



# California Children's Services Program

**Advisory Group Meeting**  
July 24, 2019



# Agenda

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Welcome, Introductions, and Purpose of Today's Meeting

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Transition to Adulthood Workgroup Update

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Inter-county Transfer Process

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Phase III Whole Child Model County/Plan – Lessons Learned and Best Practices

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Open Discussion

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Public Comments, Next Steps, and Upcoming Meetings



# **Welcome, Introductions, and Purpose of Today's Meeting**

**Sarah Brooks**

Deputy Director, Health Care Delivery Systems  
Department of Health Care Services



# Transition to Adulthood Workgroup Update

**Jill Abramson, MD, MPH, FAAP**

Associate Medical Director of CCS Specialty Care Programs  
Department of Health Care Services



# Workgroup Update

1

Additional meeting dates

2

Additional workgroup members

3

Risk Assessment Tool

# Inter-County Transfer Numbered Letter Update

**Meredith Wolfe**

CCS Administrator

Health and Human Services Program Services Coordinator

Public Health Branch, County of Humboldt

**Katie Schlageter, MS-HCA**

CCS Administrator

Deputy Division Director, Family Health Services

Alameda County Public Health Department

# History

- Inter-County Transfer Expectation
  - Case is closed in the original county and opened in the new county the next day with no interruption of services.
  - Prior to Whole Child Model (WCM), most counties (except for 6) had California Children's Services (CCS) services carved-out. As long as the 2 counties were carved-out, the health plan code would not have an impact on payment of claims.
  - Most counties contacted the Medi-Cal Managed Care (MCMC) Ombudsman when a client transferred from one of the carved-in counties, to request disenrollment from the health plan.

# History *(cont.)*

- Numbered Letter 09-1215 worked well when CCS was mostly a carved-out program.
- With implementation of the WCM, the problems that happened with carved-in counties changed from being an exception to being much more common.
- Counties needed guidance on a consistent approach to ensuring smooth transfers when WCM counties are involved.
- DHCS requested the CCS Executive Committee to draft a revision to the Inter-County Transfer Numbered Letter.



# Process

## Workgroup

- 5 WCM Counties – (4 Independent/1 Dependent)
- 6 Classic CCS Counties – all Independent

## Meetings

- 5 meetings via phone and “GoToMeeting,” approximately one per week for 2 hours each

# Transfer challenges related to WCM

- Health Plan code remains connected to client's case 30 – 60 days after transfer.
- Insufficient information to give to new county when the original county is a WCM county.

# Health Plan Code Remains Connected to Client's Case 30 – 60 Days After Transfer

## Example:

- Parent provides new address to the local Medi-Cal office.
- The monthly Health Plan list is generated around the week before the end of each month, before the address change has taken effect. Client gets automatically enrolled for another month (only if WCM/COHS county).

# Health Plan Code Remains Connected to Client's Case 30 – 60 Days After Transfer *(cont.)*

## Why this is a problem: (WCM county to Classic CCS county)

Problem 1: Delays access to care

Problem 2: Providers get claims denied

# Health Plan Code Remains Connected to Client's Case 30 – 60 Days After Transfer *(cont.)*

## **Proposed Solutions:**

Manual update in MEDS of client's health plan code by MCMC Ombudsman. Mirror the process in place for Foster Children Inter-county transfers. (Implementation of AB 1512, All County Welfare Directors Letter No 09-10).

### *At the same time*

Health Plan continues to provide case management and payment until client is no longer enrolled, even if the case is already active in the new county.

# Health Plan Code Remains Connected to Client's Case 30 – 60 Days After Transfer *(cont.)*

## Why this is a problem: (Classic CCS county to WCM county)

Problem 1: Potential for gaps in services, inefficiencies.

# Health Plan Code Remains Connected to Client's Case 30 – 60 Days After Transfer *(cont.)*

## **Proposed Solutions: (Classic CCS county to WCM county)**

Manual update in MEDS of client's health plan code by MCMC Ombudsman.

And/or

New county alerts the WCM health plan of the need for enrollment effective the date the case was opened in the new county.

# Insufficient Information to Give to New County When the Original County is a WCM County

## **Why this is a problem: (WCM county to Classic CCS county)**

Authorization information and care coordination information is not available in CMSNet. New county public health nurse (PHN) or Integrated Systems of Care Division (ISCD) PHN will not have a list of services and medications that were authorized, nor a history of care plans.



