

California Children's Services (CCS) Advisory Group Meeting

Agenda

Welcome and Housekeeping	1:00 – 1:10
Director Remarks	1:10 – 1:15
April 2024 Meeting recap	1:15 – 1:20
Whole Child Model (WCM)	1:20 – 2:25
Break	2:25 – 2:35
Enhanced Care Management	2:35 – 2:55
Policy Initiatives	2:55 – 3:25
Program Update	3:25 – 3:35
Public Comment	3:35 – 3:55
Wrap-up, next steps and thank you	3:55 – 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

- » Welcome New Advisory Group Members
- » Whole Child Model Expansion
- » Agenda Overview
- » Health Equity Roadmap

April Meeting Recap

- » 2024 WCM Transitional Monitoring
- » Whole Child Model (WCM) Expansion
- » Policy Initiatives

Advisory Group Members

Whitney Clark | *Sutter Health*
Lianna Chen | *Health Plan of San Mateo*
Michael Harris | *CenCal Health*
Michael Hunn | *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 CA*
Mona Patel | *Children's Hospital LA 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*
Ann Kinkor | *Epilepsy California*
Erin Kelly | *Children's Specialty Care Coalition*
Susan Skotzke | *Central CA Alliance for Health (parent)*
Janis Connallon | *Family Voices*
Miriam Parsa, MD | *Cottage Children's Medical Center*
Michelle Gibbons | *County Health Executives Assoc. of CA*
Michelle Schenck-Soto | *Imperial County CCS*
Katrina Whitaker | *Sutter County CCS*
Dr. Dianna Myers | *Central CA Alliance for Health*

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Whole Child Model (WCM)

CCS WCM Members Enrolled by County

February 2024

County	WCM Members Enrolled
Orange	10,483
Santa Cruz	970
Monterey	2,593
Merced	2,372
Santa Barbara	2,702
San Mateo	1,323
Solano	1,599
San Luis Obispo	1,007
Napa	514
Yolo	654

County	WCM Members Enrolled
Marin	651
Lake	429
Sonoma	1,666
Humboldt	625
Mendocino	389
Lassen	82
Modoc	*
Shasta	920
Siskiyou	203
Trinity	50
Del Norte	74

There are no statistically significant differences observed in WCM enrollment levels compared to CCS Classic enrollment levels statewide. An asterisk (*) represents numbers have been suppressed.

For Discussion: Family Advisory Committee and Clinical Advisory Committee

Updates

- » Medi-Cal Managed Care Plans (MCP) must maintain a clinical advisory committee and establish a Family Advisory Committee.
- » MCPs with openings on their family advisory committee or clinical advisory committee are recruiting new Members.

Question for Discussion

- » How can local CCS stakeholders assist with identifying individuals who are interested in participating on these committees?
- » What additional avenues can MCPs pursue to recruit advisory committee members that are not currently being pursued?
 - » DHCS will be reaching out to stakeholders for recruitment suggestions.

2024 WCM Transition Monitoring

2024 Kaiser WCM Monitoring Overview

Kaiser demonstrated operational readiness for the 2024 WCM Transition through submission of 29 deliverables for DHCS's review and approval

- » Kaiser has completed outreach to 100% of out of network (OON) providers.
- » Kaiser's Continuity of Care (CoC) agreement percentage is in line with the statewide percentage for the 2024 MCP Transition.
 - 64% of CoC agreements have been secured with OON providers.
 - 36% of providers were non-responsive or declined to enter into an agreement.
 - DHCS validated this reporting by calling providers directly.
- » The WCM Dashboard details the criteria that all WCM Medi-Cal Managed Care Plans (MCP) will be evaluated on for long term monitoring.
 - Kaiser will be evaluated using that same criteria.
- » Kaiser has demonstrated that they are referring Members to County CCS Programs, assigning case managers to all Members, and completing assessments and care plans.

