Table 1, Denial / Closure Reasons

	Denial / Closure Reasons	Text	Citations	Changes Made
1.	Program eligibility process incomplete	It has been determined that |PATIENT NAME| is not eligible for the CCS program because the CCS program eligibility process was not completed.	Citations: Health & Safety Code 123895, California Code of Regulations, Title 22, Section 41900, 42000, and 42050.	Citation updated to include Section 42050.
2.	Residential eligibility criteria not met	CCS residential eligibility requirements were not met.	Citations: Health and Safety Code, Section 123865, 123895; Title 22, California Code of Regulations, Section 41900 and 42000.	Government Code, Section 243, 244- has been confirmed and is correct.
3.	Income more than $40K	It has been determined that you are financially ineligible for the CCS program because your adjusted gross income is more than $40,000. If you believe that your out-of-pocket expenses for |PATIENT NAME|'s medical condition will be more than twenty percent (20%) of your adjusted gross income, please follow appeal procedures on the enclosure.	Citations: Health and Safety Code Section 123870; Title 22, California Code of Regulations, Section 42050.	This is still being reviewed by CMS Policy and may be deleted.
4.	Income more than $40K – Family's out-of-pocket expense is not over	It has been determined that you are financially ineligible for the CCS program because your adjusted gross income is more than $40,000 and there is no documentation that |PATIENT NAME|'s medical expenses will exceed twenty percent (20%) of your adjusted gross income.	Citations: Health and Safety Code Section 123870; Title 22, California Code of Regulations, Section 42050.	This is still being reviewed by CMS Policy and may be deleted.

	Denial / Closure Reasons	Text	Citations	Changes Made
5.	HMO Client	CCS eligibility may be approved for individuals with Health Maintenance Organization (HMO) coverage when a needed service or durable medical equipment (DME) is not covered by the HMO and verification has been received by the CCS program. Since no written verification has been received, CCS program eligibility is denied. Please remember that for the CCS program to cover a service or DME, the request must be received BEFORE the receipt of the service or DME.	Citations: Health & Safety Code 123825; California Code of Regulations, Title 22, Section 42110(8); CCS Numbered Letter 06-0394.	• **Removed:** California Children Services Manual of Procedure, Chapter 6, Section XI.A/5.a. • **Added:** CCS Numbered Letter 06-0394
6.	HMO Benefit	CCS program benefits may be authorized for clients enrolled in a HMO only when the service has been denied by the HMO plan membership and it is necessary to treat the CCS eligible condition. The requested service is denied because the service is a benefit of your HMO plan	Citations: Health & Safety Code 123825; California Code of Regulations, Title 22, Section 42110(8); CCS Numbered Letter 06-0394.	
7.	Parent/Guardian Military – not CA	A parent/legal guardian who is a member of the military must have California stated on his/her "State of Designation" record in order to meet residency requirements. California was not designated on the documents presented,	Citations: Government Code, Section 243, 244; Health and Safety Code Sections 123865, 123895; Title 22, California Code of Regulations, Section 41900.	

	Denial / Closure Reasons	Text	Citations	Changes Made
		therefore |PATIENT NAME| is not eligible for the CCS program.		
8.	Client's CCS eligible condition was diagnosed after adoption	Based on the documentation provided, |PATIENT NAME|'s CCS eligible medical condition was diagnosed after adoption. Therefore, you must meet financial eligibility requirements. You are ineligible for the CCS program because your income is over $40,000 adjusted gross income.	Citations: Health and Safety Code Sections 123870 and 1238965; California Code of Regulations, Section 42050.	
9.	MTP paperwork incomplete	The required CCS agreement and consent for services through the Medical Therapy Program were not completed.	Citations: Health and Safety Code Section 123895; Title 22, California Code of Regulations, Section 41900- 42050.	
10.	MTP therapy only	Eligibility has been established for Medical Therapy Program therapy services only. Full CCS program eligibility, including financial eligibility, must be established for other services including medical specialists, durable medical equipment, radiology and pharmacy.	Citations: Health and Safety Code Section 123870 and 123895; Title 22, California Code of Regulations, Section 41900-42050.	
11.	Failure to complete Medi-Cal application process	We asked you to apply for Medi-Cal. CCS must tell families about Medi-Cal and ask them to apply. Since you did not complete the Medi-Cal application process,	Citations: Health and Safety Code Section 123995; Title 22, California Code of Regulations, Section 42000-42050.	

