

The background features a purple-tinted image of a stethoscope on the right and a line graph on the left. The graph has a vertical axis with numerical markers at 3, 6, 9, 12, and 15. The title text is centered over the image.

# Medi-Cal for Kids & Teens Outreach and Education Toolkit All Comer Webinar

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*March 1<sup>st</sup>, 2023*

# Today's Questions

## *Raising Your Hand to Ask a Question*



Participants must “raise their hand” for Zoom facilitators to unmute them to share comments; the facilitator will notify participants when we will take questions from the line.

### **If you logged on via phone-only**

Press “\*9” on your phone to “raise your hand”

Listen for your phone number to be called by moderator

If selected to share your comment, please ensure you are “unmuted” on your phone by pressing “\*6”

### **If you logged on via Zoom interface**

Press “Raise Hand” in the “Reactions” button on the screen

If selected to share your comment, you will receive a request to “unmute;” please ensure you accept before speaking

# Continuous Coverage Unwinding

- » **The continuous coverage requirement will end on March 31, 2023, and Medi-Cal members may lose their coverage.**
- » **Medi-Cal redeterminations will begin on April 1, 2023, for individuals with a June 2023 renewal month.**
- » **Top Goal of DHCS:** Minimize member burden and promote continuity of coverage.
- » **How you can help:**
  - » Become a **DHCS Coverage Ambassador**
  - » [Join the DHCS Coverage Ambassador mailing list](#) to receive updated toolkits as they become available
  - » Check out the [Medi-Cal COVID-19 PHE and Continuous Coverage Unwinding Plan](#) (Updated January 13, 2023)

# Continuous Coverage Unwinding Communications Strategy

- » On February 8, 2023, DHCS launched the Medi-Cal renewal campaign, a broad and targeted public information, education, and outreach campaign to raise awareness among Medi-Cal members about the return of Medi-Cal redeterminations when the continuous coverage requirement ends on March 31, 2023. The campaign will complement the efforts of the [DHCS Coverage Ambassadors](#) that was launched in April 2022.
- » **Download** the [Phase 2 Toolkit](#) that focuses on Medi-Cal renewals and **customize for your use.**
- » **Direct Medi-Cal members to the newly launched** [KeepMediCalCoverage.org](#), which includes resources for members to update their information and find their local county offices. It will also allow them to sign up to receive email or text updates from DHCS.

# What is EPSDT?



- » Federal law enacted in 1967 established the **Early and Periodic Screening, Diagnostic and Treatment (EPSDT)** requirement, which requires that comprehensive age-appropriate health care services be provided to all Medi-Cal enrolled children and youth up to age 21
- » Requires preventive screening, diagnostic services, and treatment services
- » Screenings, coverage requirements, and definition of medical necessity for children enrolled in Medi-Cal are more robust than they are for adult care

## Goal of EPSDT

*Ensure that children get the*

**Right Care**

*at the*

**Right Time**

*in the*

**Right Place**

# Medi-Cal's Strategy to Support Health & Opportunity for Children & Families

- » **Key Initiative:** Outreach and education toolkit on the intent and scope of the EPSDT requirement to enhance understanding and access to care
- » **Initiative Elements Discussed in Strategy:**
  - Core audiences of families, providers, and MCPs
  - Toolkit that describes how EPSDT works and what it covers
  - Coordination of Toolkit with a range of child-serving stakeholders (e.g., key state agencies, local government entities, community-based advocates) to deliver targeted messaging related to services available under EPSDT



In 2019, DHCS started to develop member-facing materials focused on children's preventive services in response to a 2019 California State Audit on children's preventive services; work was paused due to COVID-19. This Toolkit builds on this prior work and the follow-up 2022 California State Audit.

# Toolkit Goals



**Improve member understanding** of how Medi-Cal for children and youth works, what it covers, its role in preventive care screening, diagnosis and treatment, and medical necessity requirements.

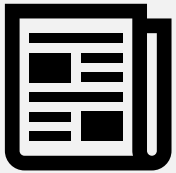


**Increase coordination with a range of child-serving stakeholders**, including Medi-Cal MCPs, providers, key state agencies, local government entities, and community-based advocates to help disseminate toolkit materials.



