Coordinated Care Initiative Outreach Update

July 9, 2015

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Quick Links

CalDuals

Recent Outreach Events

Inland Empire Provider Summit Engages Participating Providers in Riverside and San Bernardino Counties

6/23 - More than 180 providers and their staff attended the Department of Health Care Services' **Inland Empire Cal MediConnect Providers Summit** in Riverside. The Summit featured

Physician Toolkit

for providers

Outreach Toolkit

for beneficiaries

Webinars and Educational Videos

All stakeholders

Enrollment Materials

Sample materials

Enrollment Data

Contact Information

All health plans, HICAP, Health Care Options, etc.

Commonly Used Abbreviations

CCI - Coordinated Care Initiative

discussions around best practices in care coordination, integrating home and community based services, leveraging community resources, and engaging consumers in their care. All materials, including contact information for Cal MediConnect plans in Riverside and San Bernardino, can be found online at **www.calduals.org/summit**.

Orange County

6/29 - Social workers, behavioral health providers, and marriage counselors from **Orange County Mental Health and Older Adult Services** department in Santa Ana learned about OneCare Connect. The presentation covered the benefits of coordinated care, the timeline for enrollment, and continuity of care. Attendees asked questions about how and when beneficiaries enroll in Orange County and how continuity of care is accessed. Many are already hearing questions from their clients about the new health plan.

DHCS - Department of Health Care Services

MLTSS - Managed Long-Term Services and Supports

PACE - Program of All-inclusive Care for the Elderly

LTSS - Long-Term Services and Supports

IHSS - In-Home Supportive Services

CBAS - Community-Based Adult Services

MSSP - Multipurpose Senior Services Program

Duals - Shortened version of 'dually eligible beneficiaries', which refers to someone who has both Medicare and Medi-Cal

Santa Clara County

6/24 - Beneficiaries served by the **Santa Clara Valley Blind Center** learned about Cal MediConnect during one of the center's consumer education classes. Topics covered included the difference between Medicare and Medi-Cal, Cal MediConnect program details, the enrollment process for Santa Clara County, and the available health plans. Following the presentation, attendees had the opportunity to ask specific questions about the program and share their experiences with Cal MediConnect.

Other Recent Events

Statewide

- **6/18** - DHCS held June's monthly telephone town hall to further educate beneficiaries who had recently received their 60-day notices, Guidebooks, and Choice Books. Beneficiaries learned about the CCI and enrollment process, and had their questions answered by outreach staff. Telephone town halls occur each month and are broadcast in both English and Spanish. [Click here to hear recordings of previous town hall meetings.](#)

Los Angeles County

- **6/9** - In collaboration with the **City of Los Angeles' Housing Authority, Health Net** held a Community Advisory Committee meeting. As part of the meeting, attendees - including seniors from diverse ethnic backgrounds, senior advocate groups, clinic representatives, and wellness center staff - received a CCI presentation. Afterwards, attendees asked how enrollment works after passive enrollment ends, about benefits of the program, and how care coordination works. Finally, providers and agency representatives in the audience received copies of the CCI Physician Toolkit.

- **6/10** - Medical students at **Western University of Health Sciences'** campus gathered to learn about the CCI. In addition to overview information, the students learned the role of physicians in coordinating care as part of Cal MediConnect, the benefits of care coordination, and how this new program can help eligible beneficiaries access their Long-Term Services and Supports. Other topics included continuity of care and the implications of the program for physicians.

- **6/10** - The provider network team at **Preferred IPA in Glendale** received a presentation. The discussion centered on strategies that the team can use to help providers be as effective as possible in educating beneficiaries and their caregivers about the program. The attendees received copies of the CCI Physician Toolkit to distribute to their members and staff.

- **6/10** - The leadership and staff of the **Little Tokyo Service Center** in Los Angeles received a CCI presentation. In addition to an overview of the program, the discussion focused on Cal MediConnect's benefits, the value of care coordination, and continuity of care guidelines. Following the presentation, attendees received additional resources to help seniors they work with.

- **6/16** - Members of the **Culver City Senior Center** received print materials about Cal MediConnect, which included information about the program, health plan contact information, and phone numbers for Health Care

Options, the local HICAP, and the Cal MediConnect Ombudsman. Outreach staff were also present to answer questions from members.

- **6/24** - Providers across Los Angeles attended a **provider-specific webinar** to learn more about Cal MediConnect. Among other topics, attendees learned how plans work with non-contracted providers through continuity of care, that they do not need to be contracted with Medi-Cal plans in order to bill them for the Medi-Cal portion of claims, and how providers and beneficiaries can each benefit from Cal MediConnect.

