California’s Coordinated Care Initiative Monthly Update.

July 2016.

This update includes important program updates and recent outreach events about the Coordinated Care Initiative, or CCI for short, in all seven participating CCI counties.

Important Updates.

Updated Continuity of Care Provider Bulletin.

This week, The Department of Health Care Services (DHCS) issued an updated [continuity of care provider bulletin](http://www.calduals.org/wp-content/uploads/2016/07/ContOfCare-Provider-Bulletin_7-19-16_Updated.pdf), which explains how current out-of-network physicians can continue seeing Cal MediConnect beneficiaries, as well as the process to bill the correct entity for payment. It also provides helpful information on balance billing. Click [here](http://www.calduals.org/2016/07/25/updated-continuity-of-care-provider-bulletin/) to read more.

July CCI Stakeholder Call.

DHCS hosted the July 2016 CCI stakeholder call on Thursday, July 21st. [Click here for information from the call](http://r20.rs6.net/tn.jsp?t=jagy6byab.0.0.uqnknojab.0&id=preview&r=3&p=http%3A%2F%2Fwww.calduals.org%2Foutreach%2Faudio%2F) for information from the call, including a recording. As always, if you have questions related to the call or would like to suggest future topics, please email us at info@calduals.org.

Evaluation Data.

The University of California recently released a report on its ongoing analysis of Cal MediConnect. The report features interviews with health plans, providers, stakeholders, and beneficiaries. It highlights the promise of care coordination offered by Cal MediConnect, and the increased collaboration between the various entities in the health care system. It also highlights areas for improvement, including several that DHCS is currently taking steps to improve as part of the comprehensive strategy for 2016. More information is available [here](http://www.calduals.org/2016/07/22/new-cal-mediconnect-evaluation-results/).

Enrollment Data.

A new set of enrollment data through June 1st is available [here](http://www.calduals.org/enrollment-information/enrollment-data/).

CCI Outreach.

Select Outreach Events from June.

Los Angeles County.

June 7: Case management staff at Santa Anita Family Services learned more about Cal MediConnect during a presentation. The information focused on Cal MediConnect’s benefits, the opportunity for care coordination, and an update about the enrollment process and continuity of care provisions. Attendees received resources to help them support the beneficiaries with whom they work.

June 17: During Fontana Senior Community Center’s resource fair, state outreach staff provided an information table with numerous resources and gave presentations throughout the day. Attendees received informational materials specific to their needs, including such topics as the enrollment process, balance billing, continuity of care, and various other options.

June 22: The state outreach team collaborated with The Angelus Plaza Senior Activity Center and Good Samaritan Hospital to host a CCI health and resource fair for seniors and caregivers. Over 200 beneficiaries attended the event and learned about the CCI, received resources from local organizations, and were given free health screenings. The health fair featured CCI presentations in Chinese, Korean, Spanish, and English. Seniors had the opportunity to have their questions answered by a wide variety of CCI experts and service providers. The event was a great success due to the diverse participating organizations and the many volunteers who helped seniors (a majority of whom were monolingual) learn meaningful information and ask questions based on their unique, personal situations.

June 25: An informational table at a Health and Wellness Fair at The Placita Olvera helped seniors and caregivers in attendance learn more about the CCI and Cal MediConnect. Many dually eligible beneficiaries visited the booth to ask questions and pick up important informational materials about the program. Attendees were interested in topics such as the available health plan options, the benefits of care coordination, how authorizations work, what to do if they’re receiving a bill from a provider, and the enrollment process.

Orange County.

June 4: Vietnamese-speaking beneficiaries attended the OneCare Connect Town Hall event at the Salgado Community Center to learn more about the CCI. Supervisor Andrew Do (Orange County) addressed the attendees and spoke about the many benefits of OneCare Connect. Dr. Khanh Bao Nguyen, a OneCare Connect provider, shared how the plan helps people better coordinate their health services and the benefits of care coordination. In addition to the panel presentation and discussion, informational tables from local community-based organizations and other agencies provided valuable information for the attendees. Special thanks to all of our partners who made this an impactful event for seniors in the Vietnamese community in Orange County: Supervisor Andrew Do (Orange County), Councilmember Sal Tinajero (City of Santa Ana), Board Member Cecilia “Ceci” Iglesias (Santa Ana Unified School District), Regal Medical Group, HICAP, The Legal Aid Society of Orange County, CalOptima, ADOC Medical Group, Orange County Aging Services Collaborative, United Care Medical Group and HealthCare, Family Choice, and Alzheimer’s Orange County.

San Diego County.

June 23: State outreach staff trained the Health Care Navigation Team at 211 San Diego on the CCI and Cal MediConnect. The presentation covered the program’s features and benefits, the health plans available, and included an in-depth discussion of topics such as continuity of care and the positive impact of coordinated care and how it works.

Other Recent Outreach Events.

Los Angeles County.

