

# Weekly Update

Coordinated Care Initiative Outreach Weekly Update

April 27,  
2015

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

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## CalDuals

### **Cal MediConnecToons DVDs are Now Available!**

Each **Cal MediConnecToons DVD** includes all five videos in English, Spanish, and in both languages with closed captioning.

To order copies, please send an email to [info@calduals.org](mailto:info@calduals.org) with your name, mailing address, and number of DVDs desired.



[Click here to watch Cal MediConnecToons online.](#)

### **Coordinated Care Initiative Recent Outreach Events**

**Los Angeles Provider Relations  
Specialists Get Trained on the CCI**

## Quick Links

### [Cal MediConnect Explained](#)

Detailed informational video about the CCI

### [Cal MediConnectToons](#)

Short informational videos about the CCI

### [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.)



**4/20** - The Director of Market Development and representatives from Provider Relations at **VITAS Healthcare** participated in a presentation. Participants, including regional representatives from Los Angeles, Orange, Riverside, and San Bernardino counties, received a full overview of the Coordinated Care Initiative (CCI). The presentation covered the enrollment process, participating plans in L.A. and other counties, continuity of care, the provider contracting process, and other topics. All attendees also received a copy of the CCI Physician Toolkit. ([You can read the Toolkit online here.](#)) **VITAS Healthcare** is the nation's largest provider of end-of-life care.

## Santa Clara County



**4/22** - The **Health Trust Senior Peer Advocate Program** welcomed a CCI update during a group training session. Senior Peer Advocates (SPAs) act as information and referral resources for other seniors when they travel to seniors centers. Helping SPA volunteers understand the program, enrollment

timeline, and enrollment materials means helping hundreds of other seniors in Santa Clara County. The volunteers will take the information that they learned and use it to help dual eligible beneficiaries understand the choices they need to make about their health care.

## San Bernardino County

**4/21 and 4/23 -**

Consumer Service Coordinators (CSCs) working for **Inland Regional Center** in San Bernardino received two staff presentations this



week. The CSCs serve beneficiaries from both San Bernardino and Riverside counties and represented different departments, such as seniors, adults, and transition age youth. The group had questions about a representative payee's ability to make health care decisions, how to request IHSS hours, and how the program impacts the populations they serve. For the past 40 years, Inland Regional Center's qualified and supportive staff have worked to serve more than 29,000 individuals with developmental disabilities in San Bernardino and Riverside counties.

## Other Recent Events

Los Angeles County

- **4/20** - A CCI presentation was provided for the leadership team of the **Chinatown chapter of AARP**. The presentation covered the value and benefit of Cal MediConnect, health plan options, and how Medicare and Medi-Cal benefits work when they're coordinated. Moving forward, the leadership team will use this information to conduct outreach and education events in Mandarin for chapter members. The AARP Chinatown chapter is very active in their community and work with seniors in the L.A. Chinatown areas of Monterey Park, Alhambra, and Rosemead.
- **4/21** - Staff from the Business Development and Marketing and Outreach teams at **Beverly Hospital** learned more about Cal MediConnect during a presentation. Attendees learned key information about the program and asked questions about enrollment, participating plans, eligibility, billing, and crossover claims. Participants also received fact sheets that included phone numbers and other resources to learn more. For more than 65 years, Beverly Hospital has been a VITAS Healthcare partner to the community in Montebello and its surrounding areas.
- **4/22** - At the **Langley Senior Center Spring Bazaar and Health Fair** in Monterey Park, two state outreach staff were present to inform attendees of Cal MediConnect and the health care options under the program. Attendees asked many questions about Cal MediConnect and managed Medi-Cal plans and how the programs work. Informational materials were made available in traditional and simplified Chinese, Spanish, and English. Langley Senior Center provides activities for local seniors, including specialized classes, trips, tours, health screenings, tax services, and a range of other free services.

### San Bernardino County

- **4/21 and 4/23** - Consumer Service Coordinators (CSCs) working for **Inland Regional Center** in San Bernardino received two staff presentations this week. The CSCs serve beneficiaries from both San Bernardino and Riverside counties and represented different departments, such as seniors, adults, and transition age youth. The group had questions about a representative payee's ability to make health care decisions, how to request IHSS hours, and how the program impacts the populations they serve. For the past 40 years, Inland Regional Center's qualified and supportive staff have worked to serve more than 29,000 individuals with developmental disabilities in San Bernardino and Riverside counties.

