# California’s Coordinated Care Initiative Monthly Update.

# April 2017.

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

## Important Announcements and Updates.

Robust outreach and education are core parts of the design and implementation of the Coordinated Care Initiative (CCI) and Cal MediConnect. The Department of Health Care Services (DHCS) continues to update and develop new tools to use in outreach and education activities for beneficiaries, providers, and other stakeholders.

Social Worker and Case Manager Resource Guide.

DHCS developed the [Social Worker and Case Manager Resource Guide](http://www.calduals.org/wp-content/uploads/2017/03/Social-Worker-Resource-Guide_3.24.17.pdf) to support social workers and case managers as well as other health advocates and community organizations that engage directly with dual-eligible beneficiaries. This reader-friendly resource guide provides information about the basics of Cal MediConnect health plans, additional benefits provided by Cal MediConnect, and their role in helping coordinate care for their clients.

CCI Information for Advocates.

The new [Advocate CCI presentation](http://www.calduals.org/wp-content/uploads/2017/04/CCI-Advocate-PPT_4-14-17_FINAL.pdf) supports stakeholders who want to better understand the CCI. Advocates can use this slide deck internally to educate their staff and networks. In turn, they can effectively advise beneficiaries on their health care options. Additionally, our statewide outreach coordinators are available to conduct training sessions and answer questions about the presentation.

## Enrollment Data.

A new set of enrollment data through April 1 will be posted [here](http://www.calduals.org/enrollment-information/enrollment-data/) when it becomes available.

## CCI Outreach.

Featured Outreach Events from March.

Los Angeles County.

March 11: An outreach coordinator staffed an informational table during the “My Community Cares Health Initiative” health fair at the Imperial Courts community in Watts. The initiative was created to address issues of health and wealth disparities within underserved communities of Los Angeles. Attendees had the opportunity to learn more about the CCI and have their questions answered.

Santa Clara County.

March 12: An outreach coordinator staffed an informational table for seniors and lower-income community members during the Tzu Chi Medical Foundation’s Spring Health Fair in Milpitas. Attendees learned more about the CCI and were impressed by the plan’s care coordination and additional benefits. Attendees also had access to on-site medical and dental care. Tzu Chi Medical Foundation sponsors three health fairs each year for seniors and lower-income community members.

San Diego County.

March 15: Spanish-speaking beneficiaries, caregivers, and caseworkers took part in a CCI informational forum at Summercrest Senior Center in National City. The panel of speakers included representatives from the Consumer Center for Health Education and Advocacy (Health Insurance Counseling and Advocacy Program), St. Paul’s PACE, and DHCS. The forum provided information in Spanish about Cal MediConnect’s benefits, the options available to beneficiaries, and other resources. Attendees also had the chance to get their questions answered by those knowledgeable about the program.

Los Angeles County.

March 24 to 26: During the Abilities Expo in downtown Los Angeles, hundreds of adults with disabilities, caregivers, and advocates stopped by the CCI table for information about Cal MediConnect, webinars, the Physician Toolkit, and more. The CCI resource table featured resources in various languages and about programs in Orange, Riverside, and San Bernardino counties.

San Diego County.

March 24: Nurses, residential care facility operators, case workers, community advocates, and Filipino-American veterans took part in a CCI presentation during an AARP-sponsored lunch meeting in San Diego. The presentation focused on care coordination, available health plan options, and a caregiver’s experience with the program. Following the presentation, attendees had the opportunity to ask questions and collect additional information.

Riverside County.

March 27: Case managers and social workers at Palm Springs’ Desert AIDS Project attended a CCI presentation, which focused on care coordination, program benefits, continuity of care, and billing. Attendees were then engaged in discussion about aspects of the program and provided additional materials. Desert AIDS Project is a federally qualified health center (FQHC) in Palm Springs that offers primary care, HIV and hepatitis care, dentistry, and behavioral health services.

### Other Recent Outreach Events.

#### Los Angeles County:

March 3: Presentation at the Mental Health Consortium with Congresswoman Grace Napolitano, Irwindale.

March 3: Presentation at the First Annual Western Recovery Conference, Culver City.

