



Department of
Health Care Services



Coordinated Care Initiative Consumer Resources

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Today's Agenda

- Resources for CCI Beneficiaries
 - HICAPs
 - HCO
 - Ombudsman Program
 - Outreach Coordinators
- Interagency Coordination & Feedback Loops

HICAPs

- In each CCI county, additional federal funding to provide counseling to beneficiaries
- Existing trusted source of information for Medicare beneficiaries

- CCI Call Center
 - Trained on Cal MediConnect and MLTSS
- Quality Controls
 - DHCS oversight
 - Multistep training process
 - Secret shopping

Cal MediConnect Ombudsman

- Launched April 1
- Independent – housed with subcontractors in each CCI county who have ombudsman expertise
- Calls to date:
 - Primarily looking for information about Cal MediConnect
 - Also looking for help navigating managed care

Outreach Coordinators

- In each CCI county
- Working with community groups and local Collaboratives to provide beneficiary and provider focused presentations and outreach

Feedback Loops

- Monthly HICAP surveys, plus regular webinars and conference calls
- Weekly HCO call center calls
- Twice-weekly Ombudsman contractor calls
- Twice-weekly outreach coordinator calls

What are we hearing?

- HICAPs getting lots of calls and appointments
- HCO training updates continue
- Ombudsman helping people navigate program and plans
- Lots of outreach activity – Weekly Update report outs

Questions

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