**Develop a standardized EPSDT provider training** for Medi-Cal MCPs to utilize with their network providers.

# Toolkit Components



**Member Brochures**  
(child and teen versions)



**Your Medical Rights Letter**



**Provider Training**



# Toolkit Consumer Testing Process

From October – November 2022, DHCS conducted consumer testing on the brochures and Medi-Cal for Kids & Teens: Your Medi-Cal Rights letter with parents, caregivers, teens, and young adults enrolled in Medi-Cal who live across the state and speak English and/or Spanish.

## Purpose of Consumer Testing

- » Gauge participant understanding of EPSDT services available to children, teens, and young adults up to age 21 enrolled in Medi-Cal
- » Understand any comprehension issues with the member-facing materials and the actions participants would take after reviewing materials
- » Identify language barriers, image concerns, or other issues throughout materials

## Testing Methodology



### 1:1 Observation & Feedback

17 English sessions  
5 Spanish sessions



### Remote Group Discussion

8 English sessions  
3 Spanish sessions



### Post-Session Survey

50 surveys completed

# Medi-Cal for Kids & Teens: Brochures



## Included in the Brochures

- » Overview of covered services, how to access care, and additional resources available, including free transportation to and from an appointment
- » Information about the services provided at check-ups for children and teens/young adults
- » Key contact information such as the Medi-Cal Member Help Line, 988, and specialty mental health resources
- » In the **child-focused brochure**: Condensed Periodicity Schedule for well-child visits
- » In the **teen/young adult-focused brochure**: Overview of sexual health care and behavioral health care services

**What happens at your child's check-up?**

**Your child's provider will:**

- Do a physical exam
- Ask about your family's health history
- Give recommended shots, when needed
- Talk about dental health and, when needed, give your child fluoride varnish and fluoride supplements, and help in finding a dentist
- Check your child's hearing and vision
- Discuss important health topics such as development, behaviors, your and your child's mental health, nutrition, sleep, safety, and protecting skin from the sun

**Your child's provider will check for:**

- Developmental milestones
- Lead poisoning
- Anemia, if at risk
- Autism
- Depression screening in new mothers
- Anxiety
- Tuberculosis (TB), if at risk
- Cholesterol, if at risk
- Other health issues or concerns you have

*February 2023 for children from birth to age 12*

**If you have questions or want to learn more**

**Your Medi-Cal managed care plan**  
The phone number is on your plan ID card and your plan's website  
Or go to [www.dhcs.ca.gov/mchcpd](http://www.dhcs.ca.gov/mchcpd)

**Medi-Cal Member Help Line**  
Call 1-800-541-5555 (TDD 1-800-430-7077)  
Or go to [www.dhcs.ca.gov/myMedi-Cal](http://www.dhcs.ca.gov/myMedi-Cal)

**Medi-Cal Dental**  
Call Smile, California at 1-800-322-6384 (TTY 1-800-735-2922)  
Or go to [smilecalifornia.org](http://smilecalifornia.org) or [www.dhcs.ca.gov/MCP](http://www.dhcs.ca.gov/MCP)

**Specialty Mental Health**  
Call 1-888-452-8609  
To ask about services for a serious mental health condition, contact your county Mental Health Plan at [www.dhcs.ca.gov/CMHP](http://www.dhcs.ca.gov/CMHP)

**Alcohol or drug use**  
Call the Department of Health Care Services (DHCS) Substance Use Resource Center 24/7 at 1-800-879-2772  
Or go to [www.dhcs.ca.gov/SUD-NETRI](http://www.dhcs.ca.gov/SUD-NETRI)

**Crisis support**  
Call the National Suicide Prevention Line at 988  
Or call 1-833-317-HOPE (4673)  
For live CalHOPE crisis counseling, go to [www.calhopeconnect.org](http://www.calhopeconnect.org)

**Your rights and responsibilities**  
Call 1-888-452-8609

**DHCS**  
[www.dhcs.ca.gov/services/pages/EPSTD.aspx](http://www.dhcs.ca.gov/services/pages/EPSTD.aspx)

**Medi-Cal for Kids & Teens**  
Preventive and treatment services from birth to age 21



Visit the [DHCS Medi-Cal for Kids & Teens Webpage](#) for full copies of the child and teen brochures

