

CALIFORNIA CHILDREN'S SERVICES ADVISORY GROUP MEETING

July 10, 2024 1:00 – 4:00 PM

DHCS Staff Attended:

Michelle Baass, Joseph Billingsley, Cortney Maslyn, Sabrina Atoyebi, Annette Lee, Barbara Sasaki, Erica Grant, Olivia Thomas, Andrea Fillebrown, Isabel Lacuesta, Jennifer Allen, Jin Chong, Ariana Hader-Smith, Sheela Jonnalagadda, Nalee Saechao, Alyssa Hedrick, Amara Bahramiaref, MaryJo Tobola, Dana Durham, Sean Barber, Katie Ramsey, Steven Cueto, Susan Philip, Karen Hava, Rosendo Garcia, Preston Poon, Stephanie Conde, Jannette Lepe, Paris Richardson, Jannette Lepe, Patricia Marcotte, Mahesh Khalasi, Stephanie Issertell, Stacy Nguyen, Francis Strasser-King, Elizabeth Venavides, Tuyen Tran, Kirstie Yi, Lisa Risch, Monet Blas, Megan Sharpe, Blia Vang, Dr. Laura Miller

Advisory Group Members Attended:

Lael Lambert, Anthony Magit, Carol Miller, Laurie Soman, Michelle Schenck-Soto, Susan Skotzke, Dr. Mary Giammona, Dr. Mona Patel, Janis Lambert Connallon, Kristen Dimou, Miriam Parsa, Katie Layton, Michael Hunn, Allison Gray, Dr. Jerry Cheng, Katherine Barresi, Lianna Chen, Amy Westling, Whitney Clark, Linnea Koopmans, Katrina Whitaker, Dr. Dianna Myers, Ann Kuhns and Stephanie Dansker.

AGENDA

Welcome and Housekeeping

Joseph Billingsley, Assistant Deputy Director, Health Care Delivery Systems

- » Welcomed participants and announced roll call will be taken from the meeting attendance log and sign-in sheet.

Sabrina Atoyebi, Branch Chief, Medical Operations Branch

- » Housekeeping and meeting logistics were reviewed with the participants in attendance.

Director Remarks and April 2024 Meeting Recap

Michelle Baass, Director, Department of Health Care Services

- » Participants were welcomed and thanked for their continued partnership to further improve the delivery of health care for CCS children and their families.
- » Four new advisory group members were introduced and welcomed:
 - Janis Connallon with Family Voices replaces Tamica Foots-Rachal as Director of Family Voices of California
 - Dr. Dianna Myers replaces Jennifer Mockus representing Central California Alliance for Health
 - Michelle Schenck-Soto (Shenk-Soto) joins from Imperial County
 - Katrina Whitaker joins from Sutter County
- » The meeting agenda for today includes updates on policy initiatives, Medi-Cal Rx, Whole Child Model expansion, Kaiser's recent implementation into Whole Child Model counties as a provider plan partner, and an update on Enhanced Care Management.

Sabrina Atoyebe, Branch Chief, Medical Operations Branch

- » Reviewed agenda topics presented at the April 2024 meeting. DHCS provided a WCM readiness update citing Assembly Bill 2724 authorizing Kaiser to implement as a Whole Child Model plan, as of January 1, 2024, in Marin, Napa, Orange, San Mateo, Santa Cruz, Solano, Sonoma and Yolo counties.
- » Counties, Medi-Cal managed care plans, providers, advocacy groups and family members working on WCM expansion activities effective January 1, 2025, were thanked for their collaboration and support.
- » DHCS in partnership with the California Health Care Foundation launched the Health Equity Roadmap initiative earlier this year. DHCS met with Medi-Cal members to hear firsthand experiences with the Medi-Cal health care delivery system. While the roadmap is not specific to CCS children, many CCS children receive services, treatments and medications through Medi-Cal. More information can be found on the [Health-Equity-Roadmap](#) webpage 2023 Accomplishments and 2024 Priorities.
- » Today's meeting agenda includes updates on the 2025 WCM expansion, 2024 transition, Enhanced Care Management (WCM), CCS program and policy initiatives.

