

California Children's Services Advisory Group Meeting

Agenda

Welcome and Housekeeping	1:00 – 1:05
Director Remarks	1:05 – 1:15
January 2024 Meeting recap	1:15 – 1:20
Whole Child Model (WCM)	1:20 – 2:35
Break	2:35 – 2:45
Policy Initiatives	2:45 – 3:20
CCS Program Updates	3:20 – 3:30
Public Comment	3:30 – 3:50
Wrap-up, next steps and thank you	3:50 – 4:00

Housekeeping & Webex Logistics

Do's & Don'ts of Webex

- » Participants joining by computer and phone - link/meeting info available on the [California Children's Services \(CCS\) Advisory Group website](#).
- » All meeting participants are automatically muted upon entry.
- » CCS Advisory Group members: 'Raise Your Hand' or use the Chat box to submit questions.
- » Online attendees: Use the Chat box to submit comments/questions or 'Raise Your Hand' during the public comment period.
- » Call-In attendees: During the public comment you will be able to "Raise Your Hand" and unmute your phone line for questions.
- » Live Closed Captioning will be available during the meeting.

Note: DHCS is recording the meeting for internal note-taking purposes

Director Remarks



Director Remarks

- » Kaiser Whole Child (WCM) Implementation
- » Ensuring high-quality care is delivered
- » Thank you

January Meeting Recap

- » Medi-Cal RX update
- » WCM Expansion
- » Enhanced Care Management
- » Kaiser WCM Implementation

Advisory Group Members

Whitney Clark | *Sutter Health*

Lianna Chen | *Health Plan of San Mateo*

Michael Harris | *CenCal Health*

Michael Hunn | *Interim CEO CalOptima*

Beth Malinowski | *SEIU California*

Linnea Koopmans | *Local Health Plans of CA*

Carol A. Miller, MD | *CCS Medical Advisory Committee*

Francesca Peterson | *San Luis Obispo County*

Ann Kuhns | *California Children's Hospital Assoc.*

Amy Westling | *Assoc. of Regional Center Agencies*

Mary Giammona, MD | *Molina Healthcare CA*

Jolie Onodera | *CA State Assoc. of Counties*

Katherine Barresi | *Partnership HealthPlan of California*

Mona Patel | *Children's Hospital Los Angeles Medical Group*

Kristen Dimou | *County of San Diego Health and Human Services Agency*

Allison Gray | *Lucille Packard Foundation for Children's Health*

Stephanie Dansker | *Board Member/Patient, Hemophilia Council of CA*

Dominique Hensler | *Rady Children's Hospital and Health Center*

Laurie Soman | *Children's Regional Integrated Service System*

Anthony Magit, MD | *Children's Specialty Care Coalition*

Kelly Hardy | *Children Now*

Jerry Cheng, MD | *Kaiser Permanente SCAL*

Dena Davis | *CenCal Health*

Kristen Rogers | *CalOptima*

Lael Lambert | *Marin County CCS Program*

Ann Kinkor | *Epilepsy California*

Erin Kelly | *Children's Specialty Care Coalition*

Susan Skotzke | *Central CA Alliance for Health*

Tamica Foots-Rachal | *Family Voices*

Miriam Parsa, MD | *Cottage Children's Medical Center*

Michelle Gibbons | *County Health Executives Assoc. of CA*

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Whole Child Model (WCM) Update



2024 WCM Transitional Monitoring

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WCM Monitoring Approach

DHCS is utilizing a multi-pronged approach to enable oversight and ensure compliance with WCM Transition policies.

Domain	Activities	Status
MCP Survey Responses	<p>Kaiser is required to submit monitoring data via SurveyMonkey across four domains:</p> <ul style="list-style-type: none">• CoC for all transitioning WCM Members• PCP retention• Care Coordination• Member Issues	Ongoing <i>Initial MCP Survey Responses submitted on Wednesday, 11/22</i>
Stakeholder Feedback	<ul style="list-style-type: none">• DHCS is monitoring existing DHCS inboxes and discussions at DHCS forums (e.g. WCM Coordination meeting).• Kaiser is also expected to track stakeholder input and ensure appropriate feedback loops exist with leadership.	Ongoing <i>Pre and post transition monitoring</i>
Provider Network	<ul style="list-style-type: none">• DHCS continues to monitor Kaiser's progress maximizing overlap with providers that are already serving the WCM population today.	Ongoing <i>Pre and post transition monitoring</i>

WCM Transition Monitoring is an added layer of monitoring to the 2024 Transitional Monitoring.

MCP Survey Responses Timeline

The goal of MCP Survey Responses is to ensure MCPs are taking appropriate actions to carry out their transition obligations and identify disruptions to Member care for potential oversight actions.

- Kaiser is currently reporting Post Transitional Monitoring on a monthly basis.
- Kaiser will transition into "regular" quarterly monitoring beginning on July 1, 2024.

