

This book belongs to: _____

Parent/Legal Guardian

and: _____

Child

CCS number: _____

Start/Annual Review Date: _____

CCS Nurse Case Manager (NCM): _____

NCM Phone: _____

If you do not know who your NCM is, call (800) 288-4584 to find out.

County of Los Angeles
Department of Public Health
Children's Medical Services

Handbook for

CCS FAMILIES



CALIFORNIA CHILDREN'S SERVICES

Phone: (800) 288-4584

Fax: (855) 481-6821

www.publichealth.lacounty.gov/cms/ccs.htm



Our main office is open Monday-Friday, 8am-5 pm
and is closed on weekends and holidays.

Los Angeles County CCS, Children's Medical Services
9320 Telstar Avenue, Suite 226, El Monte, CA 91731

Telephone: (800) 288-4584

Fax: (855) 481-6821

www.publichealth.lacounty.gov/cms/ccs.htm

IN CASE OF EMERGENCY

- ◆ Call 911 or
- ◆ Take your child to ANY emergency room or
- ◆ Contact your doctor

Developed in collaboration with the Family Resource Center Network of
Los Angeles County (FRCNLAC)/Family Voices and
Patient and Family Centered Care Partners (PFCC Partners).

Transition

There will be changes in your child’s health care when s/he turns 21. Your child will transition out of the CCS program at that time. CCS staff wants to help you and your child get ready for this important milestone. Your NCM will start planning with your family when your child reaches 18, or at 16 if they are in the Medical Therapy Program. Your clinical staff will want to help you begin planning for the following:

- ◆ **Health coverage** - Will your child’s insurance/coverage change? What will those changes be?
- ◆ **Primary care doctor** - Do you know who your child will use?
- ◆ **Specialty care** - Do you have an adult care specialist for your young adult’s health condition(s)?
- ◆ **Medications, medical equipment and other supplies** - Do you know where to get them?
- ◆ **Living arrangements** - Where will s/he live?
- ◆ **Legal decisions** - Do you know what legal decisions need to be made and who will make them?
- ◆ **Recreational, social, educational and other activities** - How will your child be able to find and join in them? And,
- ◆ **Other services**- What other services will s/he need?

Table of Contents

Welcome to CCS

Partnering with CCS.....	5
What is CCS?.....	6
How is a child eligible for CCS Services?.....	7
Fees and application	8

CCS Services

Care coordination (by a Nurse Case Manager)	9-11
Diagnostic services	12
Treatment services	12
Special Care Centers (SCCs)	13
Medical Therapy Program (MTP) services.....	14-15
Other services	16

Using CCS Services

What is a Service Authorization Request (SAR)?.....	17-18
Will my child need to change doctors?	19
What if I do not agree with a CCS decision?	20
The appeal process.....	20
The annual review	21
Case closure	21
Transition.....	22

Welcome to CCS (California Children's Services)

We care about your child's health!

We hope this booklet will help you understand:

- ◆ the CCS program
- ◆ how you can partner with CCS
- ◆ the services CCS offers



The Annual Review

Ninety (90) days before your child's anniversary of his/her start date with CCS, we review your child's medical reports to be sure he/she is getting all the needed services.

We will also check to see if your child still meets medical and financial eligibility. **Sometimes, after review, the NCM may determine that your child is no longer eligible for the CCS program. If this happens, you will receive a letter from CCS.**



Case Closure

CCS services end when:

- ◆ Your child no longer has a CCS-eligible condition because the condition has changed or treatment has been completed
- ◆ Your child is no longer financially eligible because the family's AGI has changed
- ◆ Your child turns 21 years old
- ◆ You move outside the state of California

CCS services may also end if your child's Medi-Cal coverage changes—talk to your NCM if this happens.

Rest assured that we can always re-open your child's case if your family meets the age, medical, financial and residential eligibility requirements (see page 7-8).

What Can I Do If I Don't Agree with a CCS Decision?

Most of the time you and CCS will agree on the services your child needs, but sometimes CCS may deny a request from you or your doctor. If a service request is denied, you will receive a letter called a *Notice of Action* (NOA). If you disagree with this decision, you have the right to appeal.

Appeal Process

The NOA will come with detailed instructions on how to appeal. Remember to:

- Send your appeal to us in writing with the following information:
 - ◆ what decision you are appealing
 - ◆ what you would like CCS to do
 - ◆ any other information that you think is important
- Be sure to sign your letter.
- Send your appeal within 30 days of the date on the NOA letter to:

**Program Director
California Children's Services
9320 Telstar Avenue, Suite 226
El Monte, CA 91731**

You can get further information about how to appeal from your NCM. There are also community resources that can help you write and submit an appeal letter. CCS will respond to your appeal within 21 days.



How Does CCS Partner with You?

We pledge to:

- ◆ treat you with respect.
- ◆ give you the information and support needed for your child's health and well-being.
- ◆ work with you to provide high-quality healthcare for your child.

This is what we call *Patient-Family Centered Care*. We believe the best way to care for a child is to help the family.

What Is CCS?