- **6/30** - Pharmacy, billing, provider relations, and other staff members at **Acute Care Alternatives** received a training on the CCI. Detailed information on billing, authorizations, continuity of care, and authorized representatives was shared. Among other questions, attendees asked about the Medi-Cal health plan option available to beneficiaries in Orange County. Outreach staff also provided fact sheets with telephone resources and further information about health plan benefits.

- **6/30** - Social workers at **High Desert Hemodialysis** in Palmdale received a CCI presentation. Along with overview information, attendees learned about enrollment choices and timelines, care coordination, continuity of care, billing, and other resources. Attendees received copies of the CCI Physician Toolkit and other resources for beneficiaries.

- **7/1** - Front office and billing staff of **Maged F. Ayad, M.D.** in Burbank received a CCI presentation. The information about continuity of care, Cal MediConnect benefits, and the basic qualifications for joining the new health plans were of particular interest to attendees. The staff received copies of the CCI Physician Toolkit and informational materials for the beneficiaries they work with.

Orange County

- **6/11** - Staff from local community organizations and advocates attended the first CCI **advocate-specific webinar** for Orange County. Co-sponsored by the Orange County Aging Services Collaborative, the webinar provided an overview of the CCI. Attendees learned more about how Cal MediConnect works in Orange County, that the program's name in Orange is OneCare Connect, and how they can help inform seniors and people with disabilities about the program.
- **6/12** - Pharmacists and staff of **Biologic Infusion Pharmacy** in Cypress received a CCI presentation. In addition to overview information, the presentation focused on the value of coordinated care, beneficiary health

plan options, Cal MediConnect's benefits, and continuity of care protections.

- **6/17** - At the **CalOptima Physician Forum**, physicians learned more about OneCare Connect. Outreach staff explained Cal MediConnect plan specifics, including the care coordination benefit and continuity of care. Attendees also received copies of the CCI Physician Toolkit as reference guides for use with their patients.
- **6/17** - The marketing team for **Lorian Home Health** received a presentation about OneCare Connect. Attendees learned about the enrollment timeline, continuity of care, payment under OneCare Connect, and the resources available for eligible beneficiaries.
- **7/2** - Beneficiaries received an in-depth presentation on the CCI at the **AIDS Foundation of Orange County.** Questions on all aspects of the program were addressed, including enrollment timing, notices, coordinated care, additional benefits under OneCare Connect, continuity of care, and relevant resources for the dual eligible population.

San Diego County

- **6/9** - The Patient Retention Team at **Synermed** received a CCI presentation. Along with other topics, attendees learned about Cal MediConnect's approach to coordinated care, the enrollment process, and program benefits for beneficiaries and providers. Following the presentation, attendees received copies of the CCI Physician Toolkit.

- **6/16** - Volunteers and staff at **AARP's monthly Community Action Team meeting** received a presentation. Topics focused on the health plan options available to beneficiaries, the benefits of Cal MediConnect, and how care coordination benefits seniors and people with disabilities. Following the discussion, attendees collected fact sheets with more information.
- **6/24** - Staff at **TeleCare Age Wise** attended a CCI presentation and joined in the discussion that followed. The presentation focused on Cal MediConnect's benefits and the enrollment process for people who wish to voluntarily join the program. Outreach staff also discussed how behavioral and mental health benefits work with Cal MediConnect.
- **7/2** - The regional leadership and staff of **United Domestic Workers of America (UDW)** in San Diego received a CCI presentation. The presentation's focus was the value of Cal MediConnect for IHSS caregivers and beneficiaries. Following the presentation, attendees asked questions about many topics, including continuity of care and how it works, post-passive enrollment processes, and how care coordination can benefit IHSS beneficiaries.

Santa Clara County

- **6/15** - At the **Gilroy Senior Center's monthly Advisory Group meeting**, senior advocates received a presentation. The audience asked questions about eligibility, beneficiary protections, and benefits of the program. At the conclusion of the meeting, participants offered additional outreach ideas, including connecting with senior housing communities in Gilroy which could also benefit from Cal MediConnect information.

- **6/17** - Community members and stakeholders attended the quarterly **Santa Clara County Stakeholder Meeting** at the Santa Clara Family Health Plan offices. Health plans provided enrollment and logistics updates, the Santa Clara Communications Committee provided information about past and future outreach, and the Ombudsman provided information about recent calls and activity. If you are interested in joining the next Stakeholder Meeting in Santa Clara County, please contact Lori Anderson, LAnderson@scfhp.com.