### San Diego County

- **4/20** - A CCI presentation was provided to the marketing team of **Home Physicians Medical Group Inc.**, also known as House Calls Doctors, in

San Diego. The presentation focused on the business rationale for the CCI, and how it may be beneficial to fee-for-service providers and their dual eligible patients. The CCI Physician Toolkit was highlighted as a resource available to providers. House Call Doctors is a group of fee-for-service physicians who provide "house call" services to patients. This is an emerging trend in personalized health care service, resulting from an increasing number of patients who appreciate the convenience of physician treatment at home.

- **4/21** - Members of the **AARP Community Action Team** received a **presentation** during their monthly meeting in Chula Vista. The presentation focused on the value of coordinated care from Cal MediConnect, the continuity of care process, and the mutual benefits for both providers and beneficiaries. Additionally, the CCI Physician Toolkit was shared with providers and beneficiaries who attended the meeting. The AARP Community Action Team monthly meeting is organized by volunteer members in the area, and attended by providers, beneficiaries, and caregivers.
- **4/21** - Regional home health nurses at the **San Diego and Imperial Counties' Coordination of Care Collaboration meeting** received a presentation. This collaborative meeting draws in hospitals and home health organizations in San Diego and Imperial counties, with the collective goal of reducing hospital admissions. Two of the key topics discussed were the value of coordinated care available in Cal MediConnect and how coordinated care relates to reducing hospital readmissions for beneficiaries.
- **4/21** - Social workers, billing staff, and other administrators at **Kindred Transitional Care and Rehabilitation** received a training on the CCI. General information was provided and included specific topics, such as how the care plan coordinator will be assigned and how the Health Risk Assessment process works. The presentation also covered the workings of continuity of care and attendees received materials that included health plan phone numbers and other resources.
- **4/22** - The presentation at the **Dr. William C. Herrick Community Health Care Library** was well attended by beneficiaries and their family members. The presentation featured an overview of the CCI, along with an explanation of the additional vision, transportation, and care coordination benefits that Cal MediConnect offers. Participants were excited about the value that a care plan coordinator can provide to support beneficiaries in accessing medical and social services, and were thrilled to learn that there were no additional costs for the extra support.
- **4/23** - A CCI presentation was made to staff of **Meals-on-Wheels Greater San Diego Inc.** at the **Norman Parker Senior Center** branch office in Chula Vista. In attendance were the office manager and staff. Attendees learned about program updates and received CCI Physician

Toolkits for their volunteers and providers. The manager had questions around continuity of care, plan options, the PACE program, and pharmacy benefits. The value of Health Care Options as a resource to assist with enrollment was highlighted. Meals-on-Wheels in San Diego area support the independence and well being of many dual eligible beneficiaries. State outreach staff are working with Meals-on-Wheels to include Cal MediConnect information in an upcoming issue of their monthly newsletter.

- **4/24** - At the **East County Senior Service Providers 16<sup>th</sup> Annual Senior Health Fair** in Santee, providers of senior services were available to seniors and other members of the community to share information about their services. State outreach staff were present to provide educational materials to and answer questions for attendees.

### Santa Clara County

- **4/23** -The directors of physical, occupational, and speech therapy programs gathered for a **Western Regional AFFIRMA meeting**, where they received a presentation on the CCI. The director's questions focused on many topics, including how to connect with the Cal MediConnect health plans, how to establish continuity of care, where to direct patient questions, and where to get further information about the enrollment process.

## Looking Ahead

### Statewide

- 4/28 - [Webinar for physicians and other medical providers](#) - **public event**
- 5/12 - [Webinar for physicians and other providers](#) - **public event**
- 5/21 - [Telephone Town Hall Meeting](#) - **public event**
  
- 5/21 - [May Monthly CCI Stakeholder Update Meeting](#) - **public event**
- 5/26 - [Webinar for physicians and other providers](#) - **public event**
- 6/9 - [Webinar for physicians and other providers](#) - **public event**

