

Weekly Update

Coordinated Care Initiative Outreach Weekly Update

**January 19,
2015**

Would you like to have a CCI presentation or Train the Trainer presentation 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 feature it in our Update? Email us at info@calduals.org - we'll include it!

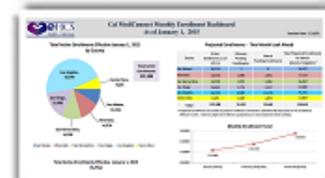
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**New
Enrollment
Data
Now Available**



Find it on the [Enrollment Data](#) Page.

CCI Outreach Events This Week

MLK Jr. Event Participants Learn About the CCI

1/17- Long Beach residents gathered on Saturday at Lemon Park to celebrate the life of Martin Luther King Jr. at the **Martin Luther King, Jr. Unity and Peace**



Festival. During the all-day event, an outreach coordinator was available to distribute materials about the Coordinated Care Initiative (CCI) and answer questions.

[Cal MediConnectToons](#)

[Enrollment Materials](#)

(sample notices, Guidebook, Choice Book, etc.)

[Enrollment Data](#)

[Outreach Toolkit](#)

(for beneficiaries)

[Physician Toolkit](#)

(for providers)

[Contact Information](#) (includes all health plans, HICAP, Health Care Options, etc.)

San Diego County



1/14 - Staff members of **Borrego Community Health Foundation**, a community health clinic in San Diego, joined a productive CCI training. They wanted to make sure they had all the tools and resources to support their members' transition

into the CCI. They wanted to be able help members understand what coordinated care means and how that would that will increase the quality and delivery of their health care services between different care professionals within their health plans.

San Diego County

1/13 - Sixteen beneficiaries, caregivers and providers attended a CCI outreach & education session at the **OASIS Mission Valley classroom facility**. The attendees were eager to learn about Cal

MediConnect and Medi-Cal Managed Long Term Services and Supports. Questions about the enrollment timeline, health plan options and continuity of care were raised during a lively Q&A session. OASIS San Diego is part of a national organization that promotes successful aging through lifelong learning, health living and community service, and open to to all people 50+ years old.



Other Recent Events

Los Angeles County

- **1/15** - Physicians, office staff, pharmacists, and durable goods suppliers in **Koreatown** received trainings on the CCI, and a total of ten different medical offices were visited. This was an attempt to directly engage providers without prior appointment using impromptu CCI education sessions. Among all participants, there was a collective interest in educating the Korean-speaking population, and similar outreach will be conducted in LA in the weeks to come.
- **1/16** - Member services and provider relations staff at **Preferred IPA of California** participated in a CCI presentation. They learned about the options available to their members and about Cal MediConnect. Topics such as the enrollment time line, continuity of care, and authorized representative information were discussed. Participants were also provided with resources and contact information for Health Care Options, the Health Insurance Counseling and Advocacy Program (HICAP), the Cal MediConnect health plans and Cal MediConnect Ombudsman. Preferred IPA of California services over 3,000 members, many of whom are Medi-Medi and eligible to participate in Cal MediConnect.

San Diego County

- **1/14** - A follow-up online radio broadcast was aired at **Radyo Filipino Amerika (RFA)** in Pilipino and English. The broadcast was a one-hour feature of the "Tulungan Center on Air" program. The follow-up broadcast covered key CCI topics, the enrollment process and the importance of the notices from the state. Questions that came in after the previous broadcast were answered during the broadcast. RFA is an online radio service available to Filipino-Americans in California, and has a variety of programs for seniors and a source of health care news in their community.
- **1/15 - Meals on Wheels** volunteers delivered over 600 fliers to consumers, in an effort to educate consumers about the importance of the notices from DHCS. Administrators and supervisors of the programs were trained on the CCI back in December and will continue to receive support and materials from a local outreach coordinator.

San Mateo County

- **1/15 - Redwood City Kaiser** invited social services staff to join a CCI information session to learn more about the CCI and Cal MediConnect in both San Mateo and Santa Clara counties, as well as Kaiser's role in MLTSS care

provision in Santa Clara county. Audience members appreciated the level of detail provided about the program and how it aims to help dual eligible beneficiaries. Questions focused mainly on how physicians, LTSS programs, and health plans will coordinate the logistics of care transitions.

Santa Clara County

- **1/13 - Glen Willow United Methodist Church** in San Jose serves more than 50 seniors either by delivery or for pick-up every week at their Second Harvest Food Bank Senior Brown Bag distribution day. Printed CCI outreach materials were provided inside delivery and pick-up brown bags this week, and seniors who came to Willow Glen had the opportunity to ask questions about the program.
- **1/14 - The Santa Clara County Senior Care Commission** welcomed a CCI presentation during one of its regular meetings. Commissioners were particularly interested to learn about the goals of Cal MediConnect, and were interested to learn more about the case management and ombudsman systems as the program's implementation continues.
- **1/16 - Los Gatos' Adult Recreation Center** hosted a CCI outreach and education session during its weekly Senior Brown Bag distribution day. Seniors picked up fresh food and fliers about Cal MediConnect, and the Los Gatos Adult Recreation Center will display CCI and Cal MediConnect information for other seniors who use the center for the other activities.

Looking Ahead

Statewide

- 1/19 - [Webinar for Insurance Brokers and Agents](#) - public event

Los Angeles County

- 1/19 - [Kingdom Day Parade](#) - public event
- 1/22 - Presentation to graduate students in Social Work at California State University, Los Angeles (CSULA)
- 1/26 - Beneficiary presentation to residents at Golden Age Village (Cantonese/Mandarin/English)

- 1/27 - CCI presentation to administrators and staff members at Town & Country Manor, a faith-based, non-profit senior living community
- 1/29 - [Beneficiary presentation at Greater Los Angeles Agency on Deafness \(English, Spanish, American Sign Language, Closed Captioning, and Communication Access Realtime Translation\)](#) - public event
- 2/9 - Beneficiary presentation to residents of Murray Place Senior Apartments (Spanish)
- 2/11 - Beneficiary presentation to residents of the Salvation Army Silver Crest Residences (Pasadena)
- 2/14 - Asegrate Health Fair - public event
- 2/17 - Beneficiary presentation to residents of the Salvation Army Silver Crest Residences (Lake View)
- 2/18 - Community Senior Health Fair, Harbor Hills

Orange County

- 2/24 - Casa Santa Maria presentation for HUD residents

Riverside / San Bernardino Counties

- 2/10 - Telephone Town Hall Meeting - public event

San Diego County

- 1/20 - Training for Arch Health staff members
- 1/24 - UT Successful Living Expo - public event
- 1/26 - Drop off 500 fliers for IHSS caregivers for Public Authority
- 1/26 - Drop off 300 fliers and follow up for San Marcos Meals on Wheels
- 1/27 - Drop off 300 fliers and follow up for El Cajon Meals on Wheels
- 1/27- La Maestra Family Clinic training for front liners
- 1/29 - Imperial Beach Health Center training for staff members

New This Week

[Updates to CalDuals.org](#)

- New **enrollment data** is now available on the [Enrollment Data](#) page.

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