



## **IMPORTANT INFORMATION**

### **About the California Children Services (CCS) Program**

Dear California Children's Services Parent or Guardian:

A new law in California will change the way your child gets **California Children's Services (CCS)**. Starting no sooner than [transition date], your child will get CCS care through the Medi-Cal health plan in your county. This is called the Whole-Child Model program. Here are some important things to know:

- **Your child will keep getting the same services during this move.**  
Your child's Medi-Cal and CCS coverage will not be interrupted.
- **Your child's Medi-Cal health plan will stay the same.**  
Your child will get all CCS and non-CCS covered services through their Medi-Cal health plan.
- **This program will not affect your child's Medi-Cal eligibility.**  
You do not need to call your child's county eligibility worker.

Before the move to the Whole-Child Model program, you will get at least two more letters in the mail from your Medi-Cal health plan. They may also call you with more information or to offer more support during the move.

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## **IMPORTANT!**

- **Keep going to your child's scheduled appointments.**  
Your child will have the same CCS benefits and services.
- **Read the Frequently Asked Questions (FAQ) that came with this letter.**  
The FAQ tells you more about the Whole-Child Model program.
- **Call your child's Medi-Cal health plan if you have questions.**  
The phone number is on the back of your child's Medi-Cal health plan card. You can also call your child's CCS case manager or the local CCS program.
- **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 your county's local CCS program.
- **Check your mailbox for important updates about this move!**

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## **What to do next.**

You don't need to do anything now. But, to get ready for the move you can:

- Talk with your child's CCS doctors and CCS case manager to see if they work with your child's Medi-Cal health plan.
- Talk with your child's Medi-Cal health plan about keeping your child's CCS doctors and CCS case manager.

## **Questions?**

If you have questions about this move, please call your child's Medi-Cal health plan. The phone number is on the back of your child's Medi-Cal health plan card. Tell them you have a question about your child's CCS services and the Whole-Child Model program. The calls are free.

You can also call your local County CCS program to ask questions.

**Read the FAQ on the Next Two Pages**

# **Frequently Asked Questions (FAQ)**

## **About the California Children Services (CCS) 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 Medi-Cal health plan.

### **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 not in the Medi-Cal health plan's network or is located in a different part of the state, the plan will coordinate and approve those services as well.

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

Ask your child's CCS doctor if he or she works with your child's Medi-Cal health plan. If the doctor does, you can keep the doctor. If the doctor does not, your child has the right to keep seeing the same CCS doctor for at least 12 months or longer after the move to the Whole-Child Model program. You can call your child's Medi-Cal health plan and ask to keep your child's same CCS doctor as long as the doctor and Medi-Cal health plan can work together. 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 your child's Medi-Cal health plan. Ask if your child's CCS case manager can keep working with you and your child. You must ask within 90 days of the move to the Whole-Child Model program.

**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.

**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.



## **Discrimination is Against the Law**

Discrimination is against the law. Your health plan follows State and Federal civil rights laws. Your health plan does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender identity, or sexual orientation.

## **Services to Help You Understand Your Health Care Choices**

DHCS provides free help to people with disabilities so they can get California health care. Some of the services include:

- American Sign language interpreters
- Written information in other formats (large print, audio recordings of written information and materials in audible format and Braille).

DHCS provides free language services to people whose main language is not English, such as:

- Certified interpreters
- Information written in other languages.

If you need any of these services, please contact Health Care Options at 1-800-430-4263.

## **Help Filing a Complaint**

If you believe that the Department of Health Care Services has failed to help or has treated you differently because of race, color, birthplace, age, disability, or sex, you can file a complaint in California with the help of Health Care Options at 1-800-430-4263, TTY/TDD 1-800-430-7077.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office of Civil Rights online at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at:

### **U.S. Department of Health and Human Services**

200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201  
1-800-368-1019, (TDD) 800-537-7697

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

If you or your family members have any questions, call Health Care Options, Monday – Friday 8:00 a.m. to 5:00 p.m., toll-free at the numbers listed below.

**English**

1-800-430-4263

Written materials are available

**Hmoob | Hmong**

1-800-430-2022

Cov lus uas sau hauv ntawv los muaj thiab

**Tagalog | Tagalog**

1-800-576-6890

May mga nakasulat na materyales

**اللغة العربية | Arabic**

1-800-576-6881

تتوفر معلومات مطبوعة

**日本語 | Japanese**

1-833-387-7722

加入資格

**ไทย | THAI**

1-833-387-7724

ผู้ที่สามารถเข้าร่วมคือใคร

**Հայերեն | Armenian**

1-800-840-5032

Գրավոր նյութեր գոյություն ունեն

**한국어 | Korean**

1-800-576-6883

서면 자료의 이용이 가능합니다

**Tiếng Việt | Vietnamese**

1-800-430-8008

Có các tài liệu dưới dạng văn bản

**ភាសាខ្មែរ | Cambodian**

1-800-430-5005

មានផ្តល់ឯកសារសរសេរជា លាយលក្ខណ៍អក្សរ

**國語 | Mandarin**

1-800-576-6885

可以提供書面材料

**Other Languages**

1-800-430-4263

**粵語 | Cantonese**

1-800-430-6006

可以提供書面材料

**ਪੰਜਾਬੀ | Punjabi**

1-833-387-7723

ਕੋਈ ਸ਼ਾਮਲ ਹੋ ਸਕਦਾ ਹੈ

**TDD/TTY**

1-800-430-7077

**فارسی | Farsi**

1-800-840-5034

مطالب به زبان های زیر موجود است:

**Русский | Russian**

1-800-430-7007

Доступны материалы в письменном виде

**हिन्दी | Hindi**

1-833-387-7721

कौन शामिल हो सकता है

**Español | Spanish**

1-800-430-3003

Se dispone de material escrito