Weekly Update
Coordinated Care Initiative Outreach Weekly Update

June 2, 2015

[Click here for an accessible version of this update.](#)

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 atinfo@calduals.org - we'll include it!
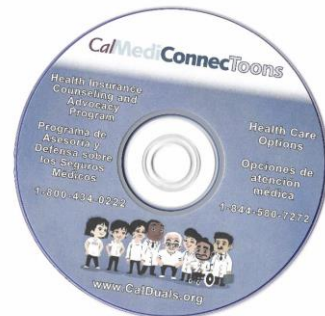
CalDuals

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 with your name, mailing address, and number of DVDs desired.

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

Coordinated Care Initiative Recent Outreach Events

Chula Vista's Commission on Aging Learns More About the CCI

5/13 - Outreach staff presented to members of the **Chula Vista Commission on Aging** at Park Senior Center in San Diego. The presentation focused on the value of care coordination under Cal MediConnect, the plans available in San Diego County, and the process for eligible beneficiaries to sign-up for Cal MediConnect. The Commission on Aging meets the 2nd Wednesday of every other month and many beneficiaries and their caregivers from Chula Vista attend these meetings.

Santa Clara County

5/12 - The **Santa Clara County Medical Association** hosted a CCI presentation for their members, featuring representatives of Santa Clara Family Health Plan and CCI outreach staff. The presentation provided overview information about Cal MediConnect and the health plan representatives helped staff understand authorizations, contracting, continuity of care, and how to engage with the Cal MediConnect plans in Santa Clara County.

Physician Toolkit

(for providers)

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

San Bernardino County

5/14 - Outreach staff presented to **Certified Enrollment Counselors** at the **Inland Empire Healthcare Enrollers Luncheon**. Attendees received information on participating plans in Riverside and San Bernardino counties, along with information about Cal MediConnect's additional benefits. Attendees asked questions about the enrollment process, continuity of care, and resources available to beneficiaries. The Inland Empire Enrollers Luncheon provides Certified Enrollment Counselors with brief updates on Covered California, Medi-Cal, and other topics related to health care.

Other Recent Events

Statewide

- **5/12** - Providers and their staff attended a **provider-specific webinar.** Attendees included primary care physicians, clinical staff, and behavioral health providers from Orange, Los Angeles, and San Diego counties. The presentation covered many topics, including billing, crossover claims, continuity of care, and authorized representative issues. Provider webinars are available each month, with the next happening on June 9th. Click here to sign up for upcoming of these webinars.
- **5/21** - DHCS held May's monthly **Telephone Town Hall Call** to further educate beneficiaries who had recently received their 60-day notices, Guidebooks, and Choice Books. Over 250 beneficiaries joined the call, learned about the CCI and enrollment process, and had their questions answered by state outreach staff. Town hall calls occur each month and

are broadcast in both English and Spanish. [Click here to hear recordings of previous Telephone Town Hall Meetings](#).

- **5/26** - May's second **provider-specific webinar** was held for doctors, medical providers, and their staff. Attendees included representatives of primary care and specialty care organizations from Orange, Los Angeles, and San Diego counties. The presentation covered many topics, including billing, crossover claims, continuity of care, and authorized representative issues. This presentation is given twice a month and future presentations will be held June 9th and June 23rd. Webinars are open to all medical providers and their support staff in CCI counties. [Click here to sign up for one of these webinars](#).

Los Angeles County

- **5/13** - Residents at **Plymouth West Apartments** in Long Beach received a Cal MediConnect presentation during their monthly coffee and tea hour. Many of the residents had questions about enrollment as well as the integration of long-term services and supports. Others had questions about the Choice Form and what to do if they chose to not join a Cal MediConnect plan. Outreach staff provided attendees with contact information for Health Care Options, HICAP, the participating Cal MediConnect plans, and the Cal MediConnect Ombudsman.
- **5/14** - Undergraduate students attending **Cal State University of Los Angeles' School of Social Work** received a CCI presentation. Many of the students work with organizations that help elderly populations, and learning about the program will help them field questions they receive. The presentation covered the enrollment options for Cal MediConnect, the enrollment timeline, notices, and the resources available in the community for those who have more questions.
- **5/14** - In collaboration with **the City of Monterey Park's Langley Center**, **California Senior Leaders Alliance (CSLA)** and **Justice in Aging** held a CCI workshop in English and Chinese. Event organizers provided attendees with materials in Chinese, English and Spanish. Among other topics, participants learned about new health plan options under the CCI and about picking a managed Medi-Cal plan if they choose to not join Cal MediConnect or if they are Medi-Cal only. This well-attended workshop was the second one offered at this location for Chinese speaking beneficiaries.
- **5/16** - The **Alliance Nursing and Rehabilitation Skilled Nursing Facility** in El Monte hosted a free public health fair event for its patients, their family members, and other community members. During the fair, state outreach staff distributed informational materials in several languages and answered questions from attendees.