Kaiser WCM 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
 - 92% for Special Care Centers
 - 79% for professional, allied, and medical support providers
 - 63% for Licensed Acute Hospitals
- » Kaiser continued contracting activities through the end of June 2024 with the goal of increasing overlap.
- » Kaiser provides monthly updates to DHCS and promptly addresses any inquiries.

2025 WCM Expansion

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

Member Communications

- » DHCS and MCPs will be mailing member notices 90/60/30 days prior to January 1, 2025, directly to the affected members beginning October 2024.
 - » WCM 90 Day Notice – DHCS to mail and to be in hand October 1, 2024
 - » WCM 60 Day Notice – MCPs to mail and to be in hand November 1, 2024
 - » WCM 30 Day Notice – MCPs to mail and to be in hand December 1, 2024
- » The WCM Notices and Notice of Additional Information (NOAI) have been posted on the [DHCS CCS WCM webpage](#). The NOAI will be accessible through a Quick Reference (QR) code on the notices, and a printed copy will also be available via mail upon the member's request as outlined in the notices.
- » MCPs will conduct a Member call campaign from November 1, 2024 - December 1, 2024.

WCM Managed Care Plan Readiness

- » MCP plan readiness deliverables were released to the counties in March and the MCP readiness review process launched in the 2nd quarter of 2024.
- » Deliverable due dates are staggered based upon timebound components and prioritization:
 - May 1 – Six deliverables
 - June 3 – Six deliverables
 - June 17 – One deliverable
 - July 15 – Six deliverables
 - August 2 – Six deliverables
 - September 30 – Two deliverables

WCM Managed Care Plan Readiness Deliverables List

Deliverable Title	Due Date
WCM.0001 Transition Plan	06/03/24
WCM.0002 Executed WCM MOU w/Counties	09/30/24
WCM.0004A CCS Updated Readiness Provider Network	06/17/24
WCM.0004B WCM Provider Network Updated Template	09/30/24
WCM.0006 Continuity of Care P&P (Non-Transition)	06/03/24
WCM.0007 Provider Network Analysis	05/01/24
WCM.0009 Provider Network Contract Attestation	05/01/24
WCM.0010 Updated Subcontractor and Downstream Subcontractor Compliance P&P	05/01/24
WCM.0011 Updated Credentialing P&P	05/01/24
WCM.0012 Delegated Entity Assignment Attestation	05/01/24
WCM.0014 ICP Development P&P	06/03/24
WCM.0015 Member Noticing	07/15/24

WCM Managed Care Plan Readiness Deliverables List (continued)

Deliverable Title	Due Date
WCM.0016 Submit Call Scripts	08/02/24
WCM.0017 CCS Stakeholder Engagement	07/15/24
WCM.0018 Arrangement for Treatment Updated P&P	08/02/24
WCM.0019 Health Risk Assessment	08/02/24
WCM.0020 CCS Health Risk Assessment	08/02/24
WCM.0021 Maintenance and Transportation Benefits	06/03/24
WCM.0022 Individual Care Plans P&P	06/03/24
WCM.0023 Person-Centered Planning/Age-Out Plans Updated P&P	06/03/24
WCM.0024 Specialist/Clinic to serve as PCP	07/15/24
WCM.0025 CCS Advisory Committees	07/15/24
WCM.0026 P&P for identifying CCS-eligible Conditions	05/01/24
WCM.0027 Access to WCM Member Resources	07/15/24

WCM Managed Care Plan Readiness Deliverables List (end)

Deliverable Title	Due Date
WCM.0028 Major Organ Transplant	07/15/24
WCM.0029 WCM APL P&P Submission	08/02/24
WCM.0030 Enhanced Continuity of Care P&P (Transition)	08/02/24

WCM Managed Care Plan Readiness

- » Six deliverables were due May 1st:
 - WCM.0007, WCM.0009, WCM.0010, WCM.0011, WCM.0012, and WCM.0026
 - All six deliverables have been approved for all three plans.
 - In general, all plans were able to receive approvals for these deliverables with their initial submission or after a resubmission once guidance was provided.

