

ABC123456789\_2CFB0-34-5-D-B-000006  
123456QG1-ABC-02/02/2020



XX/XX/XXXX



JOHN SAMPLE  
1234 SAMPLE STREET  
ADDRESS LINE 2  
ANYTOWN CA 90000

## Important news about the California Children's Services (CCS) program

Dear California Children's Services Parent or Guardian:

Starting **January 1, 2025**, your child will get CCS care through the Medi-Cal health plan in their county. This is called the Whole Child Model (WCM) program.

Here are some important things to know:

- **Your child will keep getting all their services during this move.** Your child's Medi-Cal and CCS coverage will **not** be interrupted.
- **Your child's Medi-Cal health plan will stay the same.** The Medi-Cal health plan will cover all services including those for the CCS-eligible condition.
- **Your child's Medi-Cal eligibility will not change.** You do not need to call your child's county eligibility worker.

Before the move to the WCM program, you will get at least two letters in the mail from your child's Medi-Cal health plan. The Medi-Cal health plan may also call you with more information or to offer support during the move.

### Learn more

Read more about this change in the *Notice of Additional Information about your Rights and Benefits* (NOAI) at [www.dhcs.ca.gov/services/ccs/Pages/CCSWholeChildModel.aspx](http://www.dhcs.ca.gov/services/ccs/Pages/CCSWholeChildModel.aspx). To read the NOAI, you can also use your smartphone to scan the Quick Response (QR) code at the bottom of this letter. The NOAI tells you about the WCM program and who to call with questions.

- If you want a printed copy of the NOAI mailed to you, 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). If you want this notice in another language or format like large print, audio, or Braille, call Medi-Cal HCO Monday – Friday, 8 a.m. to 6 p.m. at **1-800-430-4263** (TTY: 1-800-430-7077).

### **Don't forget!**

- **Keep going to your child's scheduled appointments.** Your child will have the same CCS benefits and services. They will keep getting services and treatments already approved.
- **Call your child's Medi-Cal health plan if you have questions.** The phone number is on the back of your child's Medi-Cal health plan card. You can also call your child's CCS case manager or your child's county CCS office.
- **There is no change to the Medical Therapy Program (MTP).** If your child gets therapy through the MTP, they will keep getting those services through the county CCS program.
- **Check your mailbox for important news about this move.**

### **What to do next**

You don't need to do anything now. But, to get ready for the move you can:

- Talk with your child's CCS providers to see if they work with your child's Medi-Cal health plan.
- Talk with your child's Medi-Cal health plan about "continuity of care." Your child may be able to keep the same CCS provider or durable medical equipment provider for up to 12 months or longer after the move to the WCM program.
- Your child may also be able keep the same CCS case manager or public health nurse.

### **Questions?**

- 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](http://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 Medi-Cal HCO at **[www.healthcareoptions.dhcs.ca.gov](http://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 **MMCDOmbudsmanOffice@dhcs.ca.gov**. They help people with Medi-Cal use their benefits and know their rights and responsibilities.

Thank you,

Medi-Cal

Department of Health Care Services