Dates	Frequency
<i>Post-Transition Monitoring (2024)</i>	
January 1 – February 29	Bi-Weekly
March 1 – June 30	Monthly
<i>Regular Quarterly Monitoring (2024)</i>	
July 1 – December 31	Quarterly

**DHCS reserves the right to modify the frequency based on the ongoing status of the implementation.*

WCM Monitoring Overview

- » Kaiser continues to provide timely post-transition submissions.
- » Kaiser demonstrated consistent transition-related communication with WCM MCPs and Counties.
- » Kaiser has not received any Member Continuity of Care requests.
 - Kaiser confirmed zero requests during monitoring survey follow-up activities.
 - This is a testament to the enhanced protections requiring Kaiser to conduct outreach to out of network (OON) providers for this population.
- » Kaiser has completed outreach to 213 (100%) of OON providers, with 49% of agreements secured with providers who were considered OON.
- » Kaiser assigned care coordinators to all transitioning members prior to the January 1, 2024 implementation date.
- » Kaiser and the CCS Counties have reported good faith efforts in the WCM MOU negotiations.

WCM Monitoring: Provider Network

DHCS assessed Kaiser's complete network capacity and determined Kaiser had an adequate paneled provider network to serve the WCM population. This included an assessment of their existing network.

- » Kaiser has a robust network including all required facility types, specialties, and sub-specialties.
- » Kaiser has strong overlap with CCS-WCM providers providing services to WCM Members pre-transition.
 - 100% for paneled providers
 - 79% for professional, allied, and medical support providers
 - 63% for Licensed Acute Care Hospitals
 - 92% for Special Care Centers
- » Kaiser is conducting additional contracting activities with the goal of increasing overlap with the network serving the transitioning population.
 - Kaiser will continue outreach to providers through end of Q2 2024 for purpose of securing a contract or CoC agreement
- » Kaiser provides monthly updates to DHCS and promptly addresses any inquiries.

Discussion

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Update by Kaiser Permanente on 2024 WCM Implementation



2025 WCM Expansion



Collaborative Planning

- » DHCS organized a series of initial meetings with the 2025 WCM expansion MCPs and Counties in 2023 to kick off the collaborative planning process.
- » Beginning in January 2024, DHCS resumed its collaborative planning meetings with the MCPs and Counties and as of February 2024 has organized a single monthly WCM 2025 meeting with the three MCPs and 12 Counties to work collaboratively together toward the January 1, 2025, implementation of the WCM expansion and share best practices.
- » DHCS is also hosting regular bi-monthly county meetings in 2024 to assist the counties in preparing for the January 1, 2025, WCM expansion.
- » DHCS will continue to organize additional ad hoc meetings with the MCPs and/or counties as necessary throughout 2024.

2025 WCM Expansion Plans and Counties

Central California Alliance for Health	Partnership HealthPlan of California	Kaiser Permanente
Mariposa, San Benito	Butte, Colusa, Glenn, Nevada, Placer, Plumas, Sierra, Sutter, Tehama, Yuba	Mariposa, Placer, Sutter, Yuba

WCM Managed Care Plan Readiness

- » MCP plan readiness deliverables were released to the counties in March and the MCP readiness review process will launch in Quarter 2, 2024.
- » DHCS' readiness review evaluates the MCPs ability to implement services focusing on:
 - Provider network adequacy
 - Member communications
 - Contractual and regulatory compliance
 - MOUs with Counties
 - Transition plan with Counties
 - Continuity of Care Protocols
 - Key Deliverables/Policies & Procedures related to Access Standards, Credentialing Policy, Grievance and Appeals Assessment Protocols and Health Assessment Protocols

County Guidance and Readiness

- » The Department of Health Care Services (DHCS) has provided counties and MCPs with the WCM Information Notice and WCM County CCS Program Readiness Submission Checklist which include implementation guidance and additional details pertaining to the requirements of the WCM Program.
- » The WCM Information Notice provides direction to County CCS Programs to work in partnership with MCPs operating in their county to implement the WCM Program.
- » The WCM County CCS Program Readiness Submissions Checklist includes the following deliverables:
 - Operational Transition Plan
 - Policies and Procedures
 - Memorandum of Understanding

Member Noticing

- » DHCS has developed 90/60/30-day notices and a Notice of Additional Information (NOAI) for the 2025 WCM Expansion. The notices will include detailed CCS/WCM transition information.
- » The 90/60/30-day notices and the NOAI were provided to plans and stakeholders for review/feedback on March 22, 2024. Feedback is due April 5, 2024.
- » DHCS/Health Care Options (HCO) will mail the 90-day notice no later than 10/1/24.
- » MCPs will mail a 60-day notice at the end of October 2024 and a 30-day notice at the end of November 2024.
- » The NOAI will be posted on the DHCS website. The notices will include a link and a Quick Response (QR code) to the NOAI. MCPs and HCO will provide the full NOAI by mail for any member who requests a printed copy.