WCM Managed Care Plan Readiness

- » Seven deliverables were due in June, six on June 3rd and one on June 17th.
 - WCM.0001, WCM.0004A, WCM.0006, WCM.0014, WCM.0021, WCM.0022, and WCM.0023
 - As of July 8th, most deliverables have been approved.
 - Approvals are still outstanding for at least one MCP each for WCM.0001, WCM.0004A, and WCM.0006.
 - DHCS is pending responses to Additional Requests for Information (AIR) for WCM.0001 (Transition Plan).

WCM Managed Care Plan Readiness

- » DHCS is currently reviewing AIR responses for WCM.0004A (Provider Network) and WCM.0006 (Continuity of Care P&P – Non-Transition).
- » DHCS provided guidance for those which were returned to the MCPs as an AIR.
- » Additional guidance will be provided if needed.
- » Approvals for the remaining deliverables is anticipated soon.

WCM Managed Care Plan Readiness

- » Six deliverables will be due on July 15th:
 - WCM.0015, WCM.0017, WCM.0024, WCM.0025, WCM.0027 and WCM.0028
- » Overall health of Managed Care Plan Readiness is on-track.

WCM County Readiness

- » The WCM County CCS Program Readiness Submission Requirements Checklist was provided to the expansion counties in March and the county readiness review process launched in Quarter 2, 2024.
- » The WCM County CCS Program Readiness Submissions Checklist includes the following deliverables:
 - Operational Transition Plan [due June 3]
 - Policies and Procedures [due June 3]
 - Memorandum of Understanding [due September 30]
- » All June 3rd deliverables have either been received from counties and are under review or extensions were requested and provided.

Collaborative Planning

- » DHCS continues to host monthly joint collaborative planning meetings with the three MCPs and 12 expansion counties. These meetings provide the opportunity for DHCS, the MCPs and the counties to collectively share updates and information, raise questions, and share best practices.
- » DHCS continues to host regular bi-monthly WCM expansion county meetings with the 2025 expansion counties and host office hours to assist them in preparing for the January 1, 2025, transition to WCM.
- » DHCS hosts a monthly deliverables meeting with the MCPs to assist them with any questions they have regarding deliverables.
- » DHCS also continues to organize additional ad hoc meetings with the counties and/or MCPs as necessary to address questions/issues that come up.

Provider Engagement

DHCS Policy Impacting Providers

MCPs will be engaging providers in advance of and immediately following the 2025 WCM transition for contracts, Letters of Agreements (LOAs), and CoC agreements

- » **CoC for Providers** – MCPs will conduct proactive outreach to OON providers currently serving the transitioning population. This will assist MCPs with expansion of their provider networks to serve the transitioning Members long-term and with their network readiness.
- » **Network Readiness**– DHCS is reviewing overlap with the existing provider network and assessing MCPs on paneled providers, allied, professional, and medical support providers, licensed acute care hospitals, special care centers, and durable medical equipment.

For Discussion: Provider Engagement

Activities

- » Medi-Cal provider bulletins alerting affected providers to the transition
- » Information will be shared with CCS County Programs for dissemination to providers
- » Stakeholder calls and e-mail campaigns
- » DHCS will conduct webinars with provider groups and associations

Questions for Discussion

- » How can the CCS AG assist with communicating to providers?
- » Does the CCS AG have provider groups they recommend DHCS reach out to?
- » Are there other forums to engage providers?

