

## What is the Whole Child Model?

If your child is covered by both California Children's Services (CCS) and has full-scope Medi-Cal, their CCS benefits are being administered differently as of July 1, 2018.

Health Plan of San Mateo (your Medi-Cal managed care plan) will now authorize and pay for services related to your child's CCS-qualifying condition. This includes 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)**.
- **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 last 12 months, they accept the Health Plan of San Mateo (HPSM) rate for payment, and they agree to share information about your child's care with HPSM. 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](mailto:JKNUDSEN@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 HPSM Care Coordination Team at 1-800-750-4776 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

### COUNTY CCS OFFICE PHONE NUMBERS

San Mateo

650-616-2500

### WHOLE CHILD MODEL PHASE I AS OF

July 1, 2018

### MANAGED CARE PLAN

Health Plan of San Mateo

### CARE COORDINATION

1-800-750-4776

### COUNTIES

SAN MATEO



## CONTINUITY OF CARE CHECKLIST

**CALL HEALTH PLAN OF  
SAN MATEO  
CARE COORDINATION  
TEAM AT  
1-800-750-4776**

- A**sk about your new nurse case manager/care coordinator and their contact information.
- P**rovide HPSM with a list of your child's medical providers. If any of them are not covered by HPSM, 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 HPSM.
- 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 | [JKNUDSEN@FAMILYVOICESOFCA.ORG](mailto:JKNUDSEN@FAMILYVOICESOFCA.ORG)

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