Provider Noticing

- » Notification to CCS-paneled providers will be released in Quarter 3, 2024.
- » A Provider Bulletin is scheduled to be published in October 2024.
- » A Provider Newsflash will be published monthly in October and November and weekly in December.

Discussion

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Break



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Policy Initiatives

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California Children's Services (CCS) Compliance, Monitoring and Oversight Update

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Numbered Letter (NL) Updates

Status	NL	Public Comments Received	Next Steps
Finalized	Electronic Visit Verification (EVV) NL	<ul style="list-style-type: none"> Released for public comment on December 14, 2022 	<ul style="list-style-type: none"> Posted on DHCS website California EVV Implementation NL 02-0623
	Training NL	<ul style="list-style-type: none"> Released for public comment on January 27, 2023 	<ul style="list-style-type: none"> Posted on DHCS website CCS Training Requirements NL 04-0723
	Grievance NL <ul style="list-style-type: none"> Grievance Flowchart Grievance Form 	<ul style="list-style-type: none"> Released for public comment on December 23, 2022 Released for second round of feedback with CHEAC on June 14, 2023 	<ul style="list-style-type: none"> Posted on DHCS website CCS Grievances Process NL 06-1023 Grievance Form will be posted to the DHCS webpage once finalized
	CCS Program Reporting and Survey NL <ul style="list-style-type: none"> Compliance activities High Risk Assessment Tool for transition planning Reporting templates 	<ul style="list-style-type: none"> Released for public comment on January 24, 2023 Released for second round of public comment on July 13, 2023 	<ul style="list-style-type: none"> Posted on DHCS website CCS Program Reporting and Survey Process NL 09-1123

* DHCS is developing a Grievance, Appeal, and State Hearing Factsheet per stakeholder request. This factsheet was shared with NHeLP, DRC, and Family Voices for feedback and will be posted to the DHCS webpage once finalized

Numbered Letter (NL) Updates

Status	NL	Public Comments Received	Next Steps
Finalized	Intercounty Transfer NL	<ul style="list-style-type: none"> Released for public comment on September 8, 2023 	<ul style="list-style-type: none"> Posted on DHCS website Intercounty Transfer policy NL 10-1123
	Classic CCS Program Appeals and State Hearing (SH) Process NL	<ul style="list-style-type: none"> Released for public comment on July 7, 2023 Released for second round of public comment on January 18, 2024 	<ul style="list-style-type: none"> Final release in first quarter of 2024
Pending	Medical Therapy Program Utilization Review NL	<ul style="list-style-type: none"> Released for public comment on March 18, 2024. 	<ul style="list-style-type: none"> Release for public comment in first quarter of 2024
	MOU <ul style="list-style-type: none"> Roles and Responsibilities Table Definitions 	<ul style="list-style-type: none"> Released for public comment on September 26, 2023 	<ul style="list-style-type: none"> Final release by July 2024

Timelines



Deferring Implementation to July 2025

- » DHCS is deferring the implementation start date of the CCS Compliance, Monitoring, and Oversight program from July 1, 2024, to July 1, 2025.
- » DHCS is continuing efforts to analyze the CCS county administrative allocation funding, finalize policy guidance referenced in the MOU, and provide counties with more time to prepare for implementation of the program. In addition, July 1, 2025, aligns with the CCS WCM expansion and implementation of CCS quality metrics.

Deferring Implementation to July 2025 (cont)

The deferral:

- » Allows counties twelve months to review and execute and implement the MOU with their correct January 1, 2025, county model type.
- » Provides time to finalize and communicate CCS county budget revisions.
- » Allows additional time to develop CCS quality metrics and implement them with the same date as this proposal of July 1, 2025.
- » Allows for the finalization of policy guidance referenced or affected by the MOU.
- » Provides WCM expansion counties time to prepare for the January 1, 2025, transition including resolving current backlogs including Service Authorization Requests.*
- » Offers additional time for training counties and DHCS staff.

*There are two counties transitioning from Classic Independent to WCM Independent and 10 counties transitioning from Classic Dependent to WCM Dependent.

Grievances

DHCS encourages all counties to implement a grievance process on July 1, 2024, to work through any before being required to report their grievances to DHCS on July 1, 2025.

