



California Children’s Services (CCS) Whole-Child Model

January 2017



No sooner than July 2018, the Department of Health Care Services (DHCS) will start a new program. It will be called the Whole-Child Model. It is for CCS children in certain counties who get CCS and Medi-Cal services.

What is the Whole-Child Model?

The Whole-Child Model is a new way for children with CCS to get care. Under this model, CCS children get care from their Medi-Cal managed care health plan (health plan) instead of their county CCS Program. This helps children get all of their care through one system. CCS children already get many non-CCS services through their health plan. This new model will have children get all covered services just from their Medi-Cal health plan and not from both CCS and their Medi-Cal health plan. This means they will get primary and specialty services, hospital visits, some mental health services, and some extra services. CCS children will get the same type of care they now get from providers they do today. CCS children will get the care they need under one system. This will prevent confusion about where they get care, their care will be managed better, and they will have better health results.

What are the benefits of the Whole-Child Model?

- Families can get most of their services and care from one source (their health plan). This will make care easier to get. There will also be better health results for CCS children.
- The services CCS children get now with CCS will not change. They will have the same type of doctor and services with their health plan as they do from their local CCS program.
- It will be easier for CCS children to move out of CCS when they turn 21. This is because they are already getting their services from their health plan and they won’t have to change.
- To make sure CCS children get the best care. This is done by making sure the health plans are doing their job well.

Which health plans and counties will the Whole-Child Model be in?

Health Plans	Counties
Partnership HealthPlan	Del Norte, Humboldt, Lake, Lassen, Mendocino, Marin, Modoc, Napa, Shasta, Siskiyou, Solano, Sonoma, Trinity, Yolo
CalOptima	Orange
CenCal Health	San Luis Obispo, Santa Barbara
Central California Alliance for Health	Merced, Monterey, Santa Cruz



Will CCS services change in counties that are not part of the Whole-Child Model?

- No. CCS services will stay the same in counties not in the Whole-Child Model.

Will there be changes to the Medical Therapy Program (MTP)?

- No. The county will still be in charge of MTP.

What will the Whole-Child Model offer to my child? Will my child still be able to see their doctor(s)?

- **Able to see the same doctor(s)** – Yes, if a CCS child has a doctor in the health plan’s network, your child can still see that doctor. If the doctor is not in the health plan network, your child can still see that doctor for up to 12 months. As long as:
 - The health plan and doctor agree on a payment rate;
 - The health plan does not have concerns with the doctor’s quality of care;
 - The doctor shares your child’s treatment information with the health plan; and
 - The provider is approved by CCS.

If your child can’t see their doctor anymore, your child will get to see a doctor with the same skills. Your child’s services will not change during this time, unless there is a change in your child’s health.

- **All of your child’s care will be managed together** – Health plans will have a person work with your child’s programs and providers. They will make sure your child

will get all the services they need. This includes primary and specialty care, inpatient/outpatient care, and mental/behavioral health services.

- **Access to services** - Services will be in the language you speak. Services must be in places that meet your child’s needs.

What if I am not happy with the care my child gets with the Whole-Child Model?

- You can file a complaint with your health plan. You can also file a State Fair Hearing. This is where a judge will make a decision about your complaint.

Where can I get more information on the CCS Program changes?

Go to the CCS Advisory Group webpage at: <http://www.dhcs.ca.gov/services/ccs/Pages/CCSWholeChildModel.aspx>

Where can I get more information about the CCS Program?

Go to the CCS webpage at: <http://www.dhcs.ca.gov/services/ccs/Pages/default.aspx>

For concerns about CCS, please call (800) 970-8450 or email CCSRedesign@dhcs.ca.gov.