	Denial / Closure Reasons	Text	Citations	Changes Made
		CCS program eligibility is denied.		
12.	Failure to pay fee(s)	Your required enrollment and/or assessment fees were not paid by the due date. Families failing to pay the amount due by the 60th calendar day from the due date are considered financially ineligible and are un-enrolled from treatment services on the 61st calendar day after the due date.	Citations: Health and Safety Code, Sections 123870 and 123900; Title 22, California Code of Regulations, Sections 42110 and 42125.	**Added:** Code 123870
13.	HMO/Managed Care insurance information not provided.	The CCS program has determined that you are no longer eligible for the CCS coverage because you did not provide your HMO/Managed Care insurance coverage information prior to the expenditure of CCS funds.	Citations: Health and Safety Code, Section 123825; Title 22, California Code of Regulations, Section 42110 (8) and State Department of Health Services, California Children Services Policy Letter Number 06-0394.	**Previous title:** Failure to use health insurance coverage **Previous text:** The CCS program has determined that you are no longer eligible for the CCS program because you did not use your health insurance coverage prior to the expenditure of CCS funds.
14.	No current services requested	A review of |PATIENT NAME|'s CCS case record has been completed and the findings are that there are no services being requested or authorized at this time. Based on this finding, CCS program eligibility is discontinued.	Citations: Health and Safety Code 123830, California Code of Regulations, Title 22, Sections 41518 and 41800.	**Added:** Section 41800

	Denial / Closure Reasons	Text	Citations	Changes Made
15.	Client/Family declines CCS services	CCS program eligibility is denied/discontinued based on information you provided stating you did not wish CCS coverage for |PATIENT NAME|.	Citations: Health and Safety Code 123825, California Code of Regulations, Title 22, Section 42000.	
16.	Client is over 21 years of age	Eligibility for the CCS program is limited to persons under 21 years of age.	Citations: Health and Safety Code, Sections 123805, 123830; Title 22, California Code of Regulations, Section 41510.	
17.	No response from last known address	There was no response from last known address.	Citations: Health and Safety Code Section 123865; Title 22, California Code of Regulations, Section 41900-42000.	
18.	Medical eligibility – CCS	There is no documentation of medical eligibility for CCS at this time. CCS program eligibility is therefore denied or discontinued.	Citations: Health and Safety Code 123830; Title 22, California Code of Regulations, Section 41800.	
19.	Medical eligibility – MTP services	There is no documentation of medical eligibility for the CCS Medical Therapy Program (MTP) at this time. Eligibility for the MTP is therefore denied.	Citations: Health and Safety Code 123830; California Code of Regulations, Title 2, Section 60300(j); California Code of Regulations, Title 22, Sections 41800, 41831, and 41832.	• Policy has confirmed Section 60300(j) • **Added:** Sections 41831 and 41832 • **Removed:** N.L. 39-1290; it has been superseded
20.	Medical eligibility – NICU	CCS medical eligibility for inpatient hospitalization based on NICU criteria is no longer met. Other CCS medical eligibility	Citations: Health and Safety Code Section 123830; Title 22, California Code of Regulations, Section 41800; CCS Program	

	Denial / Closure Reasons	Text	Citations	Changes Made
		including for the CCS High Risk Infant Follow-Up Program is noted below, if applicable	Numbered Letter 05-0502.	
21.	Medical eligibility – Orthodontic services	CCS is unable to authorize orthodontic services for malocclusion for children who have Denti-Cal coverage. Please ask your child's dentist or orthodontist to request approval through the Denti-Cal review process.	Citations: Health and Safety Section 123850; Title 22, California Code of Regulations, Section 41800; CCS Program Numbered Letter 06-1004.	
22.	Service not medically necessary for CCS eligible condition	There is no documentation of medical necessity of the requested service to treat the CCS eligible condition.	Citations: Health and Safety Code 123850; Title 22, California Code of Regulation, Section 41510 and 41518.	
23.	Not directed by CCS authorized specialist/center	The requested service is not prescribed by the CCS authorized specialist or Special Care Center.	Citations: Title 22, California Code of Regulations, Section 42321.	
24.	Insufficient documentation	There is insufficient documentation provided to determine eligibility and/or benefits.	Citations: Health and Safety Code Section 123830; Title 22, California Code of Regulations, Section 41800.	
25.	Not a CCS benefit	The requested service is not a CCS benefit.	Citations: Health and Safety Code Section 123850.	
26.	Duplicate request	The requested service or equipment is a duplication of service or equipment already available to the client.	Citations: Health and Safety Code Section 123850; Title 22, California Code of Regulations, Section 41518.	