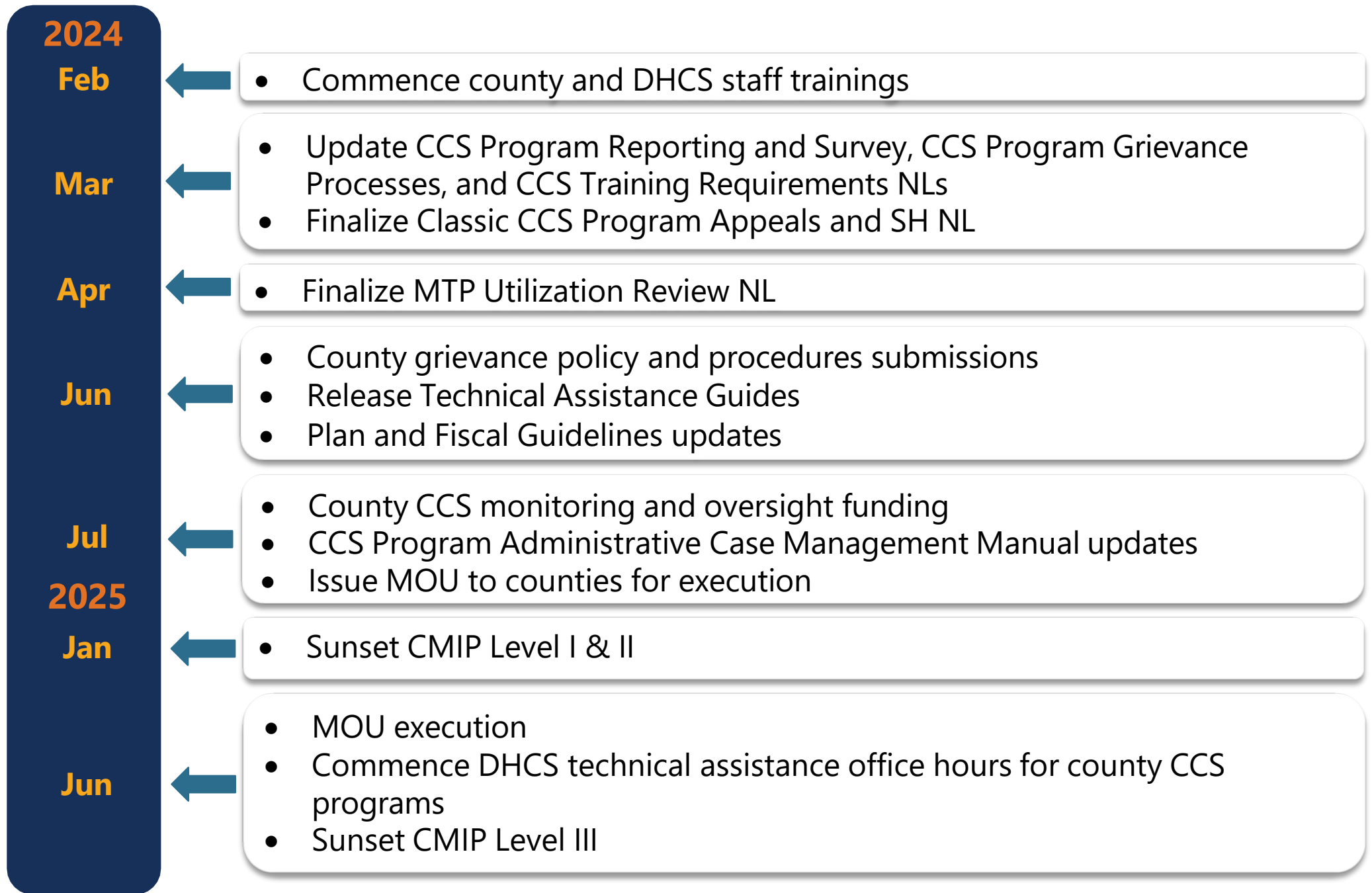
Independent Counties

- » Intakes grievances
- » Acknowledges grievances
- » Resolves grievances
- » DHCS will support counties during the transition period of July 1, 2024, to July 1, 2025, if needed

