



Toby Douglas
Director

State of California—Health and Human Services Agency
Department of Health Care Services



Edmond G. Brown Jr
Governor

Date: June 20, 2012

N.L.: 02-0612

Index: Program Administration

TO: CALIFORNIA CHILDREN'S SERVICES (CCS) COUNTY
ADMINISTRATORS, MEDICAL CONSULTANTS, AND STATE
CHILDREN'S MEDICAL SERVICES AND REGIONAL OFFICE STAFF

SUBJECT: Providing Contact Information to the Newborn Hearing Screening Program

This Numbered Letter (N.L.) provides policy guidelines and procedural direction on the role of CCS programs in helping to find families who are at risk of not completing an audiological evaluation for hearing loss through the Newborn Hearing Screening Program (NHSP).

I. Background

The California NHSP screens over 517,000 infants each year. Approximately 12,000 of these infants need follow-up after hospital discharge to evaluate their hearing status. The NHSP Hearing Coordination Centers (HCCs) track and monitor all of the follow-up appointments, results, and outcomes for these children. The HCC staff send letters to families and primary care providers regarding the results of outpatient testing, the need for additional testing or referrals, and when appointments have been missed or not scheduled, as well as directly contacting families to assist them in scheduling and keeping appointments. If a family misses two (2) appointments or the provider cannot reach the family, the HCC makes three (3) attempts to contact the family. If the HCC is unsuccessful, a referral is made to the local Child Health and Disability Prevention (CHDP) Program. The CHDP Program tries to find the family and re-link them with the needed audiologic services. Due to these pro-active tracking and monitoring activities, less than 5 percent of the infants who leave the hospital needing outpatient hearing services are lost to follow-up.

The CHDP programs have limited resources to verify the accuracy of contact information provided by the HCC. Most children who need a diagnostic hearing evaluation will have already been referred to CCS, so it is reasonable that the CCS Program may have access to updated contact information.

N.L.: 02-0612

Page 2

June 20, 2012

II. Policy

The CCS programs will designate a liaison to receive referrals from the HCCs of families whose infants need a diagnostic audiologic evaluation and are at risk for loss-to-follow-up. Referrals will only be made for those who have Medi-Cal and those for whom insurance coverage is not known. The CCS Program will determine if updated family and/or primary care provider (PCP) contact information is available. The HCC will try to contact the family using the updated information prior to determining if a CHDP referral is necessary.

III. Policy Implementation

- A. Each county CCS Program must identify a staff person to serve as liaison with the NHSP HCC and shall provide the name and contact information of the liaison to the HCC Director within two (2) weeks of the date of this letter.

The HCC Directors can be reached at:

Beth Lannon, Ed.D.
Bay Area/Northern California HCC
(925) 941-7933
info@johnmuirhealth.com

Linda Okura, R.N., B.S.N., P.H.N.
South Eastern California HCC
(909) 558-3478
sechcc@llu.edu

Mely Mendoza, R.N., B.S.N.
Southern California HCC
(562) 933-8152
schcc@memorialcare.org

- B. The CCS liaison will receive referrals from the HCC similar to the attached sample form. The HCC will only refer infants who need a diagnostic evaluation, have Medi-Cal or insurance coverage is unknown, and for whom the provider and HCC have been unable to contact the family.

N.L.: 02-0612

Page 3

June 20, 2012

- C. The CCS liaison will review existing resources to determine if updated family and/or primary care provider contact information is available.
- D. Within seven (7) calendar days, the CCS liaison will provide updated contact information to the HCC, or notify the HCC that the information is current or no information is available.

For questions regarding this N.L., please contact Hallie Morrow, M.D., M.P.H., at hallie.morrow@dhcs.ca.gov or by phone at (916)-323-8009.

Thank you for your services to California's children.

Original Signed by Robert Dimand, M.D.

Robert Dimand, M.D.
Chief Medical Officer
Children's Medical Services

Attachment

NHSP Referral to CCS for Contact Information - SAMPLE

Infant's Name:

Date of Birth:

Date of Referral:

County:

HCC Information

Updated Information from CCS

Mother Name Street Address City Zip Home Phone Cell Phone Work Phone	
Father Name Street Address City Zip Home Phone Cell Phone Work Phone	
Legal Guardian (if different from above) Name Street Address City Zip Home Phone Cell Phone Work Phone	
Infant's Primary Care Provider Name Street Address City Zip Phone	

No new or updated contact information available to CCS

Completed By: _____ Date: _____

Fax completed form to the Southern California Hearing Coordination Center

HCC contact phone number: 562-933-8152

Fax number: 562-933-8157