March 7: Informational table and presentation at the Pasadena Mental Health Advisory Committee meeting, Pasadena.

March 8: Informational table for seniors and caregivers at Koreatown Senior and Community Center in Koreatown, Los Angeles.

March 9: Presentation to seniors at the Happy Years Club, Montebello.

March 9: Presentation to English- and Korean-speaking seniors at the Tom Bradley Clinic, Los Angeles.

March 14: Presentation to Commissioners on Aging from the City of Torrance, Torrance.

March 15: Presentation to IHSS consumers, providers, and advocates during the California IHSS Consumer Alliance Statewide Call.

March 16: Webinar for Los Angeles County advocates.

March 17: Presentation and informational table for seniors and caregivers at Holy Name of Mary Church, San Dimas.

March 22: Presentation and informational table for Asian American and Pacific Islander advocates at the A3P on Older Adults meeting in Koreatown, Los Angeles.

March 22: Presentation and informational table at A3PCON Mental Health Committee meeting, Los Angeles.

March 24: Informational table for seniors at Fontana Senior Center, Fontana.

Orange County:

March 7: Presentation to Dr. Joseph Chun, Irvine.

March 8: Presentation to seniors and advocates at the Orange County Community Health Initiative meeting, Santa Ana.

March 14: Presentation to health care professionals at the Orange County Global Medical Center, Santa Ana.

Riverside and San Bernardino Counties:

March 3: Presentation to health care professionals at Desert Regional Medical Center, Palm Springs.

March 15: Webinar for Inland Empire advocates.

March 16: Informational table for seniors and caregivers at the Tri-Community 6th Annual Senior Health Fair, Phelan.

March 16: Informational table at the County of San Bernardino DBH Cultural Competency Advisory Committee meeting, San Bernardino.

San Diego County:

March 9: Presentation to seniors and service providers during a CCI forum at the Gary and Mary West Senior Center, San Diego.

#### Santa Clara County:

March 6: Informational table at the Santa Clara Social Engagement and Support Group meeting, San Jose.

March 7: Informational table for seniors and low-income community members at

the Lunchtime Nutrition Program, Mt. Madonna YMCA, Gilroy.

March 8: Informational table for seniors at the County of Santa Clara Transitions, San Jose.

March 13 Informational table for seniors at the Senior Advisory Board meeting, Cupertino.

March 14: Informational table for seniors at Brookdale Senior Living Solutions, San Jose.

March 20: Informational table for seniors at the Senior Advisory Board meeting, Gilroy.

March 24: Presentation for seniors and caregivers at Sacred Heart Community Services, San Jose.

## Future CCI Outreach.

[To view the calendar 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 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 upcoming webinars, please use the links below.

* [Webinar for Los Angeles County Providers](https://attendee.gotowebinar.com/rt/1566309670405311745).
* [Webinar for Orange County Providers](https://attendee.gotowebinar.com/rt/2910043719190394371).
* [Webinar for Riverside and San Bernardino County Providers](https://attendee.gotowebinar.com/rt/6255093442266905091).
* [Webinar for San Diego County Providers](https://attendee.gotowebinar.com/rt/4603347701218210305).
* [Webinar for Santa Clara County Providers](https://attendee.gotowebinar.com/rt/5389781089737281283).

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 want more details about the CCI, [click here to access the Beneficiary Toolkit](http://www.calduals.org/beneficiary-toolkit/).

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

The Cal MediConnect Hospital Case Manager Toolkit provides guidance, answers to common questions, and important information about Cal MediConnect for hospital case managers and discharge planners. [Click here to access the Case Manager Toolkit](http://www.calduals.org/wp-content/uploads/2016/10/Case-Manager-Toolkit_-10_20_16_FINAL.pdf).

To request that copies of the Beneficiary Toolkit or Physician Toolkit be mailed to you, email [info@calduals.org](mailto:info@calduals.org).

[Click here for contact information](http://www.calduals.org/background/contact-us/) on health plans, Health Care Options, and the Health Insurance Counseling and Advocacy Program.

If you or your agency are conducting CCI outreach and would like your event featured in the next update or on the calendar, please email your request to [info@calduals.org](mailto:info@calduals.org).

End of CCI Monthly Update.