### Los Angeles County

- 4/27 - [CareMore Informational Event, Lawndale](#) - **public event**

- 4/27 - [CareMore Informational Event, Long Beach](#) - **public event**
- 4/27 - [Health Net Education Event, Cerritos](#) - **public event**
- 4/28 - Presentation for Unified Care Services Client Facilities Management Team
- 4/28 - [Health Fair for Seniors at La Posada Apartments](#) (Spanish) - **public event**
- 4/28 - [Health Net Educational Event, Cerritos](#) - **public event**
- 4/29 - [Health Net Education Event, East LA](#) - **public event**
- 4/29 - [Health Net Educational Event, East LA](#) - **public event**
- 4/29 - [Health Net Educational Event, Cerritos](#) - **public event**
- 4/29 - Presentation to Medical Management & Providers at Beverly Hospital
- 4/30 - [Health Net Educational Event, Valencia](#) - **public event**
- 5/5 - [5 de Mayo Senior Dance](#) - **public event**
- 5/6 - [Health Net Educational Event, Carson](#) - **public event**
- 5/6 - [Health Net Educational Event, East L.A.](#) - public event
- 5/7 - Presentation at Norwalk Senior Center
- 5/8 - [Health Net Educational Event](#) - **public event**
- 5/8 - [6th Annual LAAAC Summit on Aging: Building and Empowering Communities](#) - **public event**
- 5/9 - [Health Net Sales Seminar, Pasadena](#) - **public event**
- 5/12 - [Health Net Educational Event, Cerritos](#) - **public event**
- 5/12 - [Health Net Educational Event, LA](#) - public event
- 5/13 - Presentation to residents of Plymouth West Apartments during their tea and coffee hour
- 5/13 - [Health Net Educational Event, La Puente](#) - **public event**
- 5/13 - [Health Net Educational Event, East L.A.](#) - **public event**
- 5/14 - Presentation to students at Cal State University Los Angeles
- 5/14 - [Health Net Educational Event, West Covina](#) - **public event**
- 5/15 - [Health Net Educational Event, Hacienda Heights](#) - **public event**
- 5/16 - [Health fair sponsored by the Alliance Nursing and Rehabilitation Center](#) - **public event**
- 5/19 - [Health Net Educational Event, Long Beach](#) - **public event**
- 5/20 - [Health Net Educational Event, Whittier](#) - **public event**
- 5/20 - [Health Net Educational Event, East LA](#) - **public event**
- 5/20 - Presentation at Long Beach Memorial Medical Center
- 5/22 - [Health Net Educational Event, West Covina](#) - **public event**
- 5/26 - [Health Net Educational Event, Bellflower](#) - **public event**
- 5/27 - [Health Net Educational Event, Cerritos](#) - **public event**
- 5/27 - [Health Net Educational Event, East L.A.](#) - **public event**
- 5/27 - [Health Net Educational Event](#) - **public event**
- 5/27 - Presentation for residents of Pledgerville Villas Apartments
- 5/28 - [Health Net Educational Event, Cerritos](#) - **public event**
- 5/29 - [Health Net Educational Event, Long Beach](#) - **public event**

- 6/20 - Presentation during family support meeting at the Down Syndrome Association of L.A.
- 7/18 - Keiro Genki Conference: Caregiver's Edition and Resource Fair (Japanese, English)

### Orange County

- 5/4 - [Presentation at Orange County Aging Services Collaborative \(OCASC\)](#) - **public event**
- 5/13 - AIDS Foundation presentation for members
- 5/15 - [CalOptima Stakeholder Meeting](#) - **public event**
- 6/3 - CalOptima presentation on the CCI for OCASC

### Riverside / San Bernardino Counties

- 5/13 - San Bernardino Diocese Health Event at Pastoral Center
- 5/14 - Inland Empire Healthcare Enrollers Luncheon

### San Diego County

- 4/29 - [Health Net Educational Event](#) - **public event**
- 4/29 - Presentation for beneficiaries at Coco's Bakery Restaurant
- 5/2 - San Diego County NAMI walk and HHS Wellness Expo

### Santa Clara County

- 4/29 - [Provider Overview Webinar](#) - **public event**
- 4/30 - [Cal MediConnect Information for IHSS Beneficiaries and Providers](#) - **public event**
- 5/6 - [Provider Overview Webinar](#) - **public event**
- 5/6 - Presentation for residents of Monte Vista, a MidPen Property
- 5/7 - Presentation for residents of Grinzton Plaza, a MidPen Property
- 5/7 - [Neighbors Helping Neighbors](#) (presentations, question-and-answer session) - **public event**
- 5/7 - Social Workers in the Library, San Jose Public Library
- 5/11 - American Diabetes Senior Camp at Seven Trees Community Center

- 5/12 - IHSS Social Workers Update Training
- 5/12 - Provider presentation at the Santa Clara County Medical Association
- 5/13 - [Cal MediConnect Overview Webinar for IHSS beneficiaries, their caregivers, and their families](#) - **public event**
- 5/19 - [Provider Overview Webinar](#) - **public event**
- 5/28 - Presentation for Santa Clara County Pharmacy Association

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## New to CalDuals

### Updates to CalDuals.org

- A new **Enrollment Chart** is available on the [Enrollment Data](#) page.