- **6/24** - Outreach staff and **On Lok PACE** staff partnered with **Our Lady of Guadalupe Church** to deliver information about Cal MediConnect for English- and Spanish-speaking parishioners who attended the church's biweekly clinical services van provided by the **Gardner Clinic**. Participants collected Cal MediConnect outreach materials and had the opportunity to ask questions.

- **7/2** - Outreach staff and Cal MediConnect health plans in Santa Clara collaborated with Dan Sinh Media for a **Vietnamese-Language PSA.** The session will be aired over the radio, online, and on TV. The PSA aims to bring important CCI information to Vietnamese-speaking audiences, with the goal of providing resources to eligible benefices and their families and caregivers.

Looking Ahead

Statewide
- 7/14 - Physician and Provider CCI Webinar - **public event**
- 7/16 - July 2015 Monthly CCI Stakeholder Update Call - **public event**
- 7/28 - Physician and Provider CCI Webinar - **public event**

Los Angeles County

- 7/10 - [Health Net event in Whittier](#) - **public event**
- 7/12 - [Health Net event in Los Angeles](#) - **public event**
- 7/13 - [Health Net event in Mission Hills](#) - **public event**
- 7/13 - [Health Net event in Pasadena](#) - **public event**
- 7/13 - [Health Net event in Pasadena](#) - **public event**
- 7/13 - [Health Net event in Long Beach](#) - **public event**
- 7/13 - [Health Net event in Mission Hills](#) - **public event**
- 7/14 - [Health Net event in Long Beach](#) - **public event**
- 7/14 - [Health Net event in Canyon Country](#) - **public event**
- 7/14 - [Health Net event in Los Angeles](#) - **public event**
- 7/15 - [Health Net event in Carson](#) - **public event**
- 7/15 - [Health Net event in La Puente](#) - **public event**
- 7/15 - [Health Net event in Canyon Country](#) - **public event**
- 7/15 - [Health Net event in Arcadia](#) - **public event**
- 7/15 - [Health Net event in Los Angeles](#) - **public event**
- 7/16 - [Health Net event in Santa Clarita](#) - **public event**
- 7/16 - [Health Net event in Duarte](#) - **public event**
- 7/16 - [Health Net event in Long Beach](#) - **public event**
- 7/17 - [Health Net event in Santa Clarita](#) - **public event**
- 7/17 - [Health Net event in Hawthorne](#) - **public event**
- 7/17 - [Health Net event in West Covina](#) - **public event**
- 7/18 - [Keiro Genki Conference: Caregiver's Edition and Resource Fair](#) (Japanese, English) - **public event**
- 7/20 - [Health Net event in Lancaster](#) - **public event**
- 7/20 - [Health Net event in Mission Hills](#) - **public event**
- 7/20 - [Health Net event in Mission Hills](#) - **public event**
- 7/21 - [Health Net event in Cerritos](#) - **public event**
- 7/21 - [Health Net event in Inglewood](#) - **public event**
- 7/21 - [Health Net event in Los Angeles](#) - **public event**
- 7/21 - [Health Net event in Santa Clarita](#) - **public event**
- 7/22 - [Health Net event in Carson](#) - **public event**
- 7/22 - [Health Net event in Canyon Country](#) - **public event**
- 7/22 - [Health Net event in Los Angeles](#) - **public event**
- 7/22 - [Health Net event in Los Angeles](#) - **public event**
- 7/23 - [Health Net event in Compton](#) - **public event**
- 7/24 - [Health Net event in Hawthorne](#) - **public event**
- 7/24 - [Health Net event in Vista](#) - **public event**
- 7/27 - [Health Net event in Mission Hills](#) - **public event**
- 7/27 - [Health Net event in Mission Hills](#) - **public event**
- 7/28 - [Health Net event in Los Angeles](#) - **public event**
- 8/11 - Presentation for the City of Torrance Commission on Aging

Orange County
- 7/17 - [CalOptima Joint Member and Provider Stakeholder Meeting](#) - **public event**
- 7/21 - [CalOptima event at City of Brea Senior Center](#) - **public event**
- 7/24 - CalOptima Open Forum - **public event**

San Diego County
- 7/9 - AARP Community Action Team Meeting, Metro San Diego
- 7/14 - AARP Community Action Team Meeting, Chula Vista

Santa Clara County

- 7/18 - Gilroy Senior Center Filipino American Club's Annual Summer Barbeque - **public event**

- 8/12 - Community Child Care Council of Santa Clara County

New to CalDuals

Updates to CalDuals.org

- **Orange County enrollment materials** are now available on the [Enrollment Materials](#) page.