- **5/19** - Staff members from **Blue Shield of California** received a CCI presentation. Attendees learned about the enrollment timeline, notices, and external resources available for people who qualify for either of the new health plan options. Attendees asked questions on many topics, including continuity of care, the benefits of Cal MediConnect, and how beneficiaries enroll into the program.
- **5/20** - Case managers and social workers at **Long Beach Memorial Medical Center** participated in a training about the CCI. The presentation covered the enrollment timeline and process, billing, authorizations, continuity of care, and information on becoming an authorized representative. The presenter also discussed the Medi-Cal option available through the CCI, answered attendee questions, and distributed informational materials.
- **5/22** -Clinical and office staff from **Hope International Hospice** received a presentation. Staff learned about the options available to those eligible for Cal MediConnect, how enrollment works, the noticing process, and resources available to beneficiaries, such as the HICAP, Health Care Options, and the Cal MediConnect Ombudsman.
- **5/28** - Staff from **BrightStar Insurance** received a presentation about the CCI. Attendees learned about the enrollment timeline, notices, and the resources available to those who needs more information about the program**.**
- **5/29** - Staff from **Silva Insurance** received a CCI presentation. Among other topics, the presentation covered the enrollment options for those eligible to participate in the program and the benefits of the program. Attendees asked questions about many topics, including balance billing and continuity of care.

Orange County
- **5/13** - Beneficiaries and staff of the **AIDS Services Foundation of Orange County** received a Cal MediConnect overview presentation. The presentation covered details about OneCare Connect and CalOptima, and the presenter fielded questions about OneCare Connect benefits, the enrollment timeline, notices, continuity of care, becoming an authorized representative, and where to call for enrollment and other questions. Participants also received resources about beneficiary protections.
- **5/15** - The Alzheimer's Association and Visionary Women Celebrating Caregivers hosted the **9th Annual Caregivers Luncheon** at Rancho Las Lomas. State outreach staff discussed the state's outreach services and resources available to beneficiaries, providers, and other stakeholders.
- **5/19** - Social workers and case managers at **Satellite Healthcare Inc.,** received a CCI presentation. Attendees learned about OneCare Connect, how enrollment works in Orange County, and asked questions about

enrollment, the enrollment timeline, and continuity of care. Following the presentation, participants received copies of the CCI Physician Toolkit, along with other beneficiary resources.

- **5/21** - Social workers, administrative assistants, clinical managers, and the Regional Director at **Avantus Renal Therapy/Newport Mesa Dialysis** received a presentation on the CCI and OneCare Connect. Presentation topics included the enrollment timeline, noticing process, the benefits of the program, and resources available to beneficiaries.
- **5/22** - The **Coastal Region Patient Liaison team of HealthCare Partners** in Huntington Beach received a CCI presentation. Topics discussed included care coordination, continuity of care, and resources available for providers and beneficiaries. Attendees asked questions about many topics, including how continuity of care works, billing under the CCI, and how to engage with the plan in Orange County.
- **5/28** - Case management, Appeals & Grievances, Quality, Disease Management and HEDIS staff at **Easy Choice Health Plan** received a CCI presentation. Attendees learned about the CCI in Orange County, asked questions, and received provider-specific fact sheets.

Riverside / San Bernardino Counties

- **5/14** - Outreach staff presented for **Certified Enrollment Counselors** at the **Inland Empire Healthcare Enrollers Luncheon**. Attendees received information on participating plans in Riverside and San Bernardino counties, along with information about Cal MediConnect's additional benefits. Attendees asked questions about the enrollment process, continuity of care, and resources available to beneficiaries. The Inland Empire Enrollers Luncheon provides Certified Enrollment Counselors with brief updates on Covered California, Medi-Cal, and other topics related to health care.

San Diego County

- **5/12 -** Durable medical equipment providers and staff at **Mission Medical Supply and Viet Pharmacy** in City Heights received a CCI presentation. Topics discussed included the benefits of coordinated care, continuity of care and how it impacts pharmacy providers, and what services are covered for beneficiaries. Attendees asked questions about contracting with Cal MediConnect plans, how to access continuity of care, and what resources are available for beneficiaries.
- **5/12** - The care coordination team at **Family Health Centers** in City Heights received a Cal MediConnect presentation. Attendees learned the

specifics about the CCI and how to access resources and materials for the beneficiaries they work with. Attendees also received copies of the CCI Physician Toolkit.

- **5/13** - Outreach staff presented during the **San Diego OASIS Program** event at Point Loma Library in San Diego. Attendees were beneficiaries and caregivers who are residents of nearby communities. The presentation covered the value of Cal MediConnect's care coordination and other important aspects of the program, and attendees had the opportunity to ask questions on many topics, including how the program works and how to access continuity of care protections.
- **5/19** - AARP volunteers and staff received a CCI presentation at their monthly **Community Action Team** meeting in Chula Vista. Among other topics, the presentation focused on the value of care coordination, balance billing questions, and continuity of care provisions. Outreach staff also distributed informational materials to attendees.
- **5/21** - The Mayor's Outreach and Education staff at the **National City Mayor's office** in San Diego received a CCI presentation. The presentation highlighted the benefits of care coordination, as well as government agencies' role in outreach to people who qualify for the program, their caregivers, and front-line providers. The staff also received informational resources about the program.
- **5/26** - A CCI presentation was provided during the **South County Action Network meeting** held at San Diego County Library in Bonita. The presentation focused on what providers and caregivers need to know around coordinated care, continuity of care, and balance billing.