Whole Child Model (WCM) Expansion

Joseph Billingsley, Assistant Deputy Director, Health Care Delivery Systems

- » CCS WCM enrollment data for February 2024 was presented. Enrollment data for March, April, and May 2024 will be available soon and will include data for kids in the Optional Targeted Low-Income Children's Program (OTLICP).
- » Enrollment data is available on the DHCS webpage: [EnrollmentData](#).
- » Laurie Soman asked if in addition to overall enrollment numbers, is DHCS looking also at CCS referrals and trends. She requested a more in-depth report on referrals and statewide enrollment at the next meeting. Susan Skotzke and Lael Lambert concurred.

Dana Durham, Division Chief, Managed Care Quality Monitoring Division

- » Medi-Cal Managed Care Plans (MCPs) must maintain clinical and family advisory committees for WCM. MCPs with openings on their family and/or clinical advisory committees are recruiting new members. CCS AG members were asked to brainstorm avenues MCPs can take to pursue filling family advisory committee positions.
- » Laurie Soman suggested tapping into family resource and support organizations for recruitment and consider compensating families for their participation. Janis Connallon concurred with the comments and reminded that Family Voices have Project Leadership graduates who could be considered. Dr. Giammona said Molina HealthCare has asked their CCS case managers to recommend families/names. Providing interpreters in these cases would be important for non-English speaking families who want to participate.
- » Other member suggestions included working with Medical Therapy Unit (MTU) clinics, and providing fliers at CCS provider offices, work through local patient organizations to provide mentorship to encourage participation. Ensuring interpreters are available to assist with non-English speaking families was also mentioned.

Sean Barber, Branch Chief, Managed Care Quality Monitoring Division

- » DHCS has completed the review and approval of operational readiness deliverables, except the Memorandum of Understanding between Kaiser and the WCM counties. Kaiser has provided DHCS with updates on the status of these discussions with county partners. Kaiser's Continuity of Care (CoC) agreement percentage is in line with the statewide percentage for the 2024

MCP Transition. Kaiser met all of DHCS' requirements. More information can be found on the [WCM Dashboard \(ca.gov\)](https://www.cdph.ca.gov/Programs/OPA/Pages/NR20240701.aspx) webpage.

- » MCP readiness deliverables were released to MCPs and counties in March, with staggered due dates based on prioritizations. Most deliverables for June have been approved, with outstanding approvals for at least one MCP's three deliverables. The process is currently on track and additional guidance will be provided by DHCS. DHCS is hosting monthly joint planning meetings with MCPs and counties. DHCS also hosts bi-monthly county meetings and Office Hours to assist with the WCM transition.

Joseph Billingsley, Assistant Deputy Director, Health Care Delivery Systems

- » 12 counties are implementing WCM effective January 1, 2025. Kaiser will be operating in 4 of the 12 counties as an alternate WCM plan.
- » DHCS and MCPs are conducting outreach to provide information on the WCM 2025 expansion; members will begin receiving 90, 60, and 30-Day notices in October 2024. The 90-Day Notice will be mailed by DHCS with an in-hand date of October 1, 2024. MCPs will mail 60 and 30-Day notices with an in-hand date of November 1, 2024, and December 1, 2024, respectively. These notices provide members with transition of responsibility for CCS services from county CCS to MCP, and the WCM program. Contact information will be included for those who have questions.

Enhanced Care Management (ECM)

Dr. Laura Miller, /Quality and Population Health Management Division

- » DHCS is developing updated ECM referral and presumptive authorization standards to streamline access to the benefit. The goal of ECM is to streamline access to ECM and reduce burden on the providers. The policy is still being finalized and is expected to be released in August 2024, with implementation in January 2025.
- » One highlight is that not all CCS children are enrolled automatically in ECM. CCS children need to have an additional need (i.e., housing insecurity, food insecurity, etc.) to qualify for ECM.

