

CALIFORNIA CHILDREN'S SERVICES PROGRAM

DUE PROCESS INFORMATION

This document contains information on how you can request an appeal, request continuation of services, and request a State Hearing for services being denied by your county's California Children's Services (CCS) office. If a service is being denied, in whole or in part, because it is not medically necessary for a CCS-eligible condition, and you have coverage through Medi-Cal fee-for-service or a Medi-Cal Managed Care plan, you may apply for approval of the requested services through your Medi-Cal coverage. Your County CCS program can assist you with making this request.

A First Level Appeal is not required to file for a State Hearing. You may bypass the First Level Appeal and request a State Hearing if you are dissatisfied with the original determination. See section titled "How to Request a State Hearing" for more details.

How to Request a First Level Appeal

- What is an appeal?

An appeal is a request to review a decision to modify, terminate, reduce, or deny a CCS service. It is a re-examination of an initial claim determination.
- Can CCS help me with my appeal?

Yes. If you have questions or need help, contact your CCS county program office. Visit the CCS webpage for [County Offices](#).
- How do I ask for an appeal?

An appeal can be requested by contacting your County CCS program office. The appeal can be filed in person, by telephone, or in writing. In your request state the reason(s) you disagree with the decision.
- Is there a deadline?

Your county's CCS program office must receive and acknowledge your appeal within 30 calendar days of the date on the attached Notice of Action (NOA).
- Will my child's services continue while my appeal is pending?

If you want to continue the services your child is currently receiving while waiting for the appeal decision, state that in your request. Please include all related documents that support your appeal. See the section below titled, "How to Request Continuation of Services" for more details.
- When will I be notified of a decision?

Appeals are decided within 21 days of being received. The CCS County program will notify you within 21 days if more information is needed to render a decision. If your appeal is granted, you will receive an authorization letting you know that the denied service has been approved. If your appeal is denied, you will receive a second NOA detailing the reason for the action.

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- What happens if my appeal is denied?

If your appeal is denied, you will receive a written decision (i.e., NOA) from your CCS county program office explaining the reason for the denial and providing you with information on how to request a State Hearing and continuation of services (aid paid pending). See section titled, "How to Request Continuation of Services" and "How to Request a State Hearing" for more details.

- How can I get more information or assistance?

There are several resources available to you that can help.

- **Family Resource Center:** Your local Family Resource Center can provide information and support regarding the CCS appeal process.
For information on how to contact the nearest Family Resource Center, call 415-282-7494 or go to the [Family Voices of California website](#).
- **Parent Training and Information Centers (PTIC):** A PTIC is a parent-directed non-profit organization funded and managed by the U.S. Department of Education. The PTICs provide a variety of direct services for children and youth with disabilities, families, professionals, and other organizations that support them. For more information go to a [local PTIC](#).

- **Disability Rights California (DRC):** DRC is the agency designated under federal law to protect and advocate for the rights of Californians with disabilities. DRC works in litigation, legal representation, advocacy services, investigations, public policy, and provide information, advice, referral, and community outreach.
For more information contact DRC at 800-776-5746 or go to [DRC website](#).

- **Health Consumer Alliance (HCA):** The HCA offers free over-the-phone or in-person assistance to help people struggling to get or maintain health coverage and resolve problems with their health plans.
For more information contact HCA at 888-804-3536 or go to [HCA website](#).

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How to Request Continuation of Services

Medi-Cal and non-Medi-Cal Claimants who had previously authorized services denied, terminated, reduced, or modified is entitled to continuation of services or benefits while awaiting a hearing and/or decision. This is also known as Aid Paid Pending (APP).

- How do I request to keep my services while waiting for a resolution of an appeal or State Hearing?

You can request that your services or benefits continue (i.e., APP) by doing one of the following:

 1. Include a request for continuation of services/benefits (APP) in your request for appeal at the address listed on the NOA letter.

OR

 2. Send an email to the Department of Health Care Services (DHCS) ISCDHAU@dhcs.ca.gov or call the California Department of Social Services, State Hearings Division, at 1-800-743-8525. If you are hearing or speech impaired, use TDD 1-800-952-8349.
- What circumstances may occur that can cause continuation of services APP to end and, if so, when?
 - If there is a final State Hearing decision denying services, any continuation of denied services will stop at that time.
 - If a postponement is granted for a reason that does not constitute good cause.
 - If the Administrative Law Judge (ALJ), an impartial and independent decision-maker, determines that the issue is about a matter of law or change in law.
 - APP ends consistent with the order in the decision.
 - If a conditional withdraw occurs, then benefits continue until compliance is complete.
 - If you do not attend the State Hearing or you withdraw your request before the State Hearing takes place

Include in your request that you want APP to continue your services/benefits along with your child's CCS Case Number, which can be located on your NOA.

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How to Request a State Hearing

A State Hearing may be requested at any point in the denial process. A First Level Appeal is not required to file a State Hearing request. You may ask for a State Hearing to have an ALJ review the CCS decision.

To ask for a State Hearing, you must do one of the following within 120 calendar days¹ of the NOA:

1. Send a written request for a State Hearing, along with a copy of this NOA, to the following address:
California Department of Social Services
State Hearings Division
P.O. Box 944243, Mail Station 9-17-37
Sacramento, California 94244-2430

OR

2. Call the California Department of Social Services, State Hearings Division, at 1-800-743-8525. If you are hearing or speech impaired, use TDD 1-800-952-8349.

OR

3. Request a [State Hearing online](#) by following the instructions to request a hearing. This can be done with or without setting up an account.

NOTE: If you miss the 120-day deadline or are requesting a waiver of this deadline, you must provide a justification with your request showing good cause for missing the deadline.

All State Hearing requests should be submitted with a copy of the NOA. If you are unable to include a copy of the NOA with your request, please provide the following information when submitting your State Hearing request:

1. Beneficiary Name
2. Date of Birth
3. CCS Case Number (located on the NOA or any CCS program correspondence)
4. Beneficiary Address
5. Relationship to the Beneficiary by providing legal documents, such as but not limited to custody arrangements, guardianship orders, conservatorship orders, etc. (if applicable)
6. Telephone Number Where You Can Be Reached
7. Service Authorization Request Number from NOA (if applicable)

¹ [Medicaid Federal Policy](#)