# Insufficient Information to Give to New County When the Original County is a WCM County *(cont.)*

## **Proposed Solution:**

### WCM Inter-County Transfer Form

- Alerts health plan of the transfer
- Includes a checklist of the items needed from the health plan
- Requests name and contact number of health plan staff for new county to contact if needed

# Next Steps

- Submit draft revised Inter-County Transfer Numbered Letter to ISCD
  - Target date: Mid-August

# Questions

Feedback for the Numbered Letter can be sent to  
Meredith Wolfe, Workgroup Chair

[mwolfe@co.humboldt.ca.us](mailto:mwolfe@co.humboldt.ca.us)



# Phase III WCM County/Plan – Lessons Learned and Best Practices

**Harriet Fain, PT, MPA**

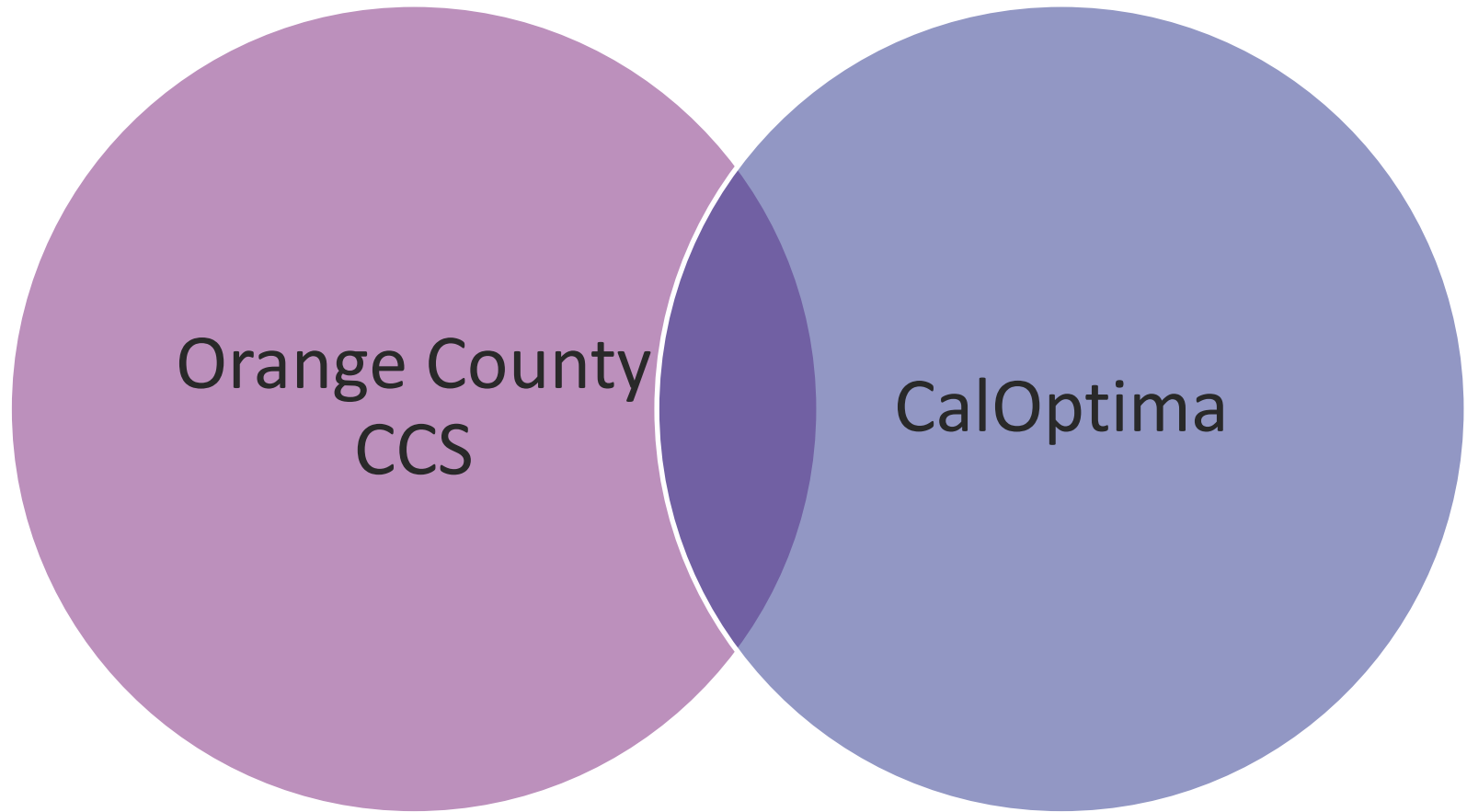
Division Manager / Orange County CCS  
Orange County Health Care Agency

**David Ramirez, MD**

Chief Medical Officer  
CalOptima



# Lessons Learned and Best Practices





# Open Discussion

**Sarah Brooks**

Deputy Director, Health Care Delivery Systems  
Department of Health Care Services



# Public Comments, Next Steps, and Upcoming Meetings

**Sarah Brooks**

Deputy Director, Health Care Delivery Systems  
Department of Health Care Services



# CCS AG Meeting 1700 K Street

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2019      Wednesday, October 9

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2020      Wednesday, January 15

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Wednesday, April 15

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Wednesday, July 8

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Wednesday, October 7

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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)