June 4: CCI presentation at the Golden Years 55+ Senior Expo.

June 8: CCI presentation at St. Barnabas Hollywood Senior Center.

June 16: Informational table for beneficiaries and caregivers at The White House Initiative on Asian Americans and Pacific Islanders.

June 16: Monthly CCI Webinar for Advocates.

June 17: Monthly CCI Webinar for Providers.

June 21: Informational table at "Bee Smart, Bee Safe! Protect Yourself from Elder Abuse Workshop" at El Dorado Park Senior Center.

June 21: Presentation for Spanish-speaking beneficiaries with the Mexican American Opportunity Foundation at The Wellness Center.

June 23: Informational table at the Mexican American Opportunity Foundation's Care Givers Conference.

June 24: Informational table for beneficiaries and service providers at Homeless Care Days.

June 24 to 25 – Sharing information at the Native Hawaiian and Pacific Islander Health Summit.

Orange County.

June 6: OneCare Connect discussions with the Vietnamese-American Community Pharmacists Association and United Care Medical Group.

June 6: Presentation for staff of Little Saigon Pharmacy.

June 6: Presentation for staff of Dr. Vu’s medical practice.

June 22: Monthly CCI Webinar for Providers.

June 28: Monthly CCI Webinar for Advocates & Stakeholders.

June 30: Presentation at Give for a Smile.

Riverside and San Bernardino Counties.

June 15: Monthly CCI Webinar for Providers.

June 20: Monthly CCI Webinar for Providers.

June 21: Monthly CCI Webinar for Advocates.

June 22: Presentation for Behavioral Health and Family Advocate Staff at Riverside University Health System.

June 23: Presentation for case managers with Molina and Inland Empire Health Plan.

San Diego County.

June 1: South County Senior Providers Meeting.

June 2: Presentation at the San Diego Council on Aging.

June 3: Presentation for caregivers at St. Paul's PACE Plaza’s Caregiver Coalition.

June 15: CCI discussion at 2016 Aging Summit in San Diego.

June 27: Presentation for beneficiaries and staff at Point Loma Convalescent Skilled Nursing Facility.

Santa Clara County***.***

June 2:  Presentation for staff at Quality Respite and Home Care.

June 3: Presentation for staff at Right at Home Senior Home Care Service.

June 7: Presentation for staff at Interim Health Care.

Future CCI Outreach.

[For a list of future outreach events, please click here](http://www.calduals.org/outreach/calendar-2/action~agenda/cat_ids~204,205,153,159,162,161,200,155,202,199/request_format~html/).

Provider Webinars.

Please join us for free CCI webinars designed for providers. These recurring webinars provide an overview of the program and key information for providers, including details about beneficiary and provider protections, care coordination, billing, contracting, and how beneficiaries and providers can benefit from the program. To register for August webinars and other upcoming webinars, please use the links below.

* [Webinars for Los Angeles County Providers.](https://attendee.gotowebinar.com/rt/1831646008714346241)
* [Webinars for Orange County Providers.](https://attendee.gotowebinar.com/rt/472765086960399619)
* [Webinars for Riverside and San Bernardino County Providers.](https://attendee.gotowebinar.com/register/7063573133438959873)
* [Webinars for San Diego County Providers.](https://attendee.gotowebinar.com/register/3039153868283529475)
* [Webinars for Santa Clara County Providers.](https://attendee.gotowebinar.com/rt/1725078043059035138)

If you would like a free presentation or training about the CCI for you, your staff, or anyone else interested in learning about the program, [click here to fill out a request form.](https://harbageconsulting-my.sharepoint.com/personal/alex_harbageconsulting_com/_layouts/15/WopiFrame.aspx?guestaccesstoken=Sctdd1PK%2bfkmyynWG5bFdocDm36gse%2fc5MnjzlF%2fYsY%3d&docid=1_1bd499e96318c45a187cdafe4838562fc&wdFormId=%7BF7AB956E-9E31-4A87-8175-A07D80CFAB3A%7D&action=formsubmit)

Resources and Links.

If you are a senior, person with disabilities, or caregiver, [click here to access videos about the CCI](http://www.calduals.org/outreach/cci-webinars/) that explain the program more thoroughly.

If you are a provider, [click here to access the CCI Physician Toolkit](http://www.calduals.org/providers/physician-toolkit/), a series of fact sheets that describe the CCI in detail as it pertains to providers.

The Cal MediConnect Hospital Case Manager Toolkit gives guidance, answers common questions, and provides important information about Cal MediConnect to hospital case managers and discharge planners. [Click here to access the Case Manager Toolkit](http://www.calduals.org/wp-content/uploads/2016/02/Case-Manager-Toolkit_-02-05-2016.pdf).

If you or your agency is doing CCI outreach and want it featured in the next update, please email [info@calduals.org](mailto:info@calduals.org) to have it included.

End of CCI Monthly Update.