

Effective January 1, 2025, the Whole Child Model (WCM) will expand into 12 new counties for members enrolled in the California Children's Services (CSS) Program who get CCS and are enrolled in a Medi-Cal health plan.

What is the WCM?

The WCM is a way for members with CCS to get care. Under this model, CCS members get care from their Medi-Cal health plan instead of their County CCS Program. CCS members will get the care they need under one delivery system. This will prevent confusion about where to get care, all care will be managed by a Medi-Cal health plan and will support better health results. CCS members already get many non-CCS services through their Medi-Cal health plan. WCM will allow members to get all covered services just from their Medi-Cal health plan and not from both CCS and their Medi-Cal health plan. This means they will get primary and specialty services, hospital visits, and mental health services. CCS members will get the same type of care they get now from providers.

What are the benefits of the WCM?

- Families can get most of their services and care from one source, their Medi-Cal health plan. This will make care easier to get and will support better health results for CCS members.
- The services CCS members get now with CCS will not change. They will have the same type of doctor and services with their Medi-Cal health plan as they do from their CCS Program.
- It will be easier for CCS members to transition out of the CCS Program when they turn 21. This is because they are already getting their services from their Medi-Cal health plan, and they won't have to change.

Which Medi-Cal health plans and new counties will the WCM be in?¹

Health Plans	Counties
Partnership HealthPlan	Butte, Colusa, Glenn, Nevada, Placer, Plumas, Sierra, Sutter, Tehama, Yuba
Central California Alliance for Health	Mariposa, San Benito
Kaiser Permanente	Mariposa, Placer, Sutter, Yuba

¹ [CCS Whole Child Model \(ca.gov\)](https://www.ca.gov/ccs-whole-child-model/)

Will CCS services change in counties that are not part of the WCM?

- No. CCS services will stay the same in counties not in the WCM.

Will there be changes to the Medical Therapy Program (MTP)?

- No. The County will still oversee MTP.

Will my child still be able to see their doctor(s)?

- Yes, if a CCS child has a doctor in the Medi-Cal health plan network, your child can still see that doctor. If the doctor is not in the Medi-Cal health plan network, your child may be able to keep seeing the CCS-approved doctor or specialist for up to 12 months under the Continuity of Care process, as long as:
 - The Medi-Cal health plan and doctor agree on a payment rate;
 - The Medi-Cal health plan does not have concerns with the doctor's quality of care;
 - The provider is approved by CCS.
- If your child can't see their doctor anymore, your child will get to see a new doctor. Your child's services will not change during this time unless there is a change in your child's health.

What will the WCM offer to my child?

- The Medi-Cal health plan will have a person work with you and your child's providers. They will make sure your child will get all the services they need. This includes primary and specialty care, inpatient/outpatient care, and mental/behavioral health services.
- Services will be in the language you speak.

What if I am not happy with the care my child gets with the WCM?

You can file a complaint with your Medi-Cal health plan.

Where can I get more information on the CCS Program changes?

Go to the CCS WCM webpage at:
[CCS Whole Child Model \(ca.gov\)](https://ca.gov/ccs/whole-child-model)

Where can I get more information about the CCS Program?

Go to the CCS webpage at:
[California Children's Services](https://ca.gov/ccs/california-childrens-services)

For questions about CCS, email
CCSProgram@dhcs.ca.gov