Across the state, CCS pays for medical care and therapy services for children under 21 years of age who have certain healthcare needs. Care is provided by doctors, hospitals, and related healthcare professionals. In Los Angeles County, CCS is run by the LA County Department of Public Health (DPH), Children's Medical Services (CMS), which is a part of the California Department of Health Care Services (DHCS).

CCS is the "payor of last resort." That means: if you have private insurance coverage, the insurer is responsible for paying for the services before CCS can pay.

There are two types of services which may be offered to your child. Your child may be eligible for one or both.

1. The General Program coordinates care that is related to the CCS-eligible condition.
2. The Medical Therapy Program (MTP) offers therapy services for your child's CCS-eligible condition.

CCS is not the Department of Children and Family Services (DCFS). CCS is a program that supports the care of children with special healthcare needs.

When Approved for CCS Services, Will My Child Need to Change Doctors?

Maybe, because CCS is only allowed to pay for doctors who are approved by the State CCS Program ("CCS-paneled").

CCS paneled means that these doctors have passed through a special application process and show that they have the knowledge and experience to care for children with CCS-eligible conditions.

Many doctors who treat children with special healthcare needs are already CCS-paneled. (You may ask your child's doctor if he or she is "CCS-paneled," or you can call us to find out , and/or if you need to change to another doctor.)

If you do not have a doctor or you need to change doctors, we will help you find one.





It is important for you to keep the authorization letter! You may need to show it to your doctor or pharmacist.

The authorization has an expiration date, so always be sure to check the date before making a doctor's appointment.

Be sure all your child's providers know that he or she has CCS coverage!

How Does a Child Become Eligible for LA County CCS Services?

Your child gets CCS services because s/he meets **all four** CCS eligibility rules:

1. **Age-eligible:** The child or young adult is under 21 years of age.
2. **Residentially eligible:** The child lives in Los Angeles County. Each county in California has a CCS program, and if you move to another county, we will help you transfer to that county's CCS program.
3. **Medically eligible:** The child has a medical condition that is covered by CCS. This is called having a "CCS-eligible condition." Your child's doctor should be able to identify if your child's condition might be eligible for CCS.



CCS covers many serious health and physical conditions. CCS only pays for services for the eligible conditions. If your child has other medical needs, we will do our best to help you find resources in your community to address these needs.

More information about CCS and the medically eligible conditions can be found online at: www.dhcs.ca.gov/services/ccs or you can call (800) 288-4584 if you have questions.

Continued on page 8

4. **Financially eligible:**

One of the following conditions must be met:

- ◆ The child has full scope Medi-Cal coverage or is eligible for full scope Medi-Cal.
- ◆ The family's Adjusted Gross Income (AGI) is less than \$40,000 per year.
- ◆ The family's AGI is \$40,000 or higher, but they would spend 20% or more on medical services for the child's CCS-eligible condition without CCS.

Families who meet the income qualification must also apply for Medi-Cal.

If you have questions about your financial or residential eligibility, you can ask your Nurse Case Manager (see page 9) or speak with a financial worker. Call (800) 288-4584 to be transferred to them directly.

Fees and Application

Fees

Please note that some families may be required to pay:

- ◆ an annual assessment fee of \$20 *and*
- ◆ an annual enrollment fee, using a sliding scale based on family income and size.

A family in need can ask us to lower or "waive" these fees if there is financial hardship.

Application

CCS will require a signed application before services can be provided.

A parent can get an application form from:

- ◆ your child's doctor, or his/her staff
- ◆ hospital staff
- ◆ calling CCS
- ◆ <http://www.dhcs.ca.gov/services/ccs/Pages/apply.aspx>

Using CCS Services

What is a Service Authorization Request (SAR)?

You will hear the term "SAR" used by the medical staff and/or CSS staff. SARs allow CCS to authorize payment for services for your child's CCS-eligible condition. This may include doctors, hospitals, Special Care Center (SCC) services, medication, or medical equipment and supplies.

When possible, CCS will try to authorize payment of services from your doctor or SCC of your choice. It may take 1-2 weeks to receive the SAR letter in the mail, after your NCM approves it.



If urgent or emergency care is needed, your provider or the hospital can contact your NCM.

Other Services

Families caring for a child with a CCS-eligible condition may need other kinds of help. For example,

Counseling Support Services:

Your child or someone in your family might need to talk with someone about how your child's condition is affecting their life. Ask your child's NCM about counseling support services through the CCS Social Work Unit at (626) 569-6231.



Transportation:

If it is hard for you to get your child to medical care provided by CCS, talk to your NCM. In some cases, we may be able to arrange transportation for you and your child.

Food and lodging (long distance travel and hospital stays):

Sometimes families have to travel a very long distance to receive outpatient and/or hospital care. In some cases, we may help families with food and lodging.

Ask your child's NCM if you need any of these services!