Policy Initiatives

County Compliance and Monitoring

Katie Ramsey, County Compliance Unit, Quality and Monitoring Branch

- » The CCS Compliance, Monitoring, and Oversight Program's purpose is to take into consideration variations based on CCS county model type, is to promote accessibility, transparency, monitoring, and oversight for the CCS program statewide.
DHCS reviewed state and national best practices. The following components of a comprehensive compliance program include grievances, appeals and state hearings, training, monitoring and oversight, and enforcement/correction action.
- » Numbered Letters (NLs) posted to the DHCS website were reviewed noting revisions to the Inter County Transfer (ICT) is currently in progress. Posted NLs can be found on the [CCS Numbered Letters \(ca.gov\)](https://www.cdph.ca/Programs/CID/DCDC/Pages/Imz/CCS/Numbered-Letters.aspx) webpage.
- » The Memorandum of Understanding (MOU) was released to counties for review and signature. To date two signed MOUs have been received and countersigned. The MOU is effective July 1, 2025.
- » The CCS grievance process was implemented on July 1, 2024. CCS beneficiaries and/or representatives may file a grievance any time for coordination of care, services, equipment or appointments, poor customer service, discrimination, health information privacy, quality of care, referral for services, scheduling appointments and timeliness of service authorizations or program eligibility decisions. County responsibilities for grievances for dependent and independent counties was reviewed and can be found in the [meeting presentation materials](#).
- » In advance of CCS Monitoring and Oversight Program implementation, DHCS will publish onboarding training materials, publish technical assistance guides, release an updated CCS program Administrative Case Management manual, and offer Office Hours for any questions or other assistance that may be needed.

Child Health and Disability Prevention Program (CHDP)

Sabrina Atoyebi, Branch Chief, Medical Operations Branch

- » DHCS has released the [CHDP Program Transition Plan](#) which sunset on July 1, 2024 per Senate Bill (SB) 184. The Children's Presumptive Eligibility (CPE) and

Newborn Gateway trainings are available to previously active CHDP providers. Questions regarding CPE can be directed to ChildrenPE@dhcs.ca.gov.

- » Managed care plans are providing care coordination, conducting trainings, and performing site reviews for network providers and provider site relocations. For additional questions regarding MCPs, please email pmmp.monitoring@dhcs.ca.gov.
- » Additional questions regarding the Newborn Hearing Screening Program (NHSP) can be directed to NHSP3@dhcs.ca.gov.
- » MCPs and the CA Department of Public Health continue existing Childhood Lead Poisoning Prevention (CLPP) program activities. For additional questions on CLPP, please contact CHDPTransition@cdph.ca.gov.
- » DHCS will monitor the CHDP Program mailbox through December 31, 2024.

CCS Redesign Performance Measure Quality Subcommittee

Sabrina Atoyebe, Branch Chief, Medical Operations Branch

- » In alignment with the authorizing statute, and in collaboration with the CCS Redesign Performance Measure Quality Subcommittee, DHCS is developing the CCS-appropriate performance measures to include in the dashboard. The initial iteration of the dashboard will be published no later than January 1, 2025. The initial iteration will include the following demographic data:
 - Delivery System
 - Age
 - Race
 - Ethnicity
 - Sex
 - Primary Spoken Language
 - Foster Care/Child Welfare
 - Eligibility group
 - County
 - Health Places Index
 - Population Density
 - Plan
 - Independent/Dependent County
- » For more information about the Performance Measure Quality Subcommittee, please visit the [CCS Redesign Performance Measure Quality Subcommittee \(ca.gov\)](https://www.dhcs.ca.gov/CCSRedesignPerformanceMeasureQualitySubcommittee) webpage.

CCS Program Update

Barbara Sasaki, Section Chief, Special Populations Section

- » Recently released Numbered Letters (NL) are available on the [CCS Numbered Letters \(ca.gov\)](#) webpage.
- » Recently released Information Notices (IN) are available on the [CCS Information Notices \(ca.gov\)](#) webpages.
- » California Children's Services (CCS) Enrollment Data is available on the [EnrollmentData \(ca.gov\)](#) webpage. Due to a discrepancy, enrollment numbers for April and May will be posted soon.

Public Comment and Wrap Up

Joseph Billingsley, Assistant Deputy Director, Health Care Delivery Systems

- » The next meeting is scheduled for Wednesday, October 9, 2024