	Denial / Closure Reasons	Text	Citations	Changes Made
27.	Service prior to request	The CCS program can authorize medical services and equipment only when notified prior to providing the service(s). The service requested is denied because the CCS program was not notified of the requested service or equipment before it was provided.	Citations: Health and Safety Code, Section 123850; Title 22, California Code of Regulations, Section 42180.	
28.	Provider not CCS paneled	The requesting physician is not a CCS paneled provider.	Citations: Health and Safety Code, Section 123925; Title 22, California Code of Regulations, Sections 42320-42326.	**Removed:** State Department of Health Services, California Children Services Administrative Guidelines, Chapter 1.4.1, C-3a, Chapter 3.2.
29.	Provider not a approved Medi-Cal or Denti-Cal provider	CCS services may be authorized only to providers approved by the CCS program. The service requested is denied because the provider requesting authorization for the service is not approved by the CCS program.	Citations: Health and Safety Code Section 123925; Title 22, California Code of Regulations, Section 42305.	
30.	Hospital no approved	CCS services may be authorized only to hospitals approved by the CCS program. The service requested is denied because the hospital requesting authorization for the service is not a CCS approved facility.	Citations: Health and Safety Code Section 123900; Title 22, California Code of Regulations, Sections 42110 and 42125.	

	Denial / Closure Reasons	Text	Citations	Changes Made
31.	M&T denial	The request for reimbursement for lodging, meals, or transportation expenses is denied or modified as detailed in the description. CCS is able to authorize these services only when alternative resources are not available to assist families in accessing CCS-authorized medical services. CCS approval of services is required prior to dates of service.	Citations: Health and Safety Code Sections 123825 and 123850; CCS Program Numbered Letter 16-0801.	
32.	Other (non-standard citation)	[Free-text entry]		

Table 2, Omitted Denial / Closure reasons

	Denial / Closure Reasons	Text	Citation	Reason for Omission
1.	Eligible condition cured	There is no documentation of medical eligibility for CCS at this time. CCS program eligibility is therefore denied or discontinued.	Citations: Health and Safety Code 123830; Title 22, California Code of Regulations, Section 41800.	Delete -- same as 18.
2.	No current medical reports have been received	There is no documentation of medical eligibility for CCS at this time. CCS program eligibility is therefore denied or discontinued.	Citations: Health and Safety Code 123830; Title 22, California Code of Regulations, Section 41800.	Delete -- same as 18.
3.	Out of state services are available for California	The service requested has been determined not to be medically necessary for the treatment of the eligible CCS medical condition. The request for service specified below is therefore denied.	Citations: Health and Safety Code 123850; Title 22, California Code of Regulation, Section 41510 and 41518.	Delete -- almost same as 24 and use free text.
4.	Referred to another treatment source	The service requested has been determined not to be medically necessary for the treatment of the eligible CCS medical condition. The request for service specified below is therefore denied.	Citations: Health and Safety Code 123850; Title 22, California Code of Regulation, Section 41510 and 41518.	Delete -- almost same as 24 and use free text.
5.	Requested service is not the least costly item/service to meet client's need			Delete -- use 24 and free text.
6.	Requested services is not to treat the client's CCS eligible medical condition	The service requested has been determined not to be medically necessary for the treatment of the eligible CCS medical condition. The request for service specified	Citations: Health and Safety Code 123850; Title 22, California Code of Regulation, Section 41510 and 41518.	Delete -- almost same as 24 and use free text.

	Denial / Closure Reasons	Text	Citation	Reason for Omission
		below is therefore denied.		
7.	Treatment completed			Delete -- use 18.
8.	Unable to keep appointments			Delete -- use 15 and free text.