Coordinated Care Initiative
Monthly Update: April 2017

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Important Announcements

New Informational Resources

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](#)** 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](#)** 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](#) when it becomes available.

CCI Outreach

Featured Events

Los Angeles County

3/11 - 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

3/12 - 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

3/15 - 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

3/24 - 3/26 - 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

3/24 - 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

3/27 - 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 Events

Click here to view a full list of recent outreach events.

Upcoming Events

To view the calendar of future outreach events, please click here.

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 upcoming webinars, please use the links below.

- [Webinar for Los Angeles County Providers](#)
- [Webinar for Orange County Providers](#)
- [Webinar for Riverside and San Bernardino County Providers](#)
- [Webinar for San Diego County Providers](#)
- [Webinar for Santa Clara County Providers](#)

Request a Presentation

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](#).

Resources & Links

Information for Beneficiaries and Caregivers
If you want more details about the CCI, click the link on the right to review the Beneficiary Toolkit. To request that a toolkit be mailed to you, email info@calduals.org.

Beneficiary Toolkit

Information for Physicians
If you are a provider, click the link on the right to access the Physician Toolkit. The toolkit is a series of fact sheets that describe the CCI in detail as it pertains to providers. To request that a toolkit be mailed to you, email info@calduals.org.

Physician Toolkit

Information for Case Managers

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.

Case Manager Toolkit

Contact

For contact information on health plans, Health Care Options, and the Health Insurance Counseling and Advocacy Program, click the link on the right.

Contact Information

Did we miss something?

If you or your agency are conducting CCI outreach and want it featured in the next update, please email **info@calduals.org**.

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