

# [Placeholder for Plan Header/Logos]

<Date>

<Head of Household>  
<Address Line>  
<City, State, Zip Code>

## Important Information About the California Children Services (CCS) Program

**Please read this letter for important information about your child's health coverage!**

No sooner than [transition date], [MCP] will be responsible for coordinating your child's CCS and non-CCS covered services. This change is called the Whole-Child Model program.

The Whole-Child Model program aims to help CCS children and their families get better care coordination, access to care, and health results. **Your child's Medi-Cal eligibility and covered services will not be affected.**

In the Whole-Child Model program, your child has the right to keep working with the same County CCS case manager for as long as the County CCS case manager is available in the CCS program.

**Please Note:** Your child's CCS case manager may not be available in the Whole-Child Model program if they leave the CCS program or are not able to provide your child's case management and care coordination services. In this case, [MCP] will provide your child with a case manager who has been trained on the CCS program and has experience with complex medical conditions.

### HOW TO KEEP YOUR CHILD'S CCS CASE MANAGER

1. Call [MCP] at [MCP Member services phone number or MCP WCM phone number]. You must call [MCP] within 90 days of [transition date]. Tell the operator you have questions about your child's CCS services and the Whole-Child Model program.

**2. Say you want your child to keep working with their same CCS case manager**

[MCP] will check with the County to see if your child's CCS case manager is still available under the CCS Program.

**You can also ask [MCP] to see if your child's CCS doctors and Durable Medical Equipment (DME) providers work with [MCP].** If they do not, below you will find more information about [MCP]'s Continuity of Care policy and how your child can continue seeing their CCS doctors and DME providers for at least 12 months.

[MCP's WCM COC Policy]

**Don't forget!**

Keep going to your child's scheduled appointments. Your child will have the same CCS benefits and services. Also, there is no change to the Medical Therapy Program (MTP). If your child gets therapy through the MTP, your child will keep getting those services through [County]'s local MTP.

Before the move to the Whole-Child Model program, you will get at least one more letter in the mail from [MCP] reminding you about the program's start. [MCP] representatives will also be calling you with more information and to offer more support during the move.

**Questions?**

If you have questions about your child's CCS services and the Whole-Child Model program, please call [MCP]'s [MCP Member Services].

[MCP Member Services]: [Member services phone number]

Toll-Free: [Member Services Toll Free Number]

TDD/TTY: [Member Services TDD/TYY Number]

Business Hours: [X am to X pm, Day through Day]

You can also call the [County] County CCS program to ask questions at [County CCS Program phone number].

**Read the FAQ on the next two pages.**

## Frequently Asked Questions (FAQ) About the Whole Child Model (WCM) Program

### 1. Why is this change happening?

The change is happening because of a new law in California: SB 586. The Department of Health Care Services (DHCS) will start the Whole-Child Model program in 21 California counties on or after July 1, 2018. In those 21 counties, the Medi-Cal health plan will oversee care coordination, case management, and other CCS services for CCS children.

These 21 counties will have the Whole-Child Model program: Del Norte, Humboldt, Lake, Lassen, Marin, Mendocino, Merced, Modoc, Monterey, Napa, Orange, San Luis Obispo, San Mateo, Santa Barbara, Santa Cruz, Shasta, Siskiyou, Solano, Sonoma, Trinity, and Yolo.

### 2. What is the Whole-Child Model program?

The Whole-Child Model program is to help CCS children and their families get better care coordination, access to care, and health results. Right now, children who have CCS-eligible diagnoses are enrolled in and get care from both the county CCS program **and** a Medi-Cal health plan. With the Whole-Child Model program, the State aims to have all CCS and non-CCS services and care coordinated through the child's local Medi-Cal health plan, in this case [MCP].

### 3. Who will provide CCS services in the Whole-Child Model program?

In Whole-Child Model counties, Medi-Cal health plans will coordinate and approve all care for CCS eligible patients. CCS services will be provided by doctors and specialists who are part of the Medi-Cal health plan's team. These doctors and specialists will be CCS Program providers who are qualified to work with CCS patients. If a specialist is needed and is not in the Medi-Cal health plan's network or is located in a different part of the state, the Medi-Cal health plan will coordinate and approve those services as well.

Therapy services through the Medical Therapy Program (MTP) will continue to be delivered through the [County] County CCS program. If your child is enrolled in the MTP and you have questions about the therapy services, contact the [County] County CCS program at [County CCS Program phone number].

### 4. How can my child keep the same CCS doctor?

Ask your child's CCS doctor if he or she works with [MCP]. If the doctor does, you can keep the same doctor. If the doctor does not, your child has the right to keep seeing the same CCS doctor for at least 12 months after the move to the Whole-Child Model

program. You can call [MCP] and ask to keep your child's same CCS doctor. As long as your child's CCS doctor is willing to work with [MCP], your child can work with their CCS doctor even longer than 12 months. This is called Continuity of Care.

**5. How can my child continue seeing his/her same CCS case manager?**

To find out if your child can keep the same CCS case manager, call [MCP] within 90 days of the move to the Whole-Child Model program. Ask if your child's CCS case manager can keep working with you and your child. If you call before [transition date], the County and [MCP] may not know yet if your child's CCS case manager will be available in the Whole-Child Model program. If your child's CCS case manager is not available after [transition date], [MCP] will assign your child a new case manager.

**6. Will my child keep the same benefits in the Whole-Child Model program?**

Yes. Your child will have the same covered benefits. Your child is entitled to services as long as the services are still medically necessary and prescribed by your child's treating physician. Your child will still be entitled to maintenance and transportation services to help your child get to appointments and other necessary care.

Note: If your child receives therapy through the Medical Therapy Program, those services will continue to be provided through the county CCS program.

**7. How will I know if my child will be in the Whole-Child Model program?**

Your child will be in the Whole-Child Model program if your child is enrolled in a Medi-Cal health plan, is eligible for CCS services, and lives in one of the 21 counties listed above in FAQ #1.

**8. How will the Whole-Child Model program affect my child's care?**

The Whole-Child Model program aims to improve your child's care coordination. It will do this by organizing all of your child's care activities and by sharing information with all of your child's doctors. This is to ensure a safer and more effective health outcome. Also, the Whole-Child Model program will give your child the most appropriate specialized care based on his or her CCS-eligible diagnosis. The program tries to keep your child's relationships with the CCS doctors your child has now.

**[Placeholder for Plan non-discrimination notice and taglines]**