned about their enrollment options as well as the resources available to them for any questions they may have about the program. The presentation was also given in Mandarin and Cantonese, as the majority of the clients at the center speak only those languages.



### Riverside County

**10/29** - At the **County of Riverside Department of Social Services**, 40 program coordinators and managers who work with dually eligible beneficiaries attended a presentation at the department's staff development center in Moreno Valley. The group had questions about the benefits of both Cal MediConnect and choosing a Medi-Cal Managed Long Term Services and Supports (MLTSS) plan. Staff received information on plan contacts, being an authorized representative, January enrollees, and continuity of care. Participants in this staff training found the information helpful in assisting the people they serve.



## Other Recent Events

### Alameda County Professionals Take Part in a CCI Webinar



**10/29** - The **Senior Services Coalition, Alameda HICAP, Alameda Alliance, and CCI outreach team** held a **joint presentation** for 50 social workers, service providers, and community members in Alameda County. The webinar covered important announcements which impact dually eligible individuals in Alameda. HICAP discussed Open Enrollment and how the closure of Alameda Alliance's CompleteCare DSNP will impact beneficiaries. If you are interested in joining the next webinar in this series, [please register by clicking here](#).

### Los Angeles County

- **10/30** - Family members and residents of **Grancell Village** in Reseda participated in a presentation about the CCI. Some participants had already been enrolled into Cal MediConnect, while other heard about the program for the first time. Those present learned about the enrollment options, how to fill out the choice form, continuity of care, and resources such as the Health Insurance Counseling and Advocacy Program (HICAP) and the Cal MediConnect Ombudsman.
- **10/30** - The **LA Communications Workgroup** had a meeting at the Health Net Community Resource Center in East Los Angeles this week, and representatives from CCI plans, Ombudsman, Center for Health Care Rights/HICAP, County Dept. of Mental Health and Neighborhood Legal Services were in attendance. The Ombudsman representative provided feedback on the volume and nature of calls from beneficiaries. Other topics, including continuity of care and Cal MediConnect behavioral integration, were also highlighted and discussed. .
- **10/30** - Residents of **Salazar Park Senior Center** participated in a presentation about the CCI, given in both English and Spanish. It covered their enrollment options and mentioned additional resources such as HICAP and Health Care Options. Many of the participants had questions about what to do to keep their providers, while others wanted to know more about their transition from their Dual Special Needs Plans (DSNPs) into Cal MediConnect plans.

### San Diego County

- **10/29** - Attendees at the **2014 National PACE Association Conference** were trained on the CCI and its interaction with the PACE program, as well as the outreach efforts provided by the state and outreach collaboration with AIS and other organizations within the community. The presentation gave the audience a more in-depth understanding of Cal MediConnect's coordinated care, and how PACE offers all-inclusive medical and social service care at their centers.
- **10/29 - Meals on Wheels staff members** in San Diego were trained on the CCI. The Old Town office staff discussed how they can provide outreach to their 400 members who qualify for Cal MediConnect. Folders containing CCI educational materials were available for staff members to support their clients.
- **10/30** - Fifty **Ombudsman Long-Term Care** volunteers attended a CCI presentation. These professional retirees help consumers in nursing homes learn about the CCI's enrollment process and which health plans work with Cal MediConnect. The volunteers asked great questions in regards to deadlines to avoid passive enrollment. They were also given instructions on how to follow up on Part D and how to find doctors who work with Cal MediConnect.
- **10/31** - 400 fliers with CCI information were dropped of to staff at **Meals on Wheels**. Volunteers will deliver these fliers to members along with their meals.

### Santa Clara County

- **10/30** - The **first of three provider webinars** gave **Santa Clara county physicians, clinicians, and medical office staff** an opportunity to learn more about continuity of care and consumer choice under Cal MediConnect. Ten providers attended the first installment, and questions focused primarily on how MLTSS plans will work with Medicare Providers. If you are interested in joining one of the next two sessions, [please register by clicking here](#).



## Looking Ahead

**\*\*\*All our outreach activities, including private events, are listed in this Update. Please email us about attending events that aren't linked below. All presentations are given only in English unless an additional language is noted. \*\*\***

### Statewide

- 11/20 - [Telephone Town Hall Meeting](#) - public can listen in for free online

### Alameda County

- 12/17 - Training for Social Services Staff and Community-Based Organizations - [click here to register online](#)

### Los Angeles County

- 11/3 - Beneficiary and staff presentation at Child and Family Guidance Center in Northridge (English, Spanish)
- 11/3 Beneficiary and staff presentation at Santa Clarita Adult Day Health Care Center in Santa Clarita
- 11/4 - Beneficiary presentation for residents at Angelus Plaza (English, Spanish)
- 11/6 - Beneficiary presentation at Meadowlark Manor Co-op in Gardena (English, Korean)
- 11/9 - Provider and staff presentation for L.A. Christian Health Centers
- 11/12 - Presentation for community-based organizations in Huntington Park
- 11/18 - Beneficiary presentation for residents of La Posada Senior Apartments (English, Spanish)

### Riverside / San Bernardino Counties

- 11/15 - [San Bernardino Community Wellness & Resource Fair](#) - public event

### San Diego County

- 11/3 - 11/5 - County IHSS care provider presentation
- 11/11 - Shea Family training for staff members
- 11/12- UPAC San Marcos CCI training for staff social workers
- 11/13 - Meals on Wheels staff training for their southern office
- 11/13 - UDW quarterly meeting with CCI informational booth
- 11/18 - Senior apartment presentation for residents
- 11/22 - UDW quarterly meeting with CCI informational booth

### Santa Clara County

- 11/2 - [American Diabetes Association Health Fair / Foro de Salud](#) - public event
- 11/5 - Webinar for Mental/Behavioral Health Providers - if you would like to join us, [please register here](#)
- 11/14 - Provider Webinar II - open to all who work with senior services - please [click here](#) to register
- 12/2 - Provider Webinar III - open to all who work with senior services - please [click here](#) to register

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.



## New This Week

### Updates to CalDuals

- A new fact sheet about [continuity of care for physicians](#) is now available on the [Continuity of Care page](#) and in the [Physician Toolkit](#).
- **County-specific fact sheets about crossover Medi-Cal claims** have been added to the [Physician Toolkit](#).
- A webinar that was given for **social service organizations in Alameda County** on October 30 is now available online - [click here to see a recording](#). (Access other recordings of webinars, stakeholder calls, and telephone town hall meetings on the [Stakeholder Process](#) page.)
- All [Santa Clara County fact sheets have been updated](#) to reflect a new website for Anthem.



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