

**Title V CCS Needs Assessment
Topics for Focus Groups**

Category/Group	Suggested Topic to Cover
Hospital Administration and Health Plans	<ol style="list-style-type: none"> 1. Are there any issues in coordinating care for CCS children when CCS provides care for just the CCS-eligible condition and the child's health plan covers the rest of the child's care? (CCS condition is carved out of the health plan) Strategies to overcome barriers to coordination? 2. Would it improve care to carve care for the whole child (not just the CCS eligible condition) out of the child's health plan when they have a complex CCS-eligible medical condition? 3. How is care coordinated when care for a child's CCS condition is not 'carved out' and is it done within a County's managed care plan? <ul style="list-style-type: none"> • How is access to specialty care? • Is anything done to ensure that these children get to appropriate specialty care? 4. Would it help to create a specialty health plan (we had delivery system previously – do we mean a health plan, a delivery system, or both) to care for the whole child if they have a complex CCS condition? 5. How could health plans help facilitate timely access to equipment and services given the State CCS delays in authorization for these? <ul style="list-style-type: none"> • What vendor do they use for DME? (do we want to know what vendor the hospitals use to, or just the health plans?) • For a child with private insurance and CCS, CCS won't pay for DME unless it has been denied by the private insurance company. We've heard it can take a while to process and deny these requests, which can have a negative impact on the child waiting for the equipment. How could this process be speeded up? Could health plans authorize equipment while waiting for CCS? 6. Should health plans be required to provide the same coverage/standards of care and scope of service to privately insured kids that CCS provides for CCS-eligible kids? 7. What would it take for the health plans to do case management and care coordination and what should it consist of? How to provide families with social support? 8. Are there ways of improving eligibility determinations? 9. Strategies for better enforcement of state CCS standards with providers of high level and low level care?
Transition Age Youth	<ol style="list-style-type: none"> 1. What did you experience in transitioning to an adult provider? <ul style="list-style-type: none"> • Did you transition to different adult providers at different times for different conditions? 2. What worked with your transition planning? 3. Did you have any challenges in finding an adult provider that can care for CCS condition? <ul style="list-style-type: none"> • What, if any, barrier to getting care did you experience? • Did you experience any gaps in care? 4. Did you have transition team? 5. Who helped you with your transition? 6. What has made your transition easier – what has made it harder?

	<p>7. How can CCS improve the transition process?</p> <p>8. What other kinds of non-medical services do you need and what is your experience in trying to get these services?</p>
MTP Administrators	<p>1. It is said that the MTP "costs too much". Do we need to redesign the MTP in response to capped realignment funds and county budget deficits? What can be done to reduce the costs of the MTP?</p> <ol style="list-style-type: none"> What services are unique to the MTP? (not provided in other venues but essential functions to be preserved) How might we change CCS guidelines to allow staff to be utilized in a more efficient manner? What current guidelines are making things difficult? The program serves the clients with an individualized, needs-based perspective. How can we preserve this? In what ways could services be improved without increasing costs? Does medical eligibility for the MTP need to be modified? If so, how? <p>2. What data gathering methods are used in the MTP? Should the state do more data collection and monitoring of changes in functional status for MTP clients? –</p> <ol style="list-style-type: none"> What data should be collected to measure functional changes and how should this data be collected? Are there additional ways to demonstrate the value of the MTP? What is your opinion of the current assessment tools being used to collect program data (the NISS and the FISC)? <ul style="list-style-type: none"> If you feel that one or both of them is/are the best tool(s) to use for the MTP, please explain why. If you do not feel these assessments are the best assessments for the MTP, what assessments would you recommend and why? How can data collection on quality and outcomes, and research on best practices be used in MTP to inform program planning and guide clinical practice? How can we increase the use of validated instruments? How can CCS get 'buy in' from families as to the appropriateness of using such instruments/measures? Which counties have innovative programs or could serve as 'Best Practice' models and in what areas (documentation, efficiencies, clinical outcomes, revenue, etc)? <p>3. We have heard that there are not enough county therapists and that vendors do not want to do the work because of low reimbursement rates. Is this your experience? If it is, what are some potential solutions?</p> <p>4. Do you perceive that schools and MTP are duplicating services?</p> <ol style="list-style-type: none"> we have heard that there might be some duplication of services with schools providing OT and PT and billing Medi-cal and CCS providing the same services Are there recommendations for improving the relationship between Education and MTP? <p>5. Ideas on how to improve access to DME?</p>
Specialty	<p>1. Are there significant barriers to provider participation in CCS? What are they?</p>