Discussion

Break

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Update on Draft ECM Referral Standards and Template and Presumptive Authorization Policy

Streamlining Access to ECM

- » In July 2023, DHCS released a set of Enhance Care Management (ECM) and Community Supports policy refinements focused on improving the standardization of the design of both programs, with the goal of increasing the number of Members served and reducing administrative burden.
- » As part of the Department's July 2023 policy refinement commitments, **DHCS is developing updated ECM referral and authorization standards to streamline access to the benefit.**

Upcoming Guidance on ECM Referrals and Authorizations

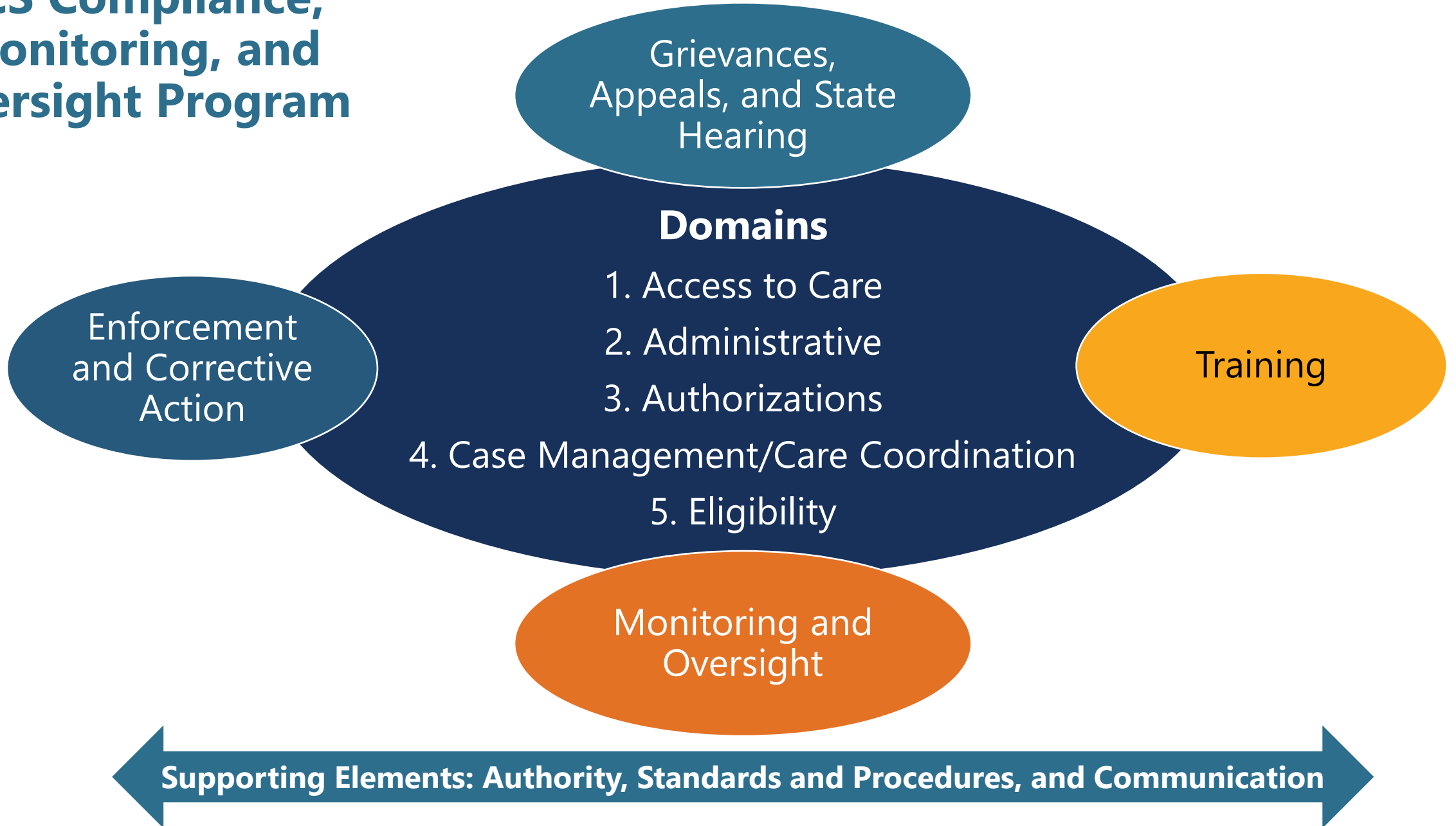
- » Universal ECM Referral Standards and Template
 - Streamline and align ECM referral process statewide for all MCPs to support member access to ECM.
- » Updated ECM Presumptive Authorization Policy
 - Expand use of presumptive authorization so specific ECM providers can start serving members faster.
- » Currently in development – DHCS release of Updated Guidance planned for July 2024 with implementation January 2025