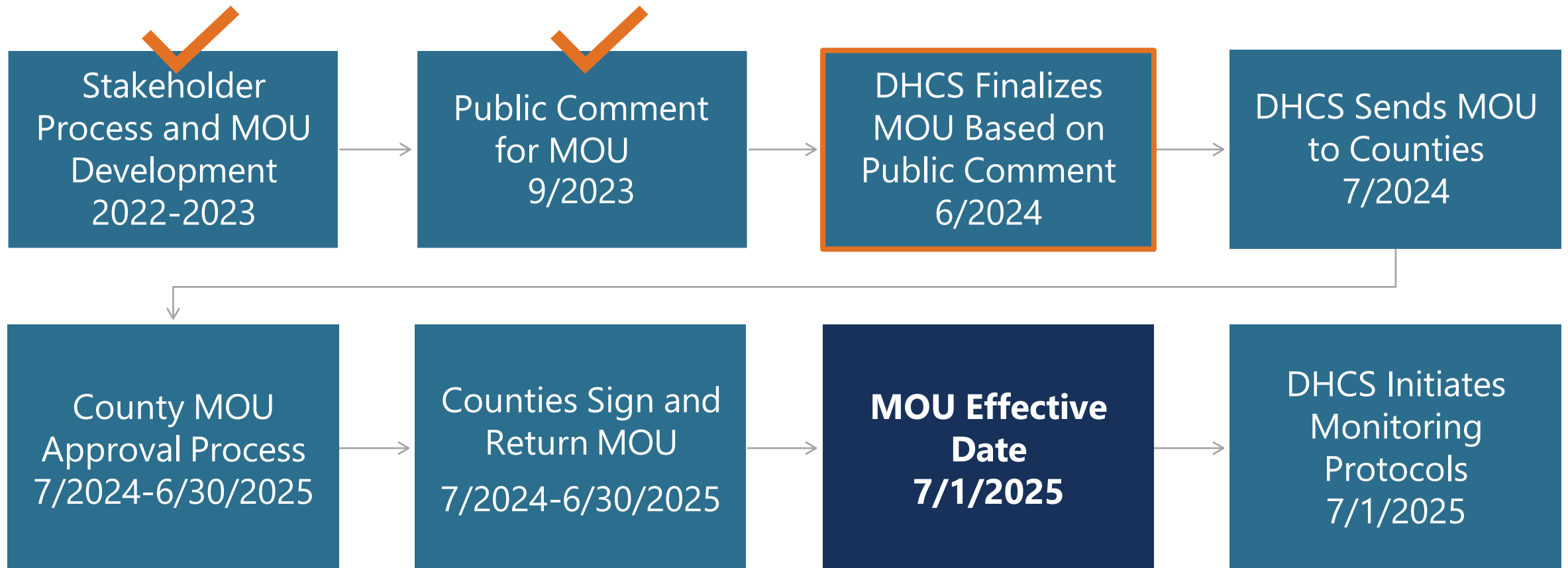
Dependent Counties

- » DHCS intakes grievances
- » DHCS acknowledges grievances
 - DHCS will submit grievances to counties if issue is under their purview
- » Responsible entity resolves grievances
- » Counties intake and acknowledge grievances submitted directly to them

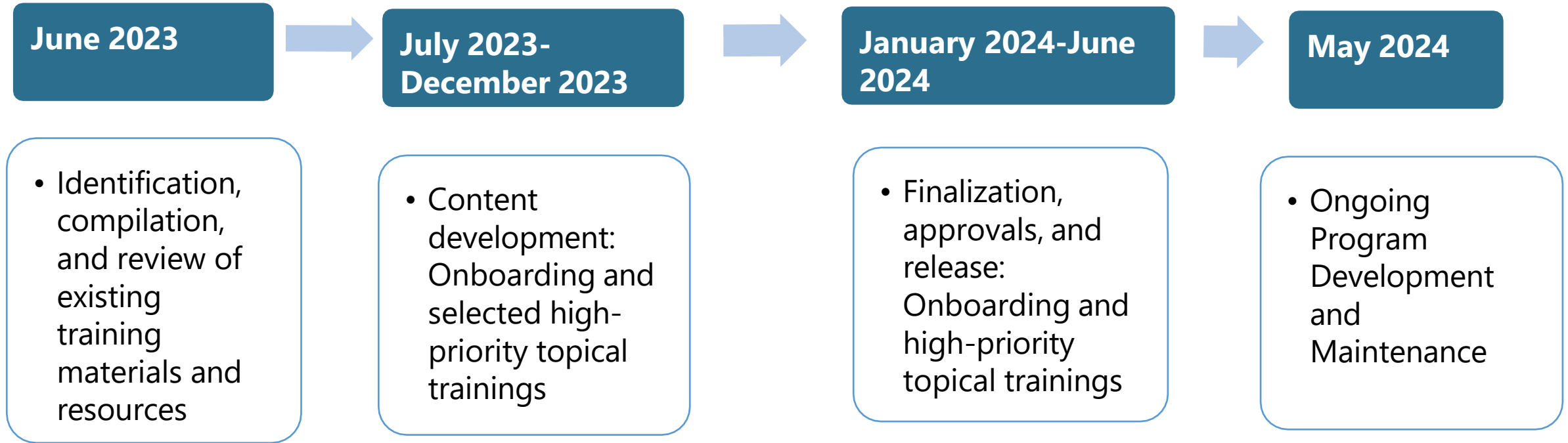
CCS Monitoring and Oversight Milestone Map



