



Whole Child Model (WCM) Phase 1 Implementation

Stakeholder Advisory Committee (SAC)
Meeting May 17, 2018



WCM Overview

Today

Bifurcated delivery system results in lack of coordination and integration when accessing care from both systems

Specialty care is received from the CCS Fee-For-Service (FFS) system for the CCS condition

Primary care and behavioral health services are received from the managed care health plan

SB 586

Whole Child Model

Integrates Medi-Cal managed care and CCS FFS delivery systems, resulting in:

Improved care coordination for primary, specialty, and behavioral health services for CCS and non-CCS conditions

Care that is consistent with CCS program standards by CCS paneled providers, specialty care centers, and pediatric acute care hospitals

Increased consumer protections, such as continuity of care, oversight of network adequacy standards and quality performance



WCM Overview

Phase 1

July 1, 2018

- 3 Medi-Cal managed care plans (MCPs)
- 6 counties

Phase 2

January 1, 2019

- 2 MCPs
- 15 counties



Phase I Implementation

July 1, 2018

Health Plan	Counties	Number of Beneficiaries
Central California Alliance for Health	Merced, Monterey, Santa Cruz	6,730
CenCal Health	San Luis Obispo, Santa Barbara	2,950
Health Plan of San Mateo	San Mateo	1,630



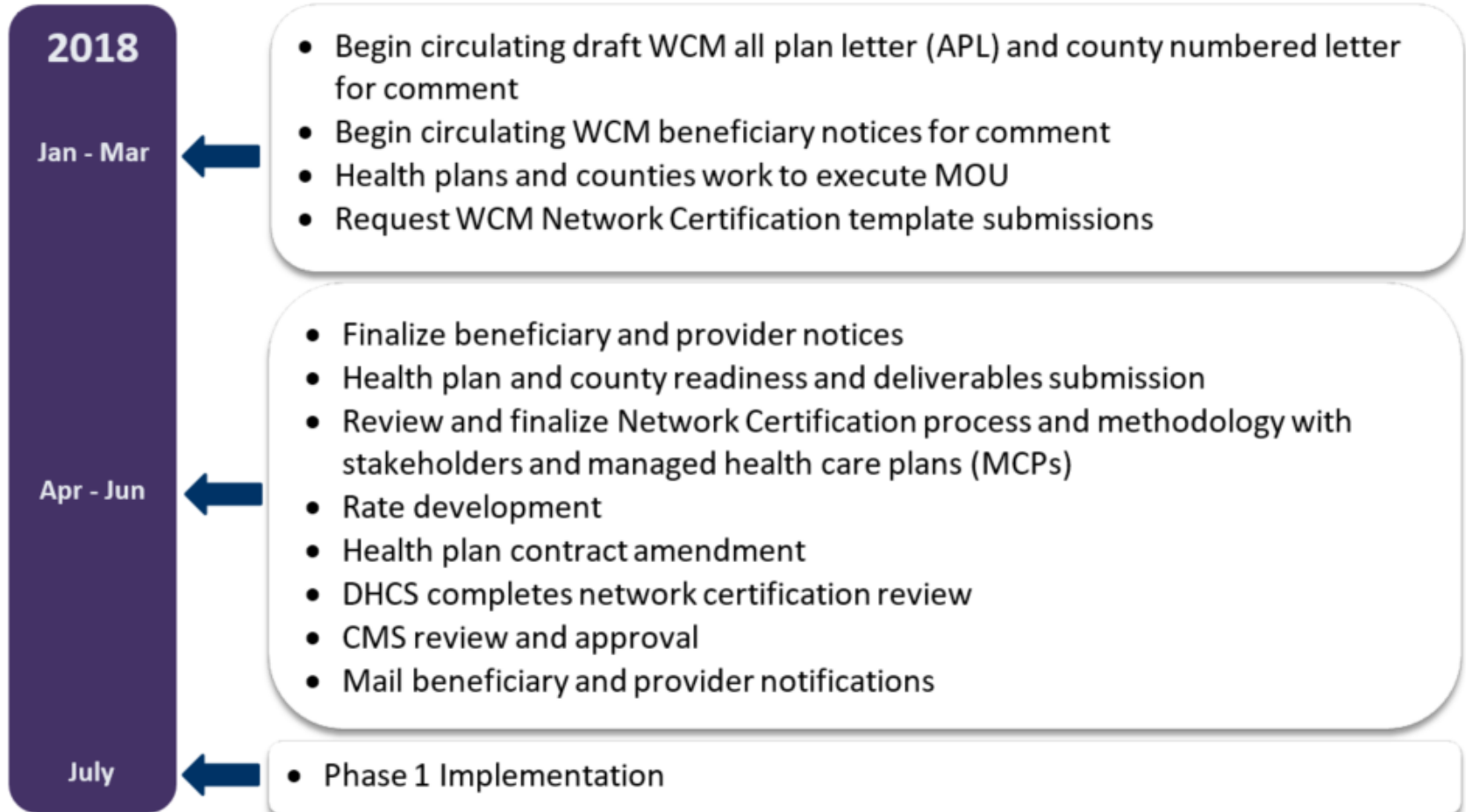
Phase II Implementation

January 1, 2019

Health Plan	Counties	Number of Beneficiaries
Cal Optima	Orange	12,750
Partnership Health Plan	Del Norte, Humboldt, Lake, Lassen, Mendocino, Marin, Modoc, Napa, Shasta, Siskiyou, Solano, Sonoma, Trinity, Yolo	7,590



Timeline Update





Implementation Approach

Stakeholder Engagement

Workshops

Plan Readiness

County Readiness

Member Notification



Stakeholder Engagement

Monthly Call with MCPs

Monthly Call with County Associations and WCM Counties

Quarterly Stakeholder Meetings



Workshops

Family Engagement Workshop

- Family Voices provided overview
- Health plan experiences
- Framework for Family Advisory Committees

Complex Care Workshop

- Who are the children with medical complexity
- Health plan experiences
- Complex care clinics

MTP 101

- Overview of the Medical Therapy Program (MTP)
- Basic MTP Functions
- Medical direction role of the Medical Therapy Conference (MTC)



Plan Readiness Components

All Plan Letter

Network Certification

Memorandum of Understanding (MOU)

Transition Plan

Readiness Review



County Readiness Component

WCM CCS Numbered Letter

Provider Notice

Readiness Review

MOU

Transition Plan



Member Notification

3 sets of Beneficiary Notices

- 90-Day
- 60-Day
- 30-Day

Beneficiary Flyer

WCM FAQs

WCM 101 Webinar



Data Sharing

DHCS will be sharing the following data throughout the transition:

- 12 months of historical CCS claims data
- 12 months of historical Service Authorization Requests (SAR)



Beneficiary/ Family Member Support





Information and Questions

- For Whole Child Model information, please visit:
 - <http://www.dhcs.ca.gov/services/ccs/Pages/CCSWholeChildModel.aspx>
- For questions, please email to:
 - CCSRedesign@dhcs.ca.gov
- Medical Eligibility Inquiries
 - CCSWCM@dhcs.ca.gov