



**CalOptima**  
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# Whole-Child Model (WCM) Member Guide

## What is the California Children's Services (CCS) Program?

CCS is a statewide program that arranges and pays for medical care, equipment and other services for children and young adults under 21 years of age who have certain serious medical conditions. In Orange County, CCS has been managed jointly by the Department of Health Care Services (DHCS) and the Orange County Health Care Agency (OC HCA). Medical services not related to CCS are managed by CalOptima.

## What is the Whole-Child Model (WCM) Program?

The WCM program will combine your child's Medi-Cal and CCS benefits into one. Your Medi-Cal and CCS benefits will stay the same. There will be no changes to the Medical Therapy Program (MTP), either. CalOptima will manage the WCM program and arrange better care and access for you and your child.

## Will the CCS or Medi-Cal eligibility processes change?

No. You will continue to work with OC HCA for CCS eligibility and redetermination. You will continue to work with the Orange County Social Services Agency for Medi-Cal eligibility and redetermination. It is important that you respond to any requests from them to ensure that your child's health care services will not be delayed or stopped.

## Will I be able to keep seeing my CCS provider?

Most CCS providers in Orange County have a contract to work with CalOptima and its health networks. Ask your child's CCS doctor if he or she does. If so, you can keep seeing the same doctor. If the doctor does not, you have the right to keep the same CCS doctor for up to 12 months after you move to the WCM program. You may need to find a new doctor when that time is up. You can call CalOptima or your health network to ask to keep the same CCS doctor. If you are not sure if your child's doctor works with CalOptima, call CalOptima to find out.

## Will I be able to continue using my medicine?

Yes, your child can keep using the medicine that is part of their treatment, until their CCS doctor and CalOptima agree it is no longer needed.

## What is new for you with WCM?

### **Health Networks and Primary Care Providers (PCP):**

You can keep your assigned health networks and primary care provider (PCP). You may also be able to choose your CCS specialist as your child's PCP. Call CalOptima or your health network for more details.

### **Personal Care Coordinator (PCC):**

A PCC is your assigned person to contact for all your health needs. This person helps you manage your providers and services. The PCC will make sure you get what you need.

### **Care Team:**

Your Care Team will help you find out what care your child needs. They may include your child's doctor, CCS provider, case manager, PCC and others, as needed. CalOptima will oversee and coordinate the care team.

### **Care Plan:**

Your care team will work with you to complete a health needs assessment. Your answers to this tool will help to create your child's care plan. A care plan tells you and your doctors what services you need and how to get them. Your care plan will be updated at least once a year or more often based on your child's health status. The completed care plan will be shared with you.

## What is new for you with WCM? (cont.)

### **Provider Services Authorization:**

Before you can receive services for some types of care, your doctor or specialist will need to ask your child's health network or CalOptima for permission. This process is called prior authorization, prior approval, or pre-approval. You will not need a prior authorization for emergency or urgent care.

The Service Authorization Request (SAR) you have been using when seeking services is **not** the same as a prior authorization. You will need to contact your health network or CalOptima to start the prior authorization process if: (1) you have scheduled an appointment or procedure before moving to the WCM program; or (2) you are receiving incontinence, nutritional or medical supplies. Please also contact your health network or CalOptima as soon as possible for any X-ray, lab or new health care service needs.

## Age-out Process

Your child will age-out and no longer be eligible for the CCS program once they are 21 years old. Before their 21st birthday, CalOptima will provide early notice so you can begin to plan next steps. If your child has a CCS condition, is 21 years old and has Medi-Cal, they will still receive care under their Medi-Cal benefits. Your assigned PCC will help you to find a new doctor and specialist, and ensure there are no gaps in care.

## Inter-County Transfers

If you move, or are thinking of moving out of Orange County, please let CalOptima and the OC HCA know. CalOptima will work with the OC HCA to make sure your care plan and other medical records are sent to the CCS program in your new county.

## Medical Therapy Program (MTP)

OC HCA will continue to coordinate and provide MTP services. CalOptima or its health networks will participate in the Medical Therapy Conference and coordinate any medical supplies or durable medical equipment, including customized wheelchairs.

## If your child has hemophilia, end stage renal disease or is getting a transplant

CCS members who have a diagnosis of hemophilia, end stage renal disease or are getting a transplant are assigned to CalOptima's health network called CalOptima Community Network (CCN). CalOptima or your current health network will work with you to change your health network to CCN.

# Contacts

## CalOptima

### CALL

**1-888-587-8088**

This call is free. This number is open 24 hours a day, 7 days a week. No-cost interpreters are available if you do not speak English.

### TDD/TTY

**1-800-735-2929**

This call is free. This number is open 24 hours a day, 7 days a week. It is for people who have hearing or speaking problems. You must have a special telephone to call it.

## California Children's Services County of Orange

### CALL

**1-714-347-0300**

This call is free.

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*The people in the photographs that appear in this document are models and used for illustrative purposes only.*

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