



# 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

CCSRRedesign@dhcs.ca.gov



Webinar Q & A



Webinar Chat Box





# WCM Webinar Takeaways

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Additional questions and answers were added to the WCM FAQ

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Continuity of care language was added to Provider Notice

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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)
<b>Carved-in:</b> Marin, Merced, Monterey, Napa, San Luis Obispo, San Mateo, Santa Barbara, Santa Cruz Solano, Yolo	MCP	MCP	MCP
<b>Carved-out:</b> 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

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

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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.

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510-757-7942





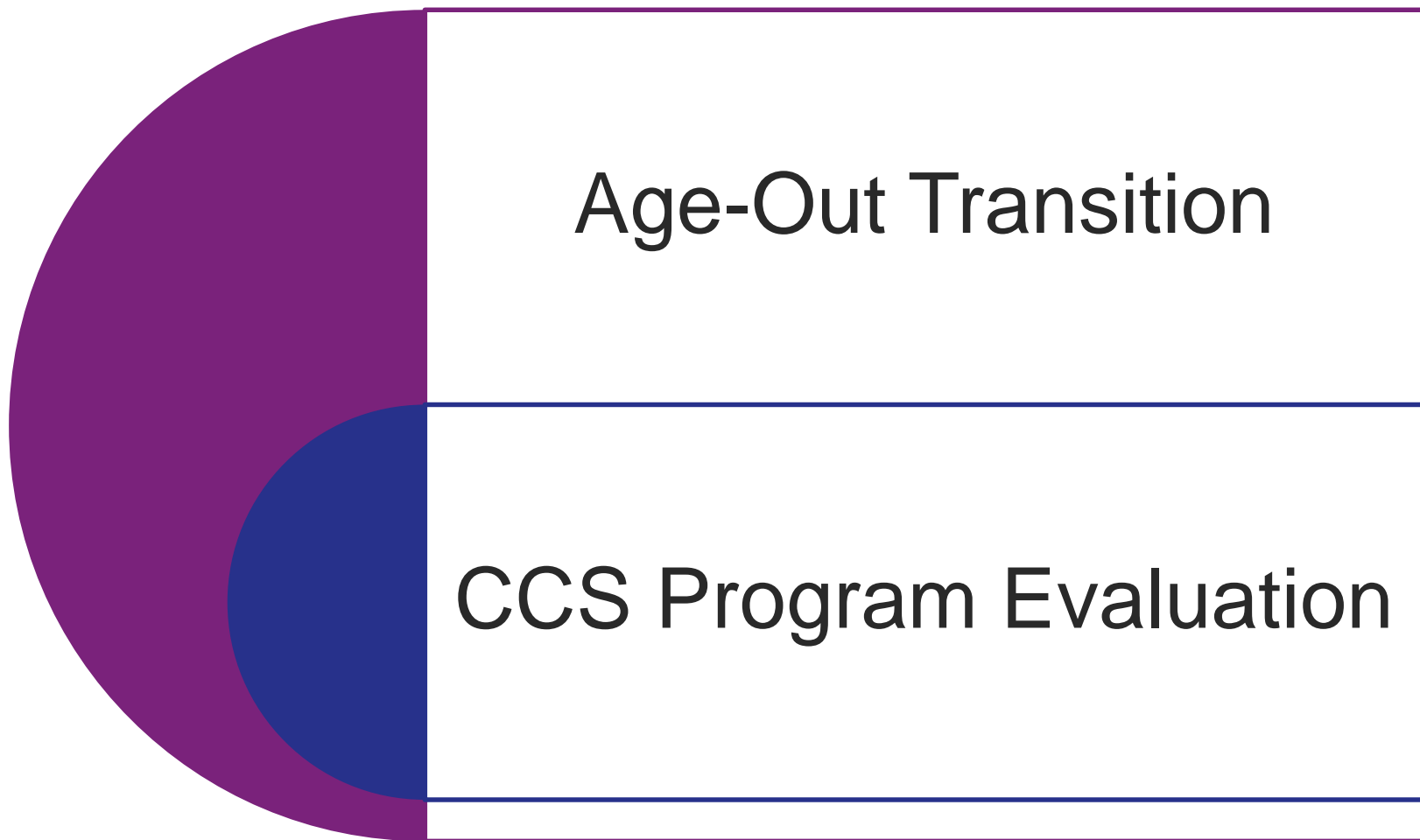
# Topics for Future CCS Redesign Meetings

**Sarah Eberhardt-Rios**

Integrated Systems of Care Division Chief  
Department of Health Care Services



# Future Topics for CCS Redesign Meetings





# 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

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2018      October 10, 2018 (Wednesday)

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2019      January 9, 2019 (Wednesday)

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April 10, 2019 (Wednesday)

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July 10, 2019 (Wednesday)

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October 9, 2019 (Wednesday)

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# 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](mailto:CCSRedesign@dhcs.ca.gov)