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

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| **Program Implementation Effective Date** | - A statewide program providing coverage for children under age 21 with a CCS eligible medical condition for the following services:  
  - Medical and Behavioral Treatment  
  - Diagnostic Services  
  - Medical Case Management  
  - Physical and Occupational Therapy Services | - Authorized under Senate Bill 586 in September 2016. WCM is to designate CenCal Health to incorporate the CCS Program for CenCal Health eligible children:  
  - 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 | - 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 | - Provider paneling instructions can be found at:  
  - [http://www.dhcs.ca.gov/services/ccs/Pages/ProviderEnroll.aspx](http://www.dhcs.ca.gov/services/ccs/Pages/ProviderEnroll.aspx) | - 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 | - Medical Request Forms (MRF) will be required for Medications not on the approved Formulary  
- CenCal Health Formulary [https://www.cencalhealth.org/providers/pharmacy/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 | - 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 are provided through CenCal Health’s Transportation Vendor, Ventura Transit System (VTS)  
- Contact VTS at (805) 681-9900 to schedule a transportation | - 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 |

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