<p>Providers</p>	<p>Prompts:</p> <ul style="list-style-type: none"> • Are rates a problem? • Are delays for authorization a problem? • What are there challenges with the current billing system? <p>2. What are some specific strategies to overcome provider participation</p> <p>Prompts:</p> <ul style="list-style-type: none"> • What incentives could be used to recruit new specialty physicians? • Is there a better way for billing for CCS services? • How could the CCS program be marketed to providers who are not currently participating? • How do we best engage primary care providers to work with the CCS Special Care Centers? Would specific training help? Would the program need to provide incentives? <p>3. Who should provide a medical home for CCS children? Should it be integrated into specialty care at the Special Care Centers or should it be the responsibility of the primary care physician?</p> <p>4. What would you need to be able provide a medical home for these kids?</p> <p>Prompts:</p> <ul style="list-style-type: none"> • Would you want to incorporate this into your practice? • What could be done to improve communication with the Medical Home physicians – and specialty and other providers? • What would you need to provide case management? <p>What would it take for primary care doctors to provide medical homes for CCS kids?</p> <ul style="list-style-type: none"> • Could primary care physicians continue care and renew prescription as directed by specialty care provider) <p>5. Should health plans be required to provide the same coverage/standards of care and scope of service to privately insured kids that CCS provides for CCS-eligible kids?</p> <p>6. What kinds of outcome information should the State be collecting?</p> <p>7. What do you see the as the challenges of transitioning your adolescent patients to health care as they ‘age out’ of the program?</p> <ul style="list-style-type: none"> • What can the CCS program do to help your adolescent patients? <p>8. How can YOU help the CCS program? (DIDN'T HAVE TIME TO ASK)</p> <ul style="list-style-type: none"> • Work with primary care physicians? • “Train” adult specialty providers?
<p>Medical Consultants</p>	<p>1. What are the most significant barriers to provider participation in CCS?</p> <p>2. What are some specific strategies to overcome (specify barriers mentioned to provider participation)?</p> <p>Prompts:</p> <ul style="list-style-type: none"> • What incentives could be used to recruit new specialty physicians? • How could the CCS program be marketed to providers who are not currently participating? • How could training on caring for CCS children for primary care providers be increased? How do we best engage

	<ul style="list-style-type: none"> providers? • How well does the CCS program currently connect with PCPs? In what ways could the relationship between CCS and PCPs be improved? <p>3. What are some ways of improving eligibility determinations?</p> <ul style="list-style-type: none"> • Are there new approaches the program could use to determine medical eligibility? • Is there a more efficient way to do medical eligibility determinations? • Would a common application process help? • Would it be more efficient to have eligibility determinations and authorization at Special Care Centers and not be done by the counties? • Do the current medical eligibility regulations capture the population of children you think CCS should be serving? If not, how would you change those regulations • How could authorization process for services be improved? <p>4. Are there inter-county variations in eligibility determination and authorizations, and if so, should they be reduced and how could they be reduced?</p> <p>5. In what ways could the state CCS program enhance its communication with the county programs?</p> <ul style="list-style-type: none"> • In what ways could the state CCS program enhance communication among county programs? <p>6. Could you envision your role changing to assist with enforcing standards?</p> <p>7. Ideas on how to improve access to DME?</p>
<p>CCS Administrators and Case Managers</p>	<p>1. How could case management be improved?</p> <p>2. How much variability is there in the amount and quality of case management in different counties?</p> <p>Prompt:</p> <ul style="list-style-type: none"> • Should there be standardized case management protocols? Would they help to reduce perceived inter-county and intra- county variation? <p>3. Are there inter-county variations in eligibility determination and authorizations, and if so, should they be reduced and how could they be reduced?</p> <p>4. What are some of the ways of improving eligibility determinations?</p> <ul style="list-style-type: none"> • Would it be more efficient to have eligibility determinations and authorization at Special Care Centers and not be done by the counties? • Would a common application process help? <p>5. Are there county-level models for more providing more efficient authorizations? Which counties?</p> <p>Prompts:</p> <ul style="list-style-type: none"> • In one county we were told about, case management people work directly with financial eligibility people to improve the authorization process. Nurse managers aren't doing as much of the clerical work (Katie add to this...)

	<p>6. Should health plans be required to provide the same coverage/standards of care and scope of service to privately insured kids that CCS provides for CCS-eligible kids? Prompt: 7. Ideas on how to improve access to DME?</p>
<p>Families</p>	<p>1. How well is the CCS program currently meeting your child's needs? Prompts:</p> <ul style="list-style-type: none"> • What is working and what is not working? • What could be better? • Are you getting the Social support and case management you need? • Is the CCS program linking you with any needed in-home Support Services • With staffing cuts, does county CCS staff have enough time to provide an opportunity for parent input? <p>2. Are able to access specialty providers when you need them? Prompts:</p> <ul style="list-style-type: none"> • Are there barriers to receiving specialty care? (Probe – is transportation a problem, is distance a problem, language and translation?) • Are you satisfied with the care received? <p>3. Are able to access primary care providers in your community? Prompts:</p> <ul style="list-style-type: none"> • Are there barriers to receiving primary care? (Probe – is transportation a problem, is distance a problem?) • Are you satisfied with the care received? <p>4. Do you have adequate access to equipment, supplies, and medication? Prompts:</p> <ul style="list-style-type: none"> • Delays in getting equipment serviced? • Suggested solutions? • Difficulties getting medication? <p>5. What areas do parents want to have input into?</p> <ul style="list-style-type: none"> • What are the best ways to incorporate parent input? • What would make care more family centered? <p>6. How is the communication between your family and CCS? As it relates to your child, how is the communication among CCS staff? Is it efficient for parents?</p>