



July 5, 2018

CCS Integration and the Whole Child Model

On July 1, 2018, the Central California Alliance for Health (the Alliance) assumed responsibility for California Children's Services (CCS) for Alliance Medi-Cal members. This transition is called the Whole Child Model (WCM). The Alliance will honor all referrals and services authorized by the County CCS program on a Service Authorization Request (SAR) for dates of service after July 1, 2018. When the SAR expires—or to request new care—providers must submit authorized referrals and Treatment Authorization Requests (TARs) to the Alliance. The Alliance will use Medi-cal policy, CCS policy, and/or evidence-based guidelines to make determinations for medical necessity. 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. Key CCS contact information is below.

Utilization Management

Alliance Authorizations and Concurrent Review: phone (831) 430-5506, fax (831) 430-5850

CCS County Liaisons

- * Santa Cruz County: (800) 700-3874 x4144
- * Monterey County: (800) 700-3874 x5562
- * Merced County: (800) 700-3874 x5360

Care Management

- * Case Management Line: (800) 700-3874 x5512
- * Pediatric Case Management Line: (800) 700-3874 x4393;
Spanish: (800) 700-3874 x4394
- * Health Education Line: (800) 700-3874 x5580
- * Translation/Interpreter Services: (800) 700-3874 x5580

Pharmacy

- * Alliance Pharmacy department: (831) 430-5507
- * Fax medication lists and/or chart notes to (831) 430-5851
- * Submit prior authorization requests via the Alliance Provider Portal or by faxing a Prior Authorization form to the Alliance at (831) 430-5851

The Alliance will cover most ongoing pharmaceutical treatments for CCS Alliance Medi-Cal members dispensed prior to July 1, 2018. However, prior authorization may be required in cases where the Alliance has not received historical CCS pharmacy claims data from the State to determine continuity of care.

After July 1, 2018, no prior authorization is required for medications with no restrictions listed on the Alliance pharmacy formulary. Prior authorization will be required for requests exceeding quantity limits, for most specialty medications, and non-formulary medications per the Alliance pharmacy formulary. Diplomat Specialty is the Alliance-contracted pharmacy for specialty medications and can be contacted at (877) 977-9118.



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Provider News

Alliance CCS transition - Blood factors billing and TAR request process

Starting July 1, 2018, Blood Factors billing for CCS Alliance members will require a Treatment Authorization Request (TAR) through the State. The billing and claims process will remain the same as prior to July 1, 2018. Please remember to insert the TAR number in the TAR field on future claims.

Blood Factors billing for non-CCS Alliance members remains the same: the claim is billed to the State and the TAR request is sent to the State.

Billing & Payment

The Alliance will receive and process claims for all CCS-eligible Alliance Medi-Cal members with dates of service on and after July 1, 2018. Please submit claims with dates of service prior to July 1, 2018 to the State for reimbursement.

- * Providers can contact the Alliance Claims department at (800) 700-3874 ext. 5503
- * CCS diagnosis code should only be listed on claims when treating the CCS condition
- * SAR/TAR or authorization referral numbers are required on the claim for claims processing

Alliance Website

For additional CCS WCM information and resources, please visit the Alliance website at www.ccah-alliance.org/WCM-providers.html