

California Children's Services (CCS) Program

Advisory Group Meeting
July 11, 2018

Agenda

- Welcome, Introductions, and Purpose of Today's Meeting
- Federal and State Update
- Whole Child Model (WCM) Update
- WCM Network Certification
- Neonatal Intensive Care Unit (NICU)
- Phase 1 WCM Implementation Update
- Durable Medical Equipment and Supplies
- Topics for Future CCS Redesign Meetings
- Open Discussion
- Public Comments, Next Steps, and Upcoming Meetings

Welcome, Introductions, and Purpose of Today's Meeting

Jennifer Kent
Director
Department of Health Care Services

Federal and State Update

Jennifer Kent

Director

Department of Health Care Services

Whole Child Model (WCM) Update

Javier Portela

Managed Care Operations Division Chief, DHCS

Nathan Nau

Managed Care Quality and Monitoring Division Chief, DHCS

Sarah Eberhardt-Rios

Integrated Systems of Care Division Chief, DHCS

Annette Lee

Special Populations Section Chief, DHCS

WCM Updates

1

Contract Amendment

2

County/Health Plan Readiness

3

Provider Notice

4

WCM All Plan Letter (APL) and
CCS Numbered Letter (N.L.)

5

Performance Measures Quality Subcommittee

6

Phase 1 Next Steps

7

Phase 2

WCM 101

Webinar Update

- California Children's Services (CCS) Program History
- What is the Whole Child Model (WCM)?
- Which CCS children will be eligible to be in the WCM?
- Which health plans and counties will be in the WCM?
- What benefits will be available in the WCM?
- What resources will be available in the WCM?
- What roles will the health plan have in the WCM?
- What doctors will be available?
- How will the WCM ensure Continuity of Care?
- What is the grievance and appeals process?
- Where to find more information

Sources of Comments Received

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graph TD; A[CCSRedesign@dhcs.ca.gov] --> B[Webinar Q & A]; B --> C[Webinar Chat Box];
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CCSRedesign@dhcs.ca.gov

Webinar Q & A

Webinar Chat Box

WCM Webinar Takeaways

Additional questions and answers were added to the WCM FAQ

Continuity of care language was added to Provider Notice

WCM webinar was posted on the WCM website in English and Spanish

WCM Network Certification

Nathan Nau

Managed Care Quality and Monitoring Division Chief, DHCS

Phoebe Sadler

Contract Compliance Section Chief, DHCS

Network Certification Timeline

July 2018

- DHCS submitted certification summary to CMS
- Phase 1 plans fully implemented

August –
October
2018

- Meet with Phase 2 MCPs to discuss WCM network certification requirements
- Assess Phase 2 submissions (due August 31, 2018) and provide Technical Assistance (TA) as needed

November
2018

- Finalize Phase 2 network certification
- Draft summary for CMS

January
2019

- DHCS submits network certification package to CMS

WCM Certification Components

The following components of the WCM provider network were assessed:

- Primary Care Physicians
- Pediatric Physicians/Specialists
- Allied Professionals
- Specialized and Customizable Durable Medical Equipment (DME)
- Hospitals
- Home Health Agencies
- Special Care Centers

Provider Network Requirements and Overlap Thresholds

In-county

- If requirement not met, the MCP will be assessed for regional overlap

Regionally

- If requirement not met, the MCP will be assessed for statewide overlap

Statewide

- If requirement not met or if no active providers in the county or regionally, MCP must contract with at least 1 provider statewide

All Phase 1 WCM MCPs provider networks were approved with no deficiencies.

Other SB 586 MCP Requirements

Out-of-Network Access

- MCPs are required to allow members to see CCS paneled specialists/subspecialists outside of the provider network if the MCP does not have a contract/Memorandum of Understanding (MOU)/Letter of Authorization (LOA) with a provider in that specialty type

Continuity of Care

- MCPs must allow the completion of covered services from a non-contracted, treating provider for specified conditions up to 12 months if the member has an existing relationship with the provider and has seen the out-of-network specialist at least once during the 12 months prior to the transition

Phase 1 Best Practices

- Improved Provider Reporting template format to better capture required data elements
 - DHCS updated the reporting template for Phase 2 MCPs
- Better communication with MCPs
 - DHCS will conduct a webinar for Phase 2 plans prior to initiating the Pre-CAP process and offer focused technical assistance for each plan, if necessary

Next Steps

Phase 1:

- Continue to monitor MCPs provider network

Phase 2 Readiness:

