



June 22, 2018

## CCS Integration and the Whole Child Model: Quick Reference Guide

On July 1, 2018, the Central California Alliance for Health (the Alliance) will assume responsibility for California Children’s Services (CCS) for Alliance Medi-Cal members. This transition is called the Whole Child Model (WCM). The goal of the WCM is to improve care coordination for CCS-eligible children through a patient and family centered approach to care, ensuring all necessary care for the whole child.

### CCS Information

<b>Program Implementation</b>	On July 1, 2018, the Alliance will begin administering authorizations, claims payment and case management for CCS-eligible children who are Alliance Medi-Cal members.
<b>What is CCS?</b>	CCS is a statewide program providing coverage for children under age 21 with a CCS-eligible medical condition for medical and behavioral treatment, diagnostic services, medical case management, and physical and occupational therapy services.
<b>What is changing as part of the WCM?</b>	The Alliance will use our internal referral, authorization, and concurrent review processes for CCS services, understanding the complexity of care that CCS children require and the continuity of care that will be needed. These processes are based on determinations of medical necessity and will be reviewed against Medi-Cal and Alliance policy and CCS policy and clinical guidelines. If a referral is for care related to the CCS condition, the Alliance will require that the child is seen by a CCS paneled provider as applicable.
<b>Who determines eligibility?</b>	CCS eligibility is determined by the county in which the CCS child resides, and eligibility determinations will remain the responsibility of the County after implementation of the WCM.
<b>Authorizations</b>	<p>The Alliance will review Referral Requests and Treatment Authorization Requests (TARs) to determine authorization for CCS-eligible members for dates of service on or after July 1, 2018.</p> <ul style="list-style-type: none"> <li>◆ SARs will no longer be issued for CCS-eligible Alliance Medi-Cal members for dates of service on or after July 1, 2018</li> <li>◆ Providers can call the Alliance Authorizations department at (831) 430-5506.</li> </ul>
<b>Pharmacy Services</b>	The Alliance will cover most ongoing pharmaceutical treatments for CCS-eligible Alliance Medi-Cal members dispensed prior to July 1, 2018. Prior authorization may be required in cases where the Alliance has not received historical CCS pharmacy claims. Submit prior authorizations to the Alliance Pharmacy department through the Alliance Provider Portal or by fax to: (831) 430-5851.
<b>Case Management Services</b>	<p>The Alliance will provide Complex Case Management and Care Coordination services to CCS-eligible Alliance Medi-Cal members who need assistance.</p> <ul style="list-style-type: none"> <li>◆ Providers can call the Alliance Case Management line at (800) 700-3874 x5512.</li> </ul>
<b>NICU Services</b>	<p>The Neonatal Intensive Care Unit (NICU) benefit for CCS-eligible NICU stays has been carved into the WCM. The Alliance will authorize stays based on the CCS policy for Medical Eligibility for Care in a CCS-approved NICU.</p> <ul style="list-style-type: none"> <li>● Authorization will only be provided for the level of services for which a NICU has been approved by DHCS. If the NICU is not CCS-approved, or if the level of care that is required by the member is above the NICU level of approval, the hospital must follow CCS guidelines for Stabilization, Transfer and Transport of a CCS-Eligible NICU Patient.</li> </ul>
<b>Billing and Payment</b>	<p>The Alliance will receive and process claims for all CCS-eligible Medi-Cal members on and after dates of service July 1, 2018.</p> <ul style="list-style-type: none"> <li>● CCS diagnosis code should only be listed on claims when treating the CCS condition</li> <li>◆ Providers can call the Alliance Claims department at (800) 700-3874 ext. 5503</li> <li>◆ SAR/TAR or prior authorization numbers are required on the claim for claims processing</li> </ul>
<b>How can providers become CCS paneled?</b>	Providers can apply to be CCS paneled through DHCS. Paneling instructions can be found at <a href="http://dhcs.ca.gov/services/ccs/Pages/ProviderEnroll.aspx">dhcs.ca.gov/services/ccs/Pages/ProviderEnroll.aspx</a>