Brochures will be translated into DHCS' threshold languages and be available in spring 2023

# Medi-Cal for Kids & Teens: Your Medi-Cal Rights Letter



## Included in the Letter

- » Overview of coverage requirements and “medically necessary” services
- » Overview of the appeals, State Fair Hearing, and/or grievances processes for managed care and fee for service (FFS)
- » Information on what a family can do if Medi-Cal care is denied, delayed, reduced, or stopped, including who to contact, how to file an appeal, how to ask for a State Fair Hearing, and/or how to contact the ombudsman
- » Information on how to file a grievance across Medi-Cal managed care and FFS
- » Key contact information for Medi-Cal delivery systems to help members find the right delivery system to contact about a concern



Medi-Cal for  
Kids & Teens

## Your Medi-Cal Rights

### What services can children and youth get if they are in Medi-Cal?

Under California and federal law, all children and youth to age 21 enrolled in Medi-Cal have the right to regular **check-ups** and other **preventive** and **treatment** services needed to stay or get healthy.

This right is known in federal law as the Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) requirement. It ensures that every child enrolled in Medi-Cal gets the care they need to grow up as healthy as possible. In California, EPSDT is called **Medi-Cal for Kids & Teens**.

The services are **free**, unless the child or youth was found to have a Share of Cost when they qualified for Medi-Cal.



### Please keep!

Important information to help children and youth to age 21 get all the care they need



Visit the [DHCS Medi-Cal for Kids & Teens Webpage](#) for full copies of the letter

The letter will be translated into DHCS' threshold languages and be available in spring 2023

# Medi-Cal for Kids & Teens Provider Training



## Included in the Provider Training

- » Starting in January 2024, Medi-Cal MCPs must conduct Medi-Cal for Kids & Teens training for their network providers who see children, teens, and young adults to ensure they are able to best support families in fully using Medi-Cal for Kids & Teens services
- » Overview of the Medi-Cal's for Kids & Teens' comprehensive set of services under federal and state law, including screening, diagnostic, and treatment services
- » Explanation of the medical necessity definition for children, teens, and young adults in Medi-Cal
- » Information about how providers can support patient access to Medi-Cal for Kids & Teens services
- » Billing codes for required services
- » Overview of mental health and substance use disorder services, California Children's Services, and skilled nursing services

The Medi-Cal for Kids & Teens training can be accessed at the [DHCS Medi-Cal for Kids & Teens Webpage](#) prior to January 2024



# Distribution Plan for Toolkit Materials








## Child & Teen Brochures and Your Medi-Cal Rights Letter

- » The brochures and Your Medi-Cal Rights letter will be mailed in summer 2023 (and annually thereafter) to children, teens, and young adults up to age 21 enrolled in Medi-Cal
  - Medi-Cal MCPs will be required to mail the member-facing materials annually to households with children, teens, and young adults up to age 21 and publish on their websites
  - DHCS will mail the member-facing materials annually to FFS households with children, teens, and young adults up to age 21 and publish on DHCS' website
- » DHCS will share the member-facing materials with stakeholders, providers, county offices, local health departments, non-licensed child-serving providers, and Local Educational Agencies (LEAs)/schools for broad distribution

## Provider Training

- » DHCS will share the provider training with Medi-Cal MCPs and publish on applicable DHCS websites
- » Medi-Cal MCPs will be required to deliver training to network providers at least every two years and publish on their websites

# What's Next?

Tasks		2023				
		Feb	Mar	Apr	May	Jun
	Publish Toolkit in English on DHCS website					
	Share Toolkit with stakeholders, state agency partners, MCPs, DHCS listservs, Medi-Cal and Tribal/IHP providers, non-licensed child serving providers, and LEAs/schools					
	Present Toolkit to stakeholder work groups and all comer webinar					
	Translate member-facing materials to DHCS' threshold languages, and print and prepare to mail materials					
	DHCS and MCPs mail member-facing materials to members					

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# Thank You

Please send questions and comments to  
[Medi-CalKidsTeens@dhcs.ca.gov](mailto:Medi-CalKidsTeens@dhcs.ca.gov)