

Whole Child Model (WCM) & California Children Service (CCS) Program Quick Reference Guide



CCS Information	
Program Implementation Effective Date	<ul style="list-style-type: none"> July 1, 2018-CenCal Health will begin administering authorizations, claims payment and case management for CenCal Health CCS eligible children
What is California Children Services (CCS)	<ul style="list-style-type: none"> A statewide program providing coverage for children under age 21 with a CCS eligible medical condition for the following services: <ul style="list-style-type: none"> Medical and Behavioral Treatment Diagnostic Services Medical Case Management Physical and Occupational Therapy Services
What is Whole Child Model (WCM)	<ul style="list-style-type: none"> Authorized under Senate Bill 586 in September 2016. WCM is to designate CenCal Health to incorporate the CCS Program for CenCal Health eligible children: <ul style="list-style-type: none"> Addresses a full scope of health care needs Single point of care coordination Primary Care and Preventive Services Specialty Health Mental Health Provide continued access to care and Improved Health outcomes
Who determines Eligibility	<ul style="list-style-type: none"> CCS eligibility is determined by the County in which the CCS child resides. Eligibility determination will remain the responsibility of the County after implementation of the WCM
How can I panel my Provider	<ul style="list-style-type: none"> Provider paneling instructions can be found at: <ul style="list-style-type: none"> http://www.dhcs.ca.gov/services/ccs/Pages/ProviderEnroll.aspx
Authorizations	<ul style="list-style-type: none"> CenCal Health will review (Referral Authorization Forms (RAF) and Treatment Authorization Forms (TAR) to determine authorization for CCS eligible members on or after July 1, 2018 SARs will no longer be issued for CenCal Health CCS eligible members for dates of service on or after July 1, 2018 Authorization assistance, please call CenCal Health's UM Department at (805) 562-1082
Pharmacy Services	<ul style="list-style-type: none"> Medical Request Forms (MRF) will be required for Medications not on the approved Formulary CenCal Health Formulary https://www.cencalhealth.org/providers/pharmacy/formulary/ Members exceeding their pharmacy allowable can be approved by contacting CenCal Health's Pharmacy Department at (805) 562-1080
Case Management Services	<ul style="list-style-type: none"> CenCal Health's Pediatric Team can help assist with complex case management, provide coordination of care, and develop individualized Care Plans and Case Consultations. Case Management assistance, please call (805) 562-1082
Transportation Services	<ul style="list-style-type: none"> Transportation services are provided through CenCal Health's Transportation Vendor, Ventura Transit System (VTS) Contact VTS at (805) 681-9900 to schedule a transportation
Billing and Payment	<ul style="list-style-type: none"> CenCal Health will receive and process claims for all CenCal Health CCS Eligible members (Santa Barbara Health Initiative (SBHI) & San Luis Obispo Health Initiative (SLOHI) Contact CenCal Health's Claims Department at (805) 562-1083