- CalOptima
- Partnership Health Plan

NICU

Jacey Cooper

Assistant Deputy Director
Health Care Delivery Systems
Department of Health Care Systems

NICU Responsibilities

CCS NICU	NICU Acuity Assessment	Authorization	Payor (Facility/Physician)
Carved-in: Marin, Merced, Monterey, Napa, San Luis Obispo, San Mateo, Santa Barbara, Santa Cruz Solano, Yolo	MCP	MCP	MCP
Carved-out: Del Norte, Humboldt, Lake, Lassen, Mendocino, Modoc, Orange, Shasta, Siskiyou, Sonoma, Trinity	MCP	MCP	DHCS

Phase 1 WCM Implementation Update

Sarah Eberhardt-Rios
Integrated Systems of Care Division Chief, DHCS

CenCal Health

Santa Barbara and San Luis Obispo

CenCal Health

- Bob Freeman

Santa Barbara County

- Dana Gamble

San Luis Obispo County

- Francesca Peterson

Central California Alliance for Health Merced, Monterey, and Santa Cruz

Central California Alliance for Health

- Stephanie Sonnenshine

Merced County

- Amy Olsen

Monterey County

- Dyan Apostolos

Santa Cruz County

- Dave Kramer-Urner

Health Plan of San Mateo San Mateo County

Health Plan of San Mateo

- Sophie Scheidlinger

San Mateo County

- Glen Ibarrientos

Questions?

Durable Medical Equipment (DME) and Supplies

Maryann O'Sullivan

California Children's Services (CCS) Advisory Group Meeting

July 11, 2018

**How California Should Address Delays in Providing
Durable Medical Equipment and Supplies to
Children with Special Health Care Needs**

Threading the Labyrinth

Why Children in California
with Special Health Care Needs
Endure Delays in Securing the
Medical Equipment and Supplies They Need

Report Focus

To understand the administrative obstacles contributing to delays in obtaining DME and medical supplies for CCS children

To offer related policy recommendations

Report Preparation

- Interviews
- Survey results
- Conversations with parents

What We Learned from Families

- adverse impacts associated with delays
- multiple administrative causes for delays

Key Administrative Causes for Delays

- payor-of-last-resort-associated delays
- multiple CCS administrative hurdles
- vendor-related delays

Recommendations

State and/or Local Policymakers are urged to:

1. Establish a system to track current time frames and, eventually, establish and monitor reasonable required time frames for final delivery.
2. Monitor and enforce memoranda of understanding between local Medi-Cal managed care health plans and county CCS programs.
3. Require that county CCS programs issue payment authorization to vendors as soon as is feasible to address delays related to private health insurer/HMO payer of last resort issues.
4. Require, monitor and enforce memoranda of understanding addressing payment responsibility between county CCS programs and Regional Centers.

Recommendations

State and/or Local Policymakers are urged to *(cont.)*

5. Improve internal county CCS program processes.
6. Ensure adequate funding rates to incentivize wider availability of vendors of DME and medical supplies and to ensure adequate levels of program staff.
7. Create wider availability of alternative sources of DME/medical supplies.
8. Establish a state-level advisory function.
9. Establish county-level coordinating councils; and
10. Support the work of Family Resource Centers and other nonprofit parent-support organizations.

Maryann O'Sullivan
maryannosullivan1@gmail.com
510-757-7942

Topics for Future CCS Redesign Meetings

Sarah Eberhardt-Rios

Integrated Systems of Care Division Chief
Department of Health Care Services

Future Topics for CCS Redesign Meetings



Age-Out Transition

CCS Program Evaluation

Open Discussion

Jennifer Kent

Director

Department of Health Care Services

Public Comments, Next Steps, and Upcoming Meetings

Jennifer Kent

Director

Department of Health Care Services

CCS AG Meeting

1700 K Street

2018 October 10, 2018 (Wednesday)

2019 January 9, 2019 (Wednesday)

April 10, 2019 (Wednesday)

July 10, 2019 (Wednesday)

October 9, 2019 (Wednesday)

Information and Questions

- For Whole Child Model information, please visit:
 - <http://www.dhcs.ca.gov/services/ccs/Pages/CCSWholeChildModel.aspx>
- For CCS Advisory Group information, please visit:
 - <http://www.dhcs.ca.gov/services/ccs/Pages/AdvisoryGroup.aspx>
- If you would like to be added to the DHCS CCS Interested Parties email list or if you have questions, please send them to CCSRedesign@dhcs.ca.gov