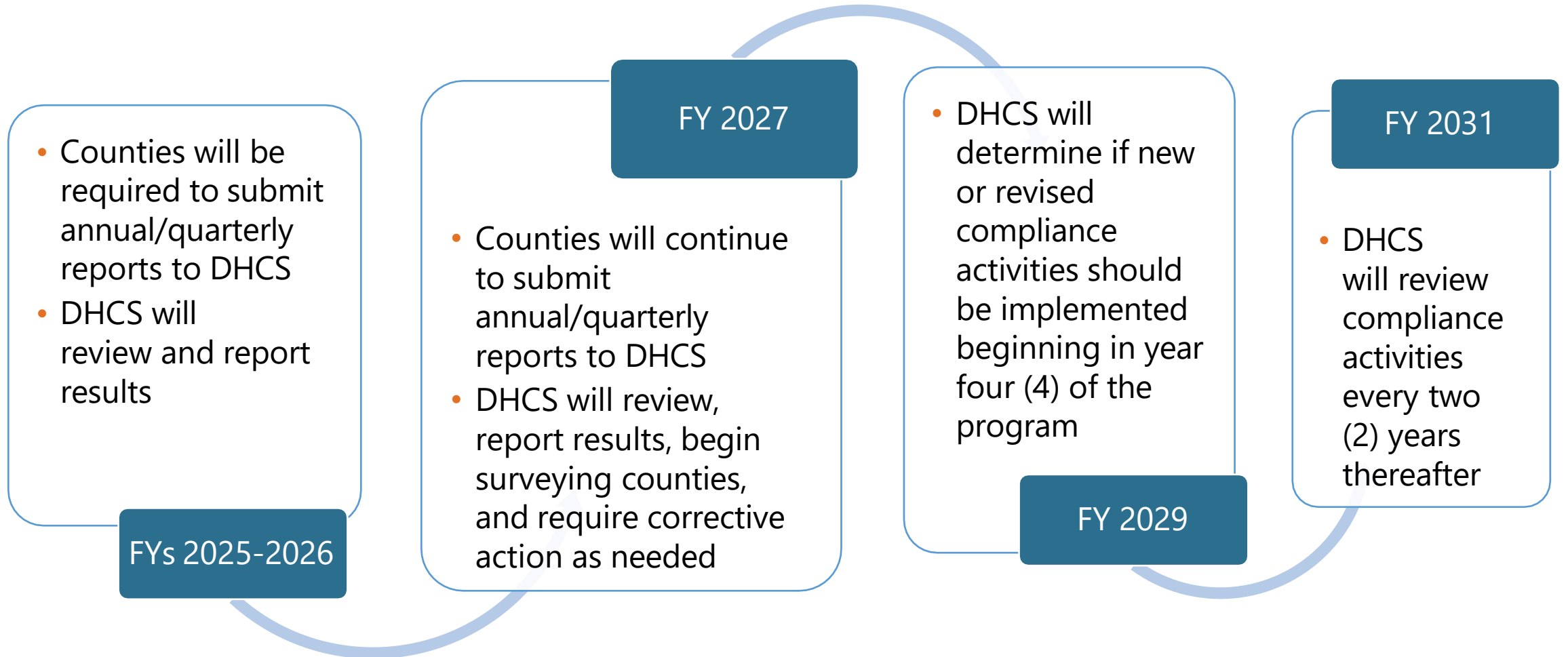
CCS Compliance, Monitoring, and Oversight Program MOU Progress



Timeline Training



Compliance Activities



Next Steps

- » In advance of the CCS Monitoring and Oversight Program implementation on July 1, 2025, DHCS will:
 - Publish policy guidance referenced or affected by the MOU.
 - Publish Grievance, Appeal, and SH Factsheet.
 - Release final MOU for county review and signature.
 - Update DHCS webpage with training information.
 - Publish Technical Assistance Guides.
 - Offer counties support and technical assistance on new reporting requirements.

Discussion

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Child Health and Disability Prevention (CHDP) Program Transition



CHDP Program Transition Plan

- » A draft of the transition plan was released for public comment from September 27, 2023, through October 11, 2023.
- » The hundreds of public comments received, in addition to the feedback compiled throughout Workgroup meetings, informed updates to the CHDP Program Transition Plan.
- » DHCS finalized the transition plan, and it is currently available online.

Ongoing CHDP Program Stakeholder Engagement

- » Outside of the CHDP Workgroup meetings, DHCS has been in communication with CHDP program stakeholders.
- » In December 2023, DHCS published [CHDP Provider Notice 23-04, CHDP Program Activities in Fiscal Year 2023-2024](#), to provide counties and relevant stakeholders with guidance on post-CHDP program transition activities.
- » DHCS has been conducting ad hoc meetings with county CHDP programs for in-depth discussions and support leading up to the transition.

Ongoing CHDP Program Stakeholder Engagement (Continued)

- » DHCS continues to host CHDP Steering Committee meetings, HCPCFC Statewide Foster Care Subcommittee Quarterly Meetings, and other regular stakeholder meetings.
- » Medi-Cal Provider Bulletin: DHCS released the [Medi-Cal Provider Bulletin](#) on February 26, 2024.
- » On March 12, 2024, DHCS released guidance regarding the [Deadline to Submit the CHDP Provider Data Sheet \(PM 177\) Form](#). PM 177's need to be submitted no later than June 15, 2024.

Post-CHDP Program Transition Activities

- » DHCS will continue to engage with stakeholders, release additional communications, and track relevant data leading up to and following July 1, 2024, to ensure a successful transition.
- » DHCS continues to monitor the CHDPprogram@dhcs.ca.gov inbox and will continue to do so leading up to the CHDP Program transition.

