

# California Children's Services Advisory Group

QUARTERLY MEETING

April 15, 2026

# Agenda

<b>1:00 – 1:15</b>	Welcome, Housekeeping, Deputy Director Remarks
<b>1:15 – 1:25</b>	Director Remarks
<b>1:25 – 1:45</b>	Priorities: Discussion on Prioritization of Current Work Efforts
<b>1:45 – 2:10</b>	Service Authorization Request (SAR) Update
<b>2:10 – 2:30</b>	CCS Provider Paneling Update
<b>2:30 – 2:40</b>	Break
<b>2:40 – 2:55</b>	CCS Facility Review Update
<b>2:55 – 3:15</b>	Unsatisfactory Immigration Status (UIS)
<b>3:15 – 3:35</b>	Program Updates
<b>3:35 – 4:00</b>	Public Comment

# Housekeeping and Meeting Logistics

- » Meeting information is available on the [CCS Advisory Group](#) webpage.
- » All meeting participants are muted upon entry.
- » Discussion is for Advisory Group Members until Public Comment.
- » Please "Raise Your Hand" or use Chat for questions or comments.
- » Live Closed Captioning is available during the meeting.

**Note:** DHCS records the meeting for note-taking purposes only

# Deputy Director Remarks

- » California Children's Services Advisory Group Meeting
  - Goals for today
  
- » Integrated Systems of Care Division Chief Introduction
  - James "Jake" Johnson

# Director Remarks



# Director Remarks

- » Assembly Bill 2486
- » New Advisory Group members
  - Katie Andrew, Local Health Plans of California
  - Kelsey Riggs, The Alliance for Health

# CCS Advisory Group Members



# CCS Advisory Group Members

- » **Katie Andrew**, Director of Government Affairs, Local Health Plans of California
- » **Paloma Barazza**, Family Advisory Committee Member, Central California Alliance for Health
- » **Katherine Barresi**, Chief Health Services Officer, Partnership Health Plan of California
- » **Tanesha Castaneda**, CCS Program Administrator, Santa Barbara County CCS Program
- » **Lianna Chen**, Family Advisory Committee Members, Health Plan of San Mateo
- » **Jerry Cheng, MD.**, Chief of Pediatrics LA & Pediatrics Specialties Lead, Kaiser Permanente SCAL
- » **Whitney Clark**, Service Line Director – Women's and Children's Services, Sutter Health
- » **Janis Connallon**, Project Director, Family Voices
- » **Stephanie Dansker**, Board Member/Patient, Bleeding Disorders Council of California
- » **Kristen Dimou**, California Children's Branch Chief, San Diego County HHS
- » **Mary Giammona, MD.**, Medical Director, Molina Healthcare California

# CCS Advisory Group Members

- » **Michelle Gibbons**, Executive Director, County Health Executives Association of California
- » **Allison Gray**, Program Officer, Lucille Packard Foundation for Children's Health
- » **Kelly Hardy**, Senior Managing Director, Children Now
- » **Dominique Hensler**, Director, Rady Children's Hospital and Health Center
- » **Michael Hunn**, CEO, CalOptima
- » **Erin Kelly**, Executive Director, Children's Specialty Care Coalition
- » **Ann Kinkor**, Coordinator State Legislative Agency, Epilepsy California
- » **Ann Kuhns**, President and CEO, California Children's Hospital Association
- » **Beth Malinowski**, Governmental Affairs Advocate, SEIU California
- » **Carol A. Miller, MD.**, Medical Consultant, CCS Medical Advisory Committee
- » **Jaime Ordonez**, CCS Program Administrator, Yolo County CCS Program
- » **Miriam Parsa**, Chief Pediatric Medical Officer, Cottage Children's Medical Center

