

What is the Whole Child Model?

If your child is covered by both California Children's Services (CCS) and Medi-Cal, their CCS benefits will be administered differently beginning July 1, 2019.

This means that CalOptima (your Medi-Cal managed care plan) will now authorize and pay for services related to your child's CCS-qualifying condition. This includes things like appointments, services, and treatments with your child's specialists, prescription medications, and durable medical equipment (DME).

WHAT'S CHANGING?

- **CASE MANAGEMENT:** In most cases*, your child will have a new care coordinator (also known as a **nurse case manager or public health nurse**). This is the person who will help your family find specialty care, manage authorizations, and help coordinate care for the *whole child*.
- **AUTHORIZATIONS AND PAYMENTS:** Your providers will now send **authorization requests and bills** to your Medi-Cal managed care plan instead of CCS.



WHAT'S NOT CHANGING?

- **CCS IS NOT GOING AWAY!:** Your child is entitled to the same **CCS benefits**.
- **MEDICAL THERAPY PROGRAM:** The Whole Child Model will not affect how your child receives **Physical Therapy (PT)** or **Occupational Therapy (OT)**.
- **REFERRALS:** **New CCS members** will still be referred through your county CCS office.
- **ELIGIBILITY:** Medical, residential, and financial eligibility requirements will remain the same and your child's **annual review** will still happen through your county CCS office.
- **PROVIDERS & PRESCRIPTIONS:** Following Senate Bill 586, your child has the right to keep their CCS-paneled providers (including your durable medical equipment provider) for 12 months or longer** as long as they have seen your child at least once for a non-emergency visit in 2018, they accept CalOptima's rate for payment, and they agree to share information about your child's care with Partnership. Your child also has the right to keep their prescription medications until they are no longer prescribed. These rights are referred to as **continuity of care**. You can find the complete bill text at familyvoicesofca.org/ccs-wcm. See reverse side for instructions on how to secure continuity of care for your child.

QUESTIONS? CONTACT FAMILY VOICES OF CA | 1-888-387-0393 | ABARCLAY@FAMILYVOICESOFCA.ORG

*You have the right to keep your current nurse case manager *if they are available*. To find out if you can keep your nurse case manager, contact CalOptima's Customer Service Team at 1-888-587-8088, and ask if it's possible to keep your nurse after the Whole Child Model begins.

**As the 12 months of "continuity of care" comes to a close, you will be notified of your right to petition the plan for an extension of the continuity of care period, the criteria the plan will use to evaluate the petition, and the appeals process if the plan denies the petition.

What is the Whole Child Model? (CONTINUED)

QUICK FACTS

WHOLE CHILD MODEL PHASE II (ORANGE COUNTY) BEGINS

July 1, 2019

MANAGED CARE PLAN

CalOptima

CUSTOMER SERVICE

1-888-587-8088

ORANGE COUNTY CCS OFFICE

714-347-0300



CONTINUITY OF CARE CHECKLIST

**CALL CALOPTIMA'S
CUSTOMER SERVICE
TEAM AT
1-888-587-8088**

- A**sk about your new nurse case manager/care coordinator and their contact information.
- P**rovide CalOptima with a list of your child's medical providers. If any of them are not covered by CalOptima, say "I want to start a continuity of care request for [provider name]."
- S**ign a release of information for all your child's providers so they can send information about your child's care to CalOptima.
- K**eep your Medi-Cal case active to prevent any delays in services.

FAMILY VOICES OF CA IS HERE TO HELP!

- More information about the Whole Child Model
- Interpreting SB 586 & your child's rights during the transition
 - Help with filing a complaint or appeal
- Help communicating with your managed care plan or CCS Office

CALL OR EMAIL: **1-888-387-0393** | ABARCLAY@FAMILYVOICESOFCA.ORG

WWW.FAMILYVOICESOFCS.ORG/CCS-WCM