Discussion

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California Children's Services (CCS) Redesign Performance Measure Quality Subcommittee

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Authorizing Statute

Welfare & Institutions Code (WIC), section 14094.7 (b) requires DHCS to conduct the following activities by January 1, 2025:

- » Annually provide an analysis on its website regarding trends on CCS enrollment for Whole Child Model (WCM) counties and non-WCM counties, in a way that enables a comparison of trends between the two categories of CCS counties.
- » Develop utilization and quality measures, to be reported on an annual basis in a form and manner specified by the department, that relate specifically to CCS specialty care and report such measures for both WCM counties and non-WCM counties. When developing measures, the department shall consider:
 - Recommendations of the CCS Redesign Performance Measure Quality Subcommittee established by the department as part of the CCS Advisory Group pursuant to subdivision (c) of Section 14097.17.
 - Available data regarding the percentage of children with CCS eligible conditions who receive an annual special care center visit.

Authorizing Statute (continued)

- » Require, as part of its monitoring and oversight responsibilities, any WCM plan, as applicable, that is subject to one or more findings in its most recent annual medical audit pertaining to access or quality of care in the CCS program to implement quality improvement strategies that are specifically targeted to the CCS population, as determined by the department.
- » Establish a stakeholder process pursuant to Section 14094.17.

For WCM MCPs results from the measures identified in this process may inform quality improvement efforts.

Goals of the CCS Redesign Performance Measure Quality Subcommittee

- » The goal of the CCS Redesign Performance Measure Quality Subcommittee is to advise on the identification and implementation of quality and outcome measures for the CCS and WCM dashboard to drive improvements in health outcomes for children and youth.
- » The Subcommittee will collaborate with external stakeholders including WCM Medi-Cal Managed Care Health Plans (MCP) and CCS Classic counties to create a dashboard that tracks program performance.
- » 3-5 total measures should be identified and compared among both programs so external stakeholders, MCPs, and the public may access this information through the dashboard.
- » When possible, there should be alignment between measures selected for WCM MCPs and Classic counties.

Goals of the CCS Redesign Performance Measure Quality Subcommittee (continued)

- » The goal of the CCS Redesign Performance Measure Quality Subcommittee is to recommend a succinct list of measures for data collection and reporting.
- » The dashboard created by this effort will be utilized to improve CCS beneficiary health outcomes.
- » The list of measures recommended to DHCS will ultimately be leveraged to inform processes and potential needs for future initiatives from DHCS, county CCS programs, and MCPs.
- » The measures recommended to DHCS by this Subcommittee are separate and distinct from the CCS Compliance, Monitoring, and Oversight program.

Subcommittee Meetings

- » In February, the Subcommittee convened, reviewed, and discussed the following and voted on Tier 1 measures:
 - Key Subcommittee concepts for recommending measures including Principles for Measure Recommendations and Domains.
 - The measure recommendation process and roadmap.
- » On May 30, the Subcommittee will re-convene and continue this process.

Next Steps

- » The CCS Redesign Performance Measure Quality Subcommittee will meet on a quarterly basis and on the following schedule:

CCS Redesign Performance Measure Quality Subcommittee*	
Year	Meeting Date
2024	Thursday, May 30 at 9-1 PT
2024	Thursday, July 25 at 9-1 PT
2024	Wednesday, November 20 at 9-1 PT

* Meeting days, times, and activities are subject to change

Discussion

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Program Updates

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CCS Guidance Documents

Policy Document	Status	Next Steps
Transplants NL	<ul style="list-style-type: none"> Released March 8, 2024. 	<ul style="list-style-type: none"> Posted.
Appeals and State Hearing NL	<ul style="list-style-type: none"> Under executive leadership review. 	<ul style="list-style-type: none"> Posting
Core Standards	<ul style="list-style-type: none"> Under executive leadership review. 	<ul style="list-style-type: none"> Send for public comment.
Kawasaki NL	<ul style="list-style-type: none"> Under revision by medical policy team. 	<ul style="list-style-type: none"> Send to leadership for approval for publication.
Treatment for Duchenne Muscular Dystrophy (DMD) NL	<ul style="list-style-type: none"> Under executive leadership review. 	<ul style="list-style-type: none"> Send for public comment.
Gene Therapy for Hemophilia B NL	<ul style="list-style-type: none"> Under executive leadership review. 	<ul style="list-style-type: none"> Send for public comment.
MTP Medical Eligibility NL	<ul style="list-style-type: none"> Under executive leadership review. 	<ul style="list-style-type: none"> Send for public comment
MTP Utilization Review NL	<ul style="list-style-type: none"> DHCS compiling public comment feedback. 	<ul style="list-style-type: none"> Send to leadership for approval for publication.