# CCS Advisory Group Members

- » **Mona Patel, MD.**, Department of Pediatrics, Children's Hospital Los Angeles Medical Group
- » **Kelsey Riggs**, Care Management Director, Central California Alliance for Health (The Alliance)
- » **Kristen Rogers**, Family Advisory Committee Member, CalOptima
- » **Michelle Schenck-Soto**, Program Supervisor – PH Nursing, Imperial County CCS Program
- » **Laurie Soman**, Director, Children's Regional Integrated Service System (CRISS)
- » **Gina Stabile**, Family Advisory Committee Member, CenCal Health
- » **Jim Stein, MD.**, Board President, Children's Specialty Care Coalition
- » **Shelby Stockdale**, Whole Child Model Program Manager, CenCal Health
- » **Amy Westling**, Director of Policy, Association of Regional Care Centers
- » **Katrina Whitaker**, Director of Public Health Nursing, Sutter County CCS Program

# Priorities: Discussion on Prioritization of Current Work Efforts



## Discussion: 2026 CCS Priorities

- » Survey sent to Advisory Group on March 25<sup>th</sup> and closed on April 9<sup>th</sup>
  - Priorities ranked by importance
  - Additional Priority recommendations
  - Policy Guidance Priority Requests
  - 25 of 34 (73%) members replied to the survey-- ***THANK YOU!***
  
- » Stakeholder surveys will be sent ahead of quarterly meetings

# Member Ranking of CCS Priorities

- » Most priorities have a clear selection among respondents
- » Improve Provider Paneling Timeliness mean score 4.2
- » Transition to Adulthood mean score 3.9
- » CCS Whole Child Model Enrollment mean score 3.7
- » Improve SAR Timeliness mean score 3.6
- » Enhanced Care Management (ECM) continuity mean score 2.8
- » Improve Facility Review Timeliness mean score 2.8

<b>Priorities</b>	<b>Mean Score (6 highest, 1 lowest)</b>
<b>Improve Provider Paneling Timeliness</b>	<b>4.2</b>
<b>Transition to Adulthood</b>	<b>3.9</b>
<b>CCS WCM Enrollment</b>	<b>3.7</b>
<b>Improve SAR Timeliness</b>	<b>3.6</b>
ECM and Care Management Continuity	2.8
Improve Facility Review Timeliness	2.8

# Additional Priorities to Consider Responses

**Question:** Please list any priorities you feel we should have that are not already listed in the prior question.

- » Policy Guidance
- » Staffing
- » Funding

# Policy Guidance Responses

- » **Question:** Please list any policy guidance that you would like DHCS to prioritize (ex. a specific NL or guidance document). Also, include a brief description for why (ex. "Updating this guidance would help clarify CCS county roles and responsibilities.")
  
- » In Progress:
  - Core Standards
  - Intercounty Transfer NL and Training
  - WCM NICU and HRIF NL
  - Authorization of Rental or Purchase of DME-R NL
  - Medical Emergency/Emergency services at non-approved CCS facilities NL

# Policy Guidance Responses Cont.

- » Guidance requested by respondents:
  - CMS Net documentation upload when EHRs are used
  - Regional Cooperation Agreement for NICU
  - Annual Medical Review (AMR) Process NL
  - Criteria for ECM providers specific to CCS
  - Fiscal & Budget Training
  - Private Duty Nursing “tool” to determine hours worked
  - NL to clarify Private Insurance funding situations & procedures
  - Dept. of Ed. – Seizure Action Plan NL

