

Notice of Additional Information (NOAI) about your rights and benefits about the California Children’s Services (CCS) program

1. How will the program change?

A new law in California will change the way your child gets California Children’s Services (CCS) program services. Starting on **January 1, 2025**, Medi-Cal will expand the WCM program to 12 more California counties. In those 12 counties, the Medi-Cal health plan will oversee care coordination, case management, and other California Children’s Services (CCS) for children who qualify for CCS. Your child will now get CCS through their medical health plan in their county. This is called the Whole Child Model (WCM) program.

Prior to the new law, children with a CCS-eligible condition received care from both the county CCS program **and** a Medi-Cal health plan in counties that did not have the WCM program. Now with the WCM program, Medi-Cal will coordinate all services through only the child’s Medi-Cal health plan.

These 33 counties will now have the WCM program: Butte, Colusa, Del Norte, Glenn, Humboldt, Lake, Lassen, Marin, Mariposa, Mendocino, Merced, Modoc, Monterey, Napa, Nevada, Orange, Placer, Plumas, San Benito, San Luis Obispo, San Mateo, Santa Barbara, Santa Cruz, Shasta, Sierra, Siskiyou, Solano, Sonoma, Sutter, Tehama, Trinity, Yolo, and Yuba.

2. What is the WCM program?

The WCM program helps Medi-Cal-eligible CCS children, and their families get better care coordination, access to care, and health results.

3. How will the Medi-Cal health plan work with the WCM program?

In WCM counties, Medi-Cal health plans coordinate and approve care for members with CCS-eligible conditions. Doctors and specialists who are part of the Medi-Cal health plan’s team provide CCS services. These doctors and specialists are CCS Program paneled providers who are qualified to work with CCS members. If members need care that is not available in the Medi-Cal health plan’s network, the Medi-Cal health plan will help CCS members get the care they need.

4. Can my child keep the same CCS provider?

Your child may be able to keep their CCS provider even if the provider is out of the Medi-Cal health plan’s network. Ask your child’s CCS provider if they work with your child’s Medi-Cal health plan. If the CCS paneled provider does, your child can keep

the same provider. If not, your child may still be able to keep the same CCS provider for up to 12 months or longer. This process is called, "continuity of care." You can ask your child's Medi-Cal health plan for more information. Your child may keep a CCS provider even if the provider is out-of-network (OON). You can call your child's Medi-Cal health plan and ask to keep your child's same CCS provider as long as the CCS provider and your child's Medi-Cal health plan can work together.

5. Can my child keep the same CCS case manager?

You may ask for "continuity of care" to keep your child's CCS case manager or public health nurse. If the Medi-Cal health plan and county cannot come to an agreement, your child will be assigned a case manager through their Medi-Cal health plan.

6. Will my child keep the same CCS benefits in the WCM program?

Yes. Your child will have the same CCS benefits in the WCM program. Your child will keep getting CCS services that are medically necessary and prescribed by your child's provider.

7. How will I know if my child will be in the WCM program?

Your child will be in the WCM program if your child is enrolled in a Medi-Cal health plan located in one of the 33 counties listed in question #1 and qualifies for CCS services.

8. Will the WCM program change the process to get CCS care?

The WCM program coordinates all your child's care activities and shares information with your child's providers. This ensures that your child gets all their care, including CCS services and supplies, from your child's Medi-Cal health plan. The WCM program will give your child access to specialized care based on their CCS-eligible condition. WCM will try to keep your child's same CCS providers.

9. Where can I learn more or get help?

- If you have questions about your child's CCS services and the WCM program, call your child's Medi-Cal health plan. The phone number is on the back of your child's Medi-Cal health plan card. The call is free.
- You can also call your child's county CCS office to ask questions. To find the county's phone number, go to www.dhcs.ca.gov/services/ccs/Pages/CountyOffices.aspx.
- To learn more about choices for health plans and providers (doctors or clinics), call Medi-Cal Health Care Options (HCO) Monday – Friday, 8 a.m. to 6 p.m., at **1-800-430-4263** (TTY: 1-800-430-7077). The call is free. Or go to www.healthcareoptions.dhcs.ca.gov.
- If you have questions about Medi-Cal, call the Department of Health Care Services (DHCS) Medi-Cal Helpline Monday – Friday, 8 a.m. to 5 p.m. at **1-800-541-5555**. The call is free.

- If you have complaints or problems with Medi-Cal, call the Medi-Cal Ombudsman Office Monday – Friday, 8 a.m. to 5 p.m. at **1-888-452-8609** (TTY: 711 for California State Relay). The call is free. Or email **MMCOmbudsmanOffice@dhcs.ca.gov**. They help people with Medi-Cal use their benefits and know their rights and responsibilities.