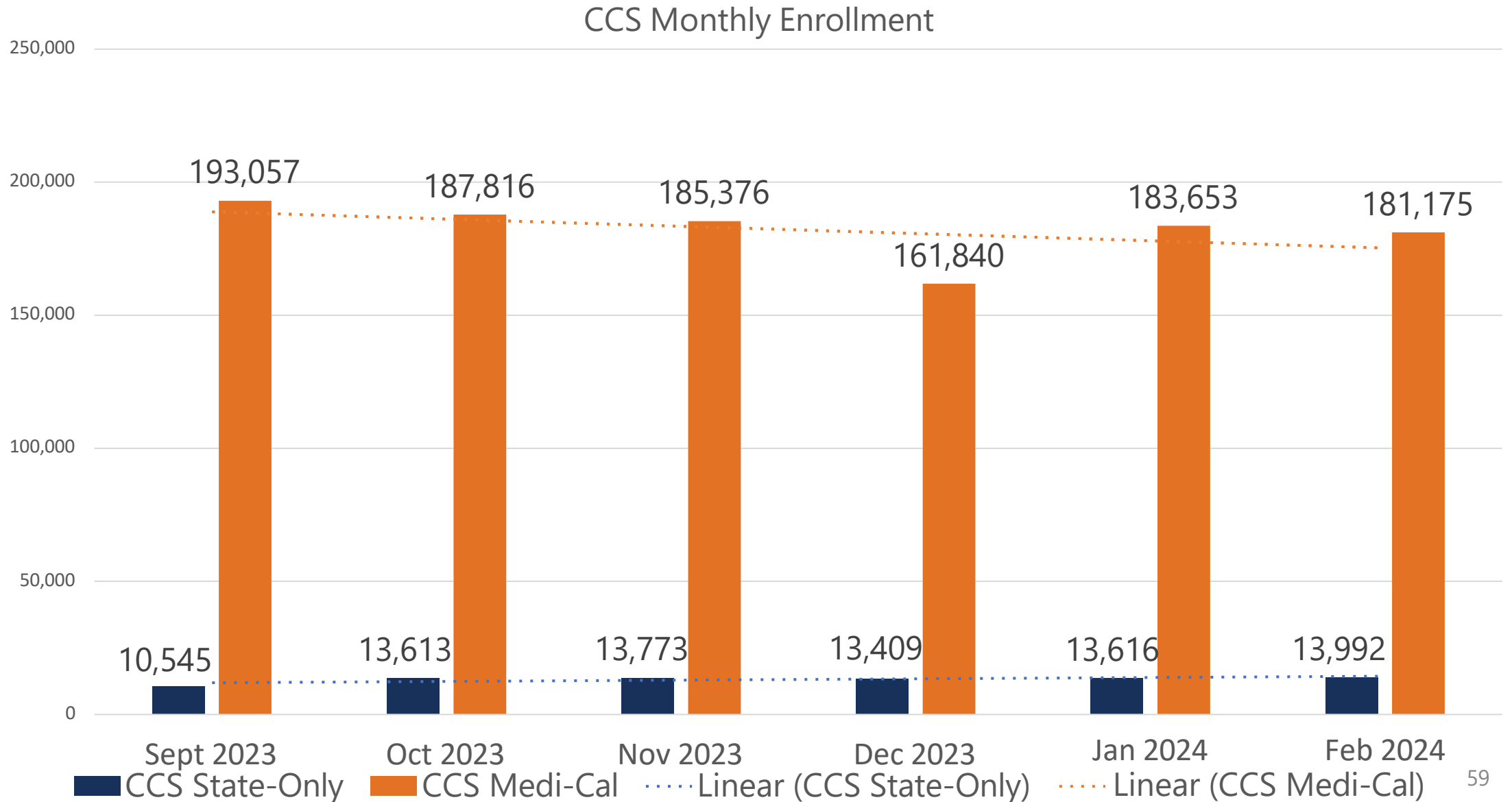
CCS Guidance Documents continued

Policy Document	Status	Next Steps
Gastrointestinal Standards	<ul style="list-style-type: none">• Sent for public comment.	<ul style="list-style-type: none">• DHCS to collect feedback.
MTP Duplication of Services NL	<ul style="list-style-type: none">• Released March 25, 2024.	<ul style="list-style-type: none">• Posted.

Medi-Cal Continuous Coverage

- » **DHCS launched the [Keep Your Community Covered Resources Hub](#)** which includes resources in all 19 threshold languages.
- » **DHCS released the interactive [Medi-Cal Continuous Coverage Unwinding Dashboard](#)** that will allow you to gain demographic and geographic insights to enrollment and renewal data.
- » **Direct Medi-Cal members to [KeepMediCalCoverage.org](#) or [MantengaSuMedical.org](#)**, which includes resources for members to update their information and find their local county offices. It will also allow them to sign up to receive email or text updates from DHCS.
- » **[CCS Enrollment Data](#)**, includes break down of county enrollment by CCS state-only and Medi-Cal/OTILCP.


CCS Enrollment Trends



Public Comment

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Thank you
Next Meeting: July 10, 2024

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