# Service Authorization Request Update



# Service Authorization Requests

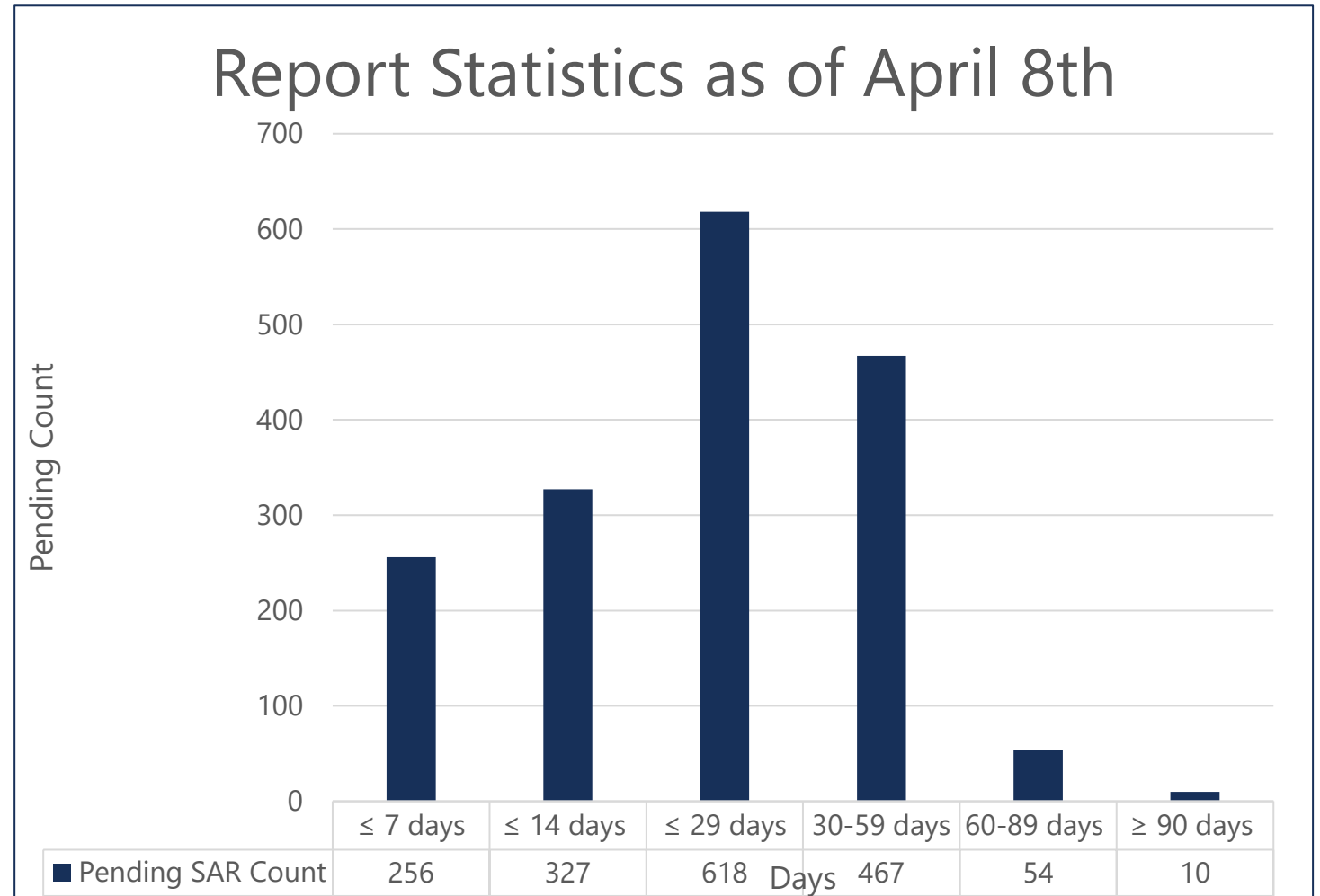
- » Inventory
- » Efficiencies
- » Timelines
- » Annual Medical Reviews