Discussion

Policy Initiatives

CCS Compliance, Monitoring, and Oversight Program Overview

CCS Compliance, Monitoring, and Oversight Program



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. Revisions to the NL are currently underway
	CCS Program Appeals and State Hearing (SH) Process NL	<ul style="list-style-type: none"> Released for second round of public comment on January 18, 2024 	<ul style="list-style-type: none"> Reposted on the DHCS website CCS Program Appeals and SH Process NL 04-0424
	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"> Posted on the DHCS website Medical Therapy Program Utilization Review NL 05-0624 CCS NL 05-0624: Medical Therapy Program Utilization Review Process
	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"> Released to counties for review and signature on June 6 and 7, 2024 DHCS received 2 signed MOUs to date and has countersigned

*DHCS developed a Grievance, Appeal, and SH Factsheet per stakeholder request. This factsheet was shared and posted online, however DHCS received additional feedback and is revising. It will be released and posted on the DHCS webpage once finalized.

CCS Grievance Process

- » CCS grievance process was implemented on July 1, 2024
- » CCS beneficiaries and/or representatives may file a grievance any time for concerns with:
 - » Coordination of care, services, equipment, or appointments
 - » Poor customer service
 - » Discrimination against you or your child
 - » Health information privacy
 - » Quality of care
 - » Referrals for services
 - » Scheduling appointments
 - » Timeliness of service authorizations or CCS program eligibility decisions

County Responsibilities for Grievances

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 and acknowledges grievances
 - DHCS will send grievances to responsible county for issues under their purview
- » Responsible entity resolves grievances
- » County intake and acknowledge grievances

Timeline

CCS Monitoring and Oversight Milestone Map

2024

Jul

- County grievance policy and procedures submissions and DHCS approval
- CCS grievance process implemented
- County CCS monitoring and oversight funding available
- Finalized MTP Utilization Review NL