Care Coordination

Your Nurse Case Manager (NCM)



Your partner in the CCS system is your Nurse Case Manager (NCM). You will be notified by mail on who your child's assigned NCM is and how to contact him/her. Please call your NCM when you have questions about your child's care. If your NCM cannot talk with you right away, leave a detailed message and include your child's name, your phone number, and your child's CCS number. If you don't hear back from your NCM after 3 business days, please call the (800) 288-4584 for assistance.

If your call is urgent, and your NCM is not available, you can also ask for his/her supervisor. Our goal is that you have an ongoing partnership with your NCM to meet your child's healthcare needs.

If you don't know who your NCM is, call (800) 288-4584 to find out.

Your NCM's role is to work with you to coordinate your child's CCS services. Your NCM relies on your child's doctor's reports to make decisions. With the information in the reports, the NCM will authorize doctors that have been approved by the CCS program (known as "paneled doctors") to provide treatment and other services. See pages 17-18 for more information on authorizations.

The NCM is available to talk with you about any concerns you may have about your child. It is important to feel comfortable talking with your child's NCM.

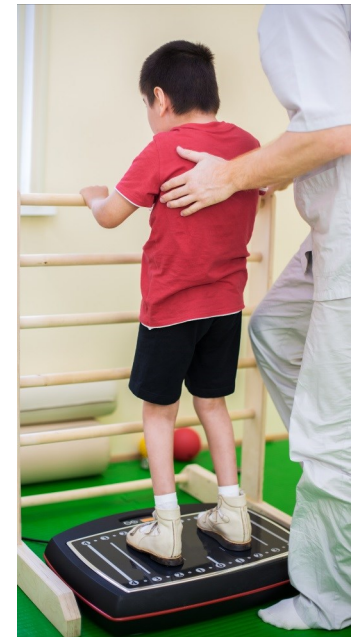
If you find it hard to talk with your NCM, ask to speak with a Nurse Supervisor.



If your child is eligible for MTP services, it may take several weeks for child's referral to be processed before he/she can begin services at their assigned MTU. Once your referral is processed, you will receive more information about the MTP at your first meeting with the therapy staff.

The physical and occupational therapy CCS provides through the MTU is free, regardless of the family's income. **There is no financial eligibility requirement for MTP services.**

The therapy that CCS provides is usually different from what the school provides. That is because CCS provides therapy which focuses on your child's medical needs, while the school provides therapy for your child's educational needs and goals.



You are welcome to call your NCM during office hours. We are here to help you with ANY questions about the program.

Medical Therapy Program (MTP) Services



Children with physical disabilities may get help through the CCS Medical Therapy Program (MTP). The MTP provides direct care, working one-on-one with your child.

Medical eligibility for MTP services is different from the general CCS program. Not all children who have CCS coverage are eligible for MTP services.

Services are provided at sites known as Medical Therapy Units (MTUs), which are located in public schools. Physical and occupational therapy, along with other services may be offered, depending on your child's healthcare needs.

If your child needs a referral to a MTP, your doctor or NCM can help. If your child is eligible for MTP services, you may be assigned a different NCM who will continue to coordinate all your child's care.

Contact your NCM if your child's healthcare needs change. Remember, it is also important to call your NCM with any changes of personal information, such as phone number, address or insurance.

We have interpretation services available. Call (800) 288-4584 and notify the representative of which language you are able to speak.

Your NCM can also help you find resources outside of CCS, such as Regional Center, family resource centers, or available through your child's school.



Please help by asking your child's doctor to send your child's reports to the NCM as soon as possible. Remember to keep a copy for your own record. If you have this information, you can send a copy to CCS if the doctor's report is delayed or missing.

Diagnostic Services

CCS may be able to pay for doctor visits and testing to see if your child has a CCS-eligible condition. Your NCM can help you if you have questions about this.

Treatment Services

CCS pays for medical treatment for your child's CCS-eligible condition, including:

- ◆ Doctor visits
- ◆ Emergency room care
- ◆ Hospital stays
- ◆ Surgery
- ◆ Medication
- ◆ Special equipment
- ◆ Other medically necessary services



Special Care Centers

Your child may receive services at a Special Care Center (SCC), approved by CCS. A SCC is a clinic where a team of doctors and other professionals (like nurses, therapists, and social workers) work together with your family to help provide treatment for your child. The following types of centers of SCC's may provide services based on your child's healthcare needs:

- Bone Marrow Transplant Center
- Burn Center
- Cardiology (Heart) Center
- Cleft Palate Center
- Craniofacial Center
- Cystic Fibrosis & Lung Disease Center
- Communication Disorders Center
- Endocrine Center
- Epilepsy Center
- Gastrointestinal Center
- Heart Surgery Center
- Heart and Lung Transplant Center
- Hematology/Oncology Center
- Rehabilitation Center
- Immunology/Infectious Disease (including AIDS) Center
- Metabolic and Endocrine Center
- Musculoskeletal/Neuro-Musculoskeletal Center
- Hemophilia Center
- Renal (Kidney) Dialysis and Transplant Center
- Rheumatology Center
- Liver Transplant
- Sickle Cell Center
- Neurological Diseases Center
- Speech and Hearing Center
- Spina Bifida Center