# Service Authorization Requests (SAR) Inventory

## » Report Statistics Days Pending Count as of April 8th:

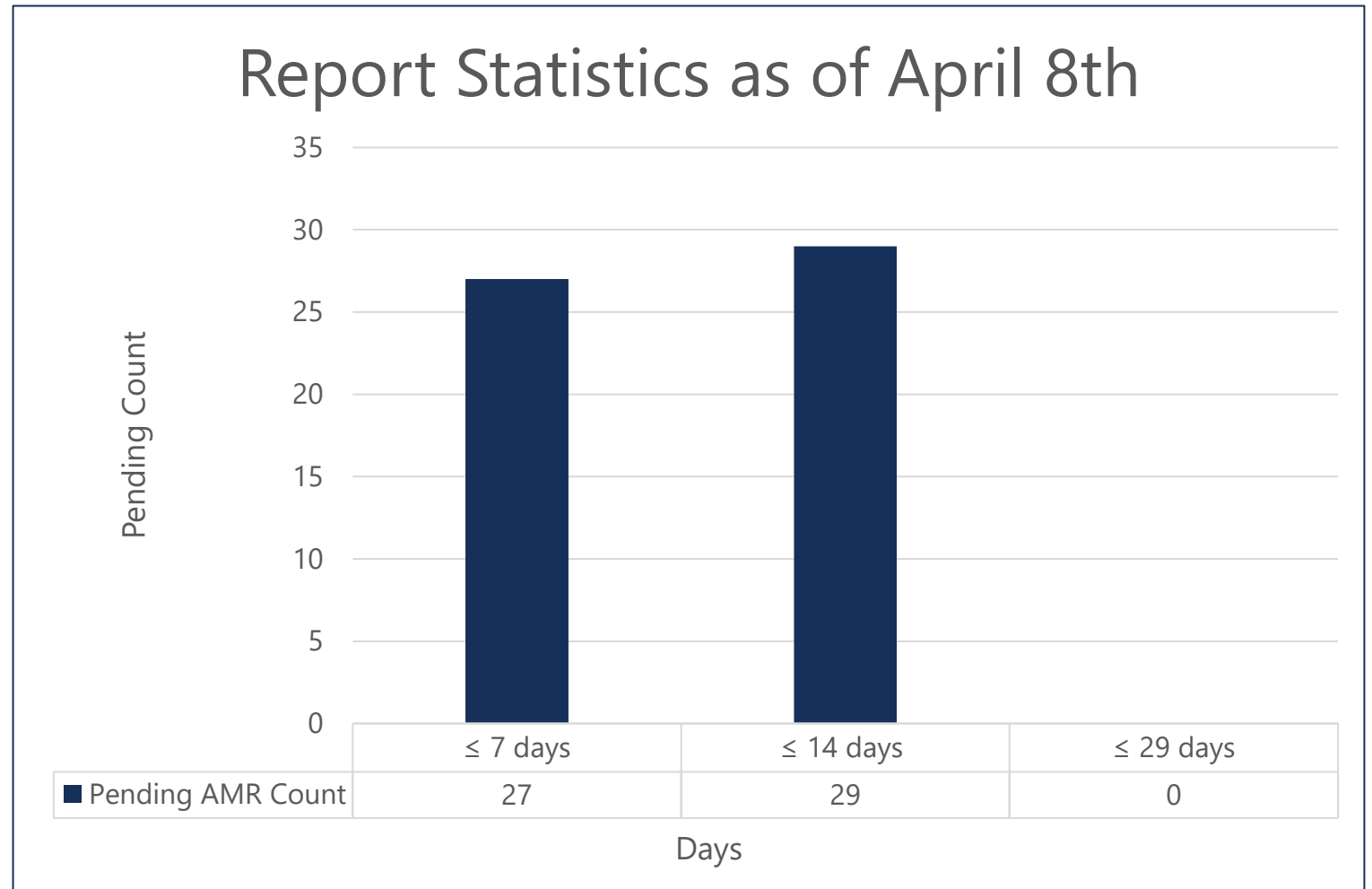
- 0-7 Days 256
- 8-14 Days 327
- 15-29 Days 618
- 30-59 Days 467
- 60-89 Days 54
- $\geq 90$  Days 10
- Total SAR Count 1,732



# Annual Medical Review (AMR) Inventory

## » Report Statistics as of April 8, 2026

- 0-7 Days 27
- 8-14 Days 29
- Total AMR Count 56



# Process improvements to drive efficiencies for SAR

» DHCS has identified opportunities to streamline processes and reduce the time it takes to processes approvals

## » **Expanded PEDI access**

- Exploring feasibility to allow managed care plans access to PEDI to submit referrals and upload medical documentation.

## » **Streamline approvals**

- Exploring CMS Net capabilities to automate approvals for lifelong conditions.

# Process improvements to drive efficiencies for SAR continued

» DHCS has identified opportunities to streamline processes and reduce the time it takes to processes approvals

## » **CMS Net Updates**

- Modifying the system to operate more as a case management system with process flows and auto assign reviews.

## » **eSARs**

- » Migrate to a 100% eSAR submission with exceptions for when the system is down and a provider does not have the technology to submit eSARs.

# SARs Process Improvements: Timelines

- » Expedited
- » 72 hours.
- » If items submitted do not meet the expedited criteria, they will be processed as a standard request.

