

## 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 no sooner than July 1, 2019.

This means that CalOptima (your Medi-Cal managed care plan) will now authorize and pay for services covered by Medi-Cal *and* those 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. This is the person who will help your family find specialty care, manage authorizations, and help coordinate care for the *whole child*. You might have previously known this person as your nurse case manager or public health nurse. CalOptima refers to them as your care coordinator.
- **AUTHORIZATIONS AND PAYMENTS:** Your providers will now send **authorization requests and bills** to your CalOptima network (listed on your child's Medi-Cal card) 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)**.
- **ELIGIBILITY:** **New CCS members** will still be referred through your county CCS office. 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 the 12 months prior to the Phase III transition, they accept your CalOptima delegated health network's rate for payment, and they agree to share information about your child's care with CalOptima. 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](http://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 | JKNUDSEN@FAMILYVOICESOFCA.ORG**

\*You have the right to keep your current care coordinator (you might know them as your public health nurse or nurse case manager) *if they are available*. Contact CalOptima's Customer Service Team at 1-888-587-8088 to ask if it's possible to keep your current care coordinator.

\*\*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)

## CALOPTIMA NETWORKS

AltaMed  
1-866-880-7805

AMVI Medical Group  
1-866-796-4245

Arta Western Medical Group  
1-800-780-8879

CalOptima Community Network  
1-888-587-8088

CHOC Health Alliance  
1-800-424-2462

Family Choice Medical Group  
1-714-898-0765

Kaiser Permanente  
1-800-464-4000

Monarch Family HealthCare  
1-888-656-7523

Noble Mid-Orange County  
1-888-880-8811

Prospect Medical  
1-800-708-3230

Talbert Medical Group  
1-800-297-6249

United Care Medical Group  
1-714-836-8266

Regal Medical Group  
1-844-292-5173

## QUICK FACTS

### WHOLE CHILD MODEL PHASE III (ORANGE COUNTY) BEGINS

July 1, 2019

### MANAGED CARE PLAN

CalOptima

### CALOPTIMA CUSTOMER SERVICE

1-888-587-8088 (Press 1 for Medi-Cal, then 2 for the Whole Child Model)

TDD/TYY: 1-800-735-2929

### ORANGE COUNTY CCS OFFICE

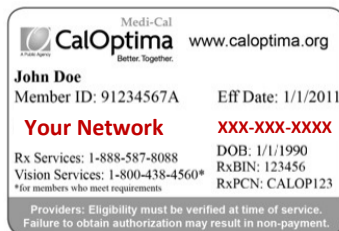
714-347-0300

(FOR CASE MANAGEMENT INFORMATION, CALL YOUR NETWORK. NUMBERS LISTED ON THE LEFT SIDE OF THIS DOCUMENT)



## CONTINUITY OF CARE CHECKLIST— CALL YOUR NETWORK! (NUMBERS LISTED TO THE LEFT)

### FIND YOUR CALOPTIMA NETWORK LISTED UNDER YOUR MEMBER ID:



**A**sk if your Personal Care Coordinator has been assigned and for their contact information.



**P**rovide your CalOptima health network (phone numbers listed in the left column of this document) with a list of your child's medical providers. If any of your child's providers are not covered by your CalOptima network, you can ask for continuity of care for those providers as long as they are CCS paneled.



**K**ep 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 | [JKNUDSEN@FAMILYVOICESOFCA.ORG](mailto:JKNUDSEN@FAMILYVOICESOFCA.ORG)

[WWW.FAMILYVOICESOFCA.ORG/CCS-WCM](http://WWW.FAMILYVOICESOFCA.ORG/CCS-WCM)