Santa Clara County

- **5/12** - **Santa Clara County IHSS social workers** received a CCI training. Among other topics, the training focused on how enrollment into Cal MediConnect does not change IHSS services or the way they're delivered. The staff learned about the counseling resources available to their clients through Sourcewise (the local HICAP) and other beneficiary resources.
- **5/12** - The **Mountain View Senior Center** hosted its annual Senior Health Fair. Exhibitors shared health information with the seniors and caregivers in attendance. State outreach staff were present to talk about Cal MediConnect and answer questions about program. Attendees asked questions about many topics, including eligibility, the enrollment process, where to find provider directories, and where to find additional help and counseling. Many of the service providers at the fair were also interested in learning more about Cal MediConnect so they can connect clients to the correct resources when they encounter questions.

- **5/19 - Providers across Santa Clara** attended an informational, physician-specific webinar. In addition to covering general CCI information, the webinar focused on understanding continuity of care protections, billing under the CCI, how to contract with Cal MediConnect plans, and other important details specific to providers.
- **5/27** - Social work staff from the **Community Service Agency** of Mountain View received a presentation. The information shared focused on the benefits of Cal MediConnect, the enrollment timeline, how to connect beneficiaries to counseling resources, and how to access care coordination services through Cal MediConnect plans.
- **5/27** - Social work and intake staff from **Grace ADHC** in Sunnyvale received a CCI presentation. Attendees were provided with an overview of the program, the enrollment timeline, and continuity of care protections. Attendees asked questions about many topics, including what resources were available for beneficiaries and their caregivers and how beneficiaries can find out if their doctors are part of Cal MediConnect plan networks.
- **5/28** - The **Santa Clara County Pharmacy Association** received a Cal MediConnect presentation during its annual continuing education dinner. Attendees learned what populations are eligible for the program, the enrollment process, and how to connect beneficiaries to resources to answer their questions.
- **5/28** - Medical providers and their staff in Santa Clara attended a **provider-specific webinar**. Attendees asked questions about enrollment options, resources available for decision-making, and the program's care coordination system.
- **5/29** - **Dan Sinh Media** filmed a Cal MediConnect discussion aimed at being broadcast across multiple Vietnamese language media outlets. Physicians, health plan representatives, and CCI experts explained the program's eligible population and goals. The program will be aired in the near future on Vietnamese media stations, including Dan Sinh Radio, Little Saigon Radio, Viet Nam Tu Do Radio, Dai Phat Thanh Viet Nam, Voice of the Bay, Vietoday TV, and Net Viet TV.

Looking Ahead

Statewide
- 6/9 - [Webinar for physicians and other providers](#) - **public event**
- 6/23 - [Physician and Provider CCI Webinar](#) - **public event**

Los Angeles County

- 6/2 - CCI Presentation - Alta & Kindred Hospitals' Physician Dinner
- 6/4 - HealthCare Partners presentation for patient liaison staff
- 6/6 - Presentation at Feria de Salud
- 6/9 - Presentation at Health Net's Los Angeles County Community Advisory Committee Meeting - **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

- 6/3 - Cal Optima OC Head Start Health Services Advisory Committee at Orange County Head Start
- 6/3 - Orange County Aging Services Collaborative
- 6/10 - CalOptima Community Alliances Forum (for community-based organizations and health care providers) - **public event**
- 6/11 - Webinar for Orange County Community Based Organizations and Advocates - **public event**
- 6/17 - CalOptima Physician Forum (for non-contracted and contracted physicians) - **public event**
- 6/18 - Webinar for Orange County Community Based Organizations and Advocates - **public event**
- 6/18 - CalOptima presentation at Flower Park Plaza for residents
- 7/2 - AIDS Foundation of Orange County (Spanish)

Riverside / San Bernardino Counties

- 6/10 - Western University of Health Sciences

San Diego County

- 6/2 - Chula Vista Mayor's Office Meeting
- 6/3 - San Diego Advisory Committee Meeting

Santa Clara County

- **June Provider Webinar Series -** Clinical staff, office staff, and senior service providers are welcome to register for any of these sessions, held

weekly on Wednesdays throughout the month of June. These webinars will provide program overview information, as well as information about continuity of care, general billing explanations, and more. Please click here to register.

- **June Beneficiary and Caregiver Webinar Series** - Intended to assist patients, in-home caregivers, and senior service providers in understanding this new healthcare option, these webinars will also provide a program overview, an explanation of the enrollment process and materials, and a list of useful resources. Please click here to register.

New to CalDuals

Updates to CalDuals.org

- An updated **balance billing fact sheet** is available in the OutreachToolkit.

- Audio recordings of the **April Stakeholder Call** (in English) and **April Telephone Town Hall Meeting** (in English and Spanish) have been posted to the Audio page.

- **Orange County enrollment materials** are now available on the Enrollment Materials page.