- » Standard
- » 7 calendar days.
- » Work SARs oldest to newest. Medical Consultants help when time allows with the current backlog.

- » Target Compliance
- » Strive to meet 72 hours for expedited and 7 calendar days for standard processing by Q3 2026.

# CCS Provider Paneling



# CCS Provider Paneling: Process Improvements to drive efficiencies

- » ISCD reviewed paneling criteria and identified opportunities to streamline processes
- » Automated processes are now being deployed
  - Relies on primary source verification and personal attestation
  - Nearly all board-certified physicians are now auto-paneled
  - Auto-paneling will be extended to all provider types
  - Staff efforts will be re-directed to exception and discrepancy resolution and systematic post-paneling monitoring

# CCS Provider Paneling: Application issues that lead to delays

- » No Email contact information in system
- » Applying for incorrect specialty/sub-specialty
- » Applying before being approved as a Medi-Cal provider
- » Not entering expiration dates of licenses

# CCS Provider Paneling: Strides made in the last quarter

- » Redirection of staff
- » **Over 1,370 apps processed since last CCS AG meeting**
- » Targeting **Oct 2026** as the timeframe to reduce processing time to ~60 days

<b>CCS Provider Paneling Status</b>	
Physicians	28
Non-Physicians	24
<b>Total In Queue</b>	<b>52</b>
	<i>as of 4/9/2026</i>

# CCS Provider Paneling: Request

## » Assistance from Advisory Group

- Remind applicants/submitters to double-check application before submission
- Correctly identify board certified with effective date or board eligible
- Ensure that there is a contact email with the Provider Enrollment Division
- CCS Paneling Portal (can check for application status)
  - [CCS Panel Application](#)

# Provider Paneling Inquiry Mailbox

» [ProviderPanelingInquiry@dhcs.ca.gov](mailto:ProviderPanelingInquiry@dhcs.ca.gov)

- Email submission format:
  - Your First Name
  - Your Last Name
  - Best email to contact
  - Best phone number to contact
  - Screen prints of any errors you have experienced
  - NPI
  - Application number
- Brief summary of your inquiry

BREAK



# Agenda

**2:30 – 2:40**

Break

**2:40 – 2:55**

CCS Facility Review Update

**2:55 – 3:15**

Unsatisfactory Immigration Status (UIS)

**3:15 – 3:35**

Program Updates

**3:35 – 4:00**

Public Comment

# CCS Facility Reviews



# CCS Facility Review Update

- » Notable CCS application trends
- » Upcoming CCS facility review improvements
  - New streamlined process in development
- » How can the CCS Advisory Group help

# CCS Approved Facility Webpage Streamlining

- » DHCS currently maintains multiple webpages listing approved CCS facilities
- » DHCS is condensing this into one site updated weekly

# Unsatisfactory Immigration Status (UIS) Update



# Undocumented Immigration Status Update

- » DHCS released NL 06-1225 – CCS Members with UIS on December 22, 2025
- » DHCS is evaluating the data and impact to Counties
- » DHCS is also working on guidance to MCPs to support appropriate transitions
- » Reporting

# Program Updates



# CCS Guidance Documents

Policy Document	Status	Next Steps
Hydroxocobalamin IN	Released March 13, 2026	N/A
Special Care Center Core Standards	Final executive review	Distribute and post to website
EPSDT Services for PDN – Case Management	Final executive review	Distribute and post to website
Intercounty Transfer NL and Training	Final executive review	Distribute and post to website
NICU and HRIF Referral Process NL	Final executive review	Distribute and post to website

# CCS Guidance Documents

Policy Document	Status	Next Steps
Assistive Communication Technology Devices NL	Final executive review	Distribute and post to website
Hemodialysis Services IN	Final executive review	Distribute and post to website
Requirements for Nurse Practitioners NL	Under legal review	Internal DHCS review
Guidelines for DME-R NL	Internal DHCS review	Public Comment
Other Health Insurance NL	Internal DHCS review	Public Comment
Cochlear Implants NL	Internal DHCS review	Public Comment

# Additional Updates



# Public Comment