Aug

- Release Technical Assistance Guides

Dec

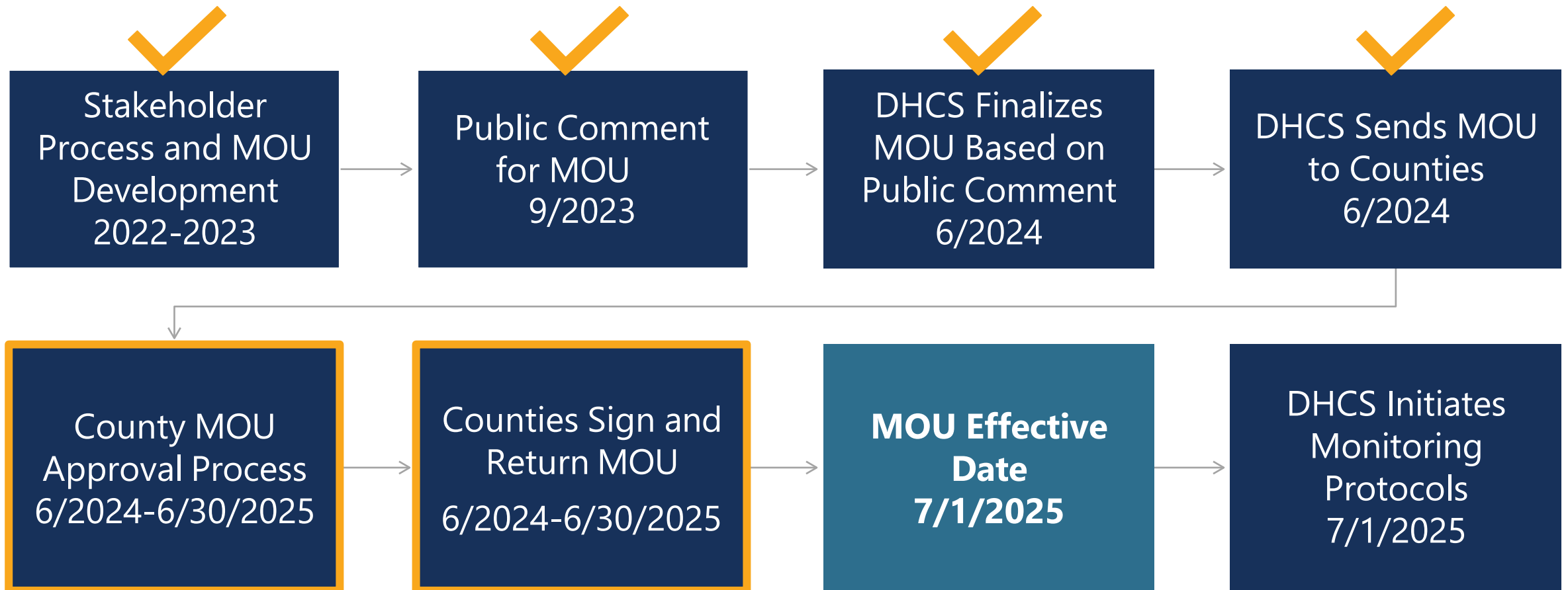
- Sunset Phase I CMIP
- Plan and Fiscal Guidelines updates
- Finalize CCS Program Administrative Case Management Manual

2025

Jun

- MOU execution
- Commence DHCS technical assistance office hours for county CCS programs
- Sunset Phase II CMIP

CCS Compliance, Monitoring, and Oversight Program MOU Progress



Next Steps

- » In advance of the CCS Monitoring and Oversight Program implementation on July 1, 2025, DHCS will:
 - Publish onboarding training to the DHCS webpage
 - Publish Technical Assistance Guides
 - Release the updated CCS Program Administrative Case Management Manual
 - Continue to support counties in implementing their grievance process
 - Offer counties support and technical assistance on new reporting requirements, including holding office hours

Discussion

Child Health and Disability Prevention (CHDP) Program Transition Update

Post Transition

- » As of July 1, 2024, the CHDP Program has sunset as outlined in Senate Bill (SB) 184
- » DHCS has finalized and released the [CHDP Program Transition Plan](#) and [certification](#)
 - Children's Presumptive Eligibility (CPE) and Newborn Gateway trainings are available today for completion by previously *active* CHDP providers who used Gateway and now wish to participate in CPE. Both are in the [Medi-Cal Learning Portal website](#)
 - Additional questions regarding CPE, please contact: ChildrenPE@dhcs.ca.gov
 - MCPs are providing care coordination to all members, conduct ongoing trainings for network providers, conduct provider site reviews and provider site relocations
 - Additional questions regarding MCPs, please contact: pmmp.monitoring@dhcs.ca.gov
 - DHCS' Newborn Hearing Screening Program (NHSP) and the contracted Hearing Coordination Centers (HCC) work together to track and monitor families who need assistance
 - Additional questions regarding NHSP, please contact: NHSP3@dhcs.ca.gov
 - MCPs and the CA Dept. of Public Health (CDPH) continue existing Childhood Lead Poisoning Prevention (CLPP) program activities
 - Additional questions regarding CLPP, please contact: CHDPTransition@cdph.ca.gov

Post Transition (continued)

