



California Children's Services (CCS) UPDATED Frequently Asked Questions

What is California Children's Services (CCS)?

CCS is a State program for children with certain diseases or health problems. Through this program, children up to 21 years old can get the specialty health care and services they need. A CCS County is designated as independent or dependent. In an independent county, the CCS staff provide the following services: determining medical, residential and financial eligibility, medical case management, and ensuring CCS members are able to access CCS paneled pediatric medical specialists. In a dependent county, CCS staff determine financial and residential eligibility and collaborate with the MCP in medical case management but determination of medical eligibility is done by State CCS offices.

What is Whole Child Model (WCM)?

WCM began in 2016 and 2017 when CCS benefits were merged into Medi-Cal Managed Care plans in some County Operated Health System (COHS) counties. This melding of programs was named WCM. The concept is the entirety of each child's medical needs (both CCS and non-CCS conditions) will be managed by one entity (Medi-Cal Managed-Care Plans), thus eliminating communication errors as well as improving efficiency and timeliness of referrals and care coordination. Under the Whole Child Model, Case management for CCS Members assigned to the MCP is done by the MCP. Financial and residential eligibility continues to be performed by the counties.

How does a child get CCS coverage?

A child must be referred to their county of residence CCS office to determine if they meet medical, residential, and financial eligibility for CCS coverage. However if a child already has full scope Medi-Cal, they meet financial eligibility for CCS. Depending on whether the county is independent or dependent, the determination of whether they meet medical eligibility is done locally by the county or by the State. Medical eligibility determinations made by the state in dependent counties may take longer.

How do you make a CCS referral?

A very easy process! Whomever is making the referral just needs to call the member's County CCS office. They will take the information and start the process of collecting medical records to determine if the member has a CCS-eligible condition. **If you are a provider who is making the referral, please attach copies of the medical records related to the potential CCS condition when making your referrals. The county staff will walk you through how to do this. Medical records are key in processing the referral quickly and seamlessly for the patient.** To find your County CCS office, go to <http://www.partnershiphp.org/Providers/Medi-Cal/Pages/Whole-Child-Model.aspx>

Who can make a CCS referral?

Anyone can make a referral. Since most CCS conditions are serious the majority of referrals come from the child's Pediatrician, Primary Care Provider (PCP) or Pediatric Specialty Care centers where the members are usually first diagnosed. (e.g. Children's Oakland, Shriners, UCSF, UC Davis or Lucille Packard) However, a parent or the patient themselves can make a CCS referral.

What if I'm not sure they have a CCS-eligible condition?

Make the referral anyway. There is no penalty for making a referral that does not result in CCS eligibility. It is better to err on the side of an additional referral so as not to miss a member that may qualify. To see CCS eligible conditions visit the DHCS website at <https://www.dhcs.ca.gov/services/ccs/Pages/medicaleligibility.aspx>.

What if they are already open to CCS for a different condition, do I still need to make a referral for a potentially new qualifying condition? Yes. It is important that each medical condition be captured and connected to the member and the CCS program. The steps to refer a member for a new condition are the same referral steps above. Please be sure to include medical records to support the new potential medical condition.

If you want more information about CCS and would like to meet your local county CCS staff, PHC would be happy to set-up and facilitate a joint meeting! Please contact us at CCHelpDeskSR@partnershiphp.org