- The Health Care Program for Children in Foster Care (HCPCFC) is now a standalone program and continues to provide monitoring and oversight to the Public Health Nurses who provide Care Coordination to foster youth
 - Additional questions regarding HCPCFC, please contact: HCPCFC@dhcs.ca.gov
- » Forthcoming communications and resources include, but are not limited to:
 - An updated HCPCFC Program Manual
 - HCPCFC Allocation Letter for fiscal year 2024-25
 - DHCS and California Dept. of Education (CDE) joint letter regarding Report of Health Examination for School Entry form (PM 171A) will be under CDE to administer. Communications will be sent out to school districts throughout the state
- » DHCS will discontinue the CHDPprogram@dhcs.ca.gov inbox on December 31, 2024
- » Additional details regarding CHDP program transition are posted on the [CHDP Program Transition website](#)

Discussion

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

Authorizing Statute

Assembly Bill 118 and 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 Whole Child Model 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.

Measure Development Progress

- » In alignment with the authorizing statute, and in collaboration with the CCS Redesign Performance Measure Quality Subcommittee ("Subcommittee"), DHCS is identifying, selecting, and developing CCS-appropriate performance measures to be included in a publicly available dashboard.
- » The initial iteration of this dashboard will be published no later than January 1, 2025, and will contain presently available demographic data (detailed on the following slide).

Demographic Data

- » The initial iteration of the dashboard will include the following demographic dimensions:

Selected Demographic Dimensions	
Delivery System	County
Age	Healthy Places Index
Race	Population Density
Ethnicity	Plan
Sex	CCS
Primary Spoken Language	Year/Month
Foster Care/Child Welfare	Independent/Dependent County (new)
Eligibility Group	

Selected Tier 1 Measures

- » DHCS is moving forward with the below six Tier 1 measures, which received over 60% of the Subcommittee's vote. :
 1. CCS Paneled Provider Utilization
 2. Ambulatory Care – Emergency Department (ED) Visits
 3. Inpatient (IP) Admissions
 4. Pediatric All-Condition Readmission
 5. CCS beneficiaries with select conditions who have a documented visit with a SCC within 90-days of referral
 6. CCS Beneficiaries with Hearing Related Condition

Selected Tier 1 Measures (continued)

- » Based on relevance to the CCS population, feasibility of the measures, and data availability, DHCS determined that it is critical to track the two preventive measures below.
 - Childhood Immunization Status (CIS)
 - Immunizations for Adolescents Combination 2 (IMA-2)
- » DHCS will include these measures in Tier 1 in alignment with DHCS's renewed focus on population health, preventative care, and wellness as the foundation of all health care and care navigation.

Summary of Measurement Development Timeline

January 1, 2025

- Implementation begins January 1, 2025
- January 1 Dashboard will include existing *demographic data* based on Measurement Year (MY) 2024

2026

- Depending on data availability, MCPs and CCS programs submit MY 2025 data to DHCS
- When possible DHCS will pull the data

2027

- Data and reporting is published to dashboard on DHCS website for MY 2025

2028+

- Considerations for benchmarking begins

Discussion

Program Updates

CCS Guidance Documents

Policy Document	Status	Next Steps
Cystic Fibrosis Transmembrane Conductance Regulator Modulator Drug Therapies	Released May 1, 2024	N/A
Kawasaki NL	Executive review	Release policy
Medical Therapy Program Medical Eligibility NL	Executive review	Public comment
Whole Child Model NL	Internal review	Executive review
Transition of Care from Pediatric to Adult Health Care Frequently Asked Questions	Posted online as of June 2024	Translate into threshold languages

CCS Enrollment

- » CCS Enrollment Data, includes a break down of county enrollment by CCS state-only and CCS Medi-Cal/Optional Targeted Low Income Children's Program
- » CCS monthly enrollment reports are posted on the CCS webpage
- » Deep dive into December 2023 decrease
- » Updates to CCS monthly enrollment reports

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Thank You
Next Meeting: October 9, 2024