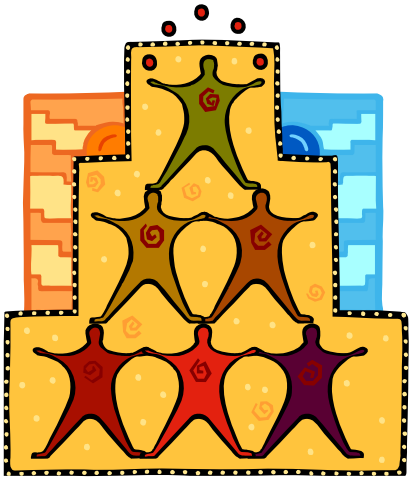
Los Angeles County
Department of Public Health
California Children's Services

Handbook
for
CCS Families

9320 Telstar Avenue, Suite 226
El Monte CA 91731

Telephone: 1 (800) 288-4584
www.dhs.ca.gov/pcfh/cms/ccs



What is Family-Centered Care?

Family-Centered Care is …

- Treating you with respect.
- Giving you the information and support you need for your child's health and well-being.
- Working with you to provide high quality healthcare for your child.

At CCS, you can expect family-centered care. We believe the best way to care for a child is to help the family.

Si usted le gustaría este folleto *en* ***Español***, llame al numero de abajo y pida Publicación Número CCS-101-S

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Welcome to California Children's Services (also known as "CCS")

We care about your child's health!

We hope this booklet will help you understand:

- what CCS is,
- how you can work with CCS, and
- what services that CCS can offer.

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

Los Angeles County CCS
9320 Telstar Avenue, Suite 226
El Monte CA 91731

Telephone: 1 (800) 288-4584
web address: www.dhs.ca.gov/pcfh/cms/ccs

If you change

- your address,
- your phone number,
- your insurance,

please tell your Nurse Case Manager right away! **We cannot provide services if we cannot reach you or have the wrong information.**

Your Nurse Case Manager

Your partner in the CCS system is your **Nurse Case Manager**. Please call when you need help with your child's CCS coverage. If your Nurse Case Manager cannot talk to you right away, that person will call you back. Please leave a detailed message on the answering machine. If you don't hear back from your Nurse Case Manager after 3 days, please let us know!

If your call is urgent, you can also ask for your nurse's supervisor or the **Nurse Response Unit** at the number at the bottom of the page.

Our goal is that you have a good, on-going relationship with your Nurse Case Manager.

If you don't know who your Nurse Case Manager is, call **1 (800) 288-4584** to find out.

You are welcome to call or make an appointment to visit your Nurse Case Manager during office hours. We are here to help you when you have **ANY** questions about the program.

Introduction

What is California Children's Services (CCS)?

CCS is a statewide program that coordinates and pays for medical care and therapy services for children under 21 years of age with certain health care needs.

Los Angeles County CCS is part of the County of Los Angeles Department of Health Services.

We work with:

- private insurance,
- Medi-Cal,
- Healthy Families, and
- Healthy Kids

to provide services that they do not provide. *We are the "payor of last resort" for your child's CCS-eligible condition.* That means, if you have any of the list above, we will find out if they can pay before we do.

- **CCS is not the Department of Children and Family Services DCFS).**
- **CCS is not a medical clinic.** Care is provided by doctors, hospitals, and other professionals that CCS authorizes.

How does a child get CCS?

Your child gets CCS services because your child meets **all four** CCS eligibility rules:

1. **Age eligible:** the child is under 21 years old.

2. **Medically eligible:** the child has a physical disability or medical condition that is covered by CCS. This is called having a "CCS eligible condition." Because the list is long and complicated, we have not provided it in this booklet. In general, we say it's "3 Cs and a D" - chronic, catastrophic, congenital, and/or disabling.

   More information about CCS and the medically eligible conditions can be found online at: http://www.dhs.ca.gov/pcfh/cms/ccs or you can call your Nurse Case Manager if you have questions.

   CCS covers many serious health and physical conditions. After careful study of the **information we receive from your child's doctors**, we decide if your child has an eligible condition.

Important note:
CCS pays for services for the eligible condition only.

Eligibility rules (con't)

3. **Residentially eligible**: the child lives with a parent or guardian who 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.

4. **Financially eligible:**
   The child has

   - Medi-Cal - Full Scope with no Share of Cost **or**
   - Medi-Cal - Managed Care **or**
   - Healthy Families **or**
   - the family's adjusted gross income is less than $40,000* **or**
   - the family earns more than $40,000, but would spend 20% or more on medical services for the child's CCS eligible condition without CCS.

Fees: Some families may pay:

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

The amount of the enrollment fee depends on how much money a family makes and how big the family is. For example, a family of three earning $40,000 will pay an enrollment fee of $120 plus the $20 assessment fee each year.

* If a family earns less than $40,000 but 200% above the federal poverty level, they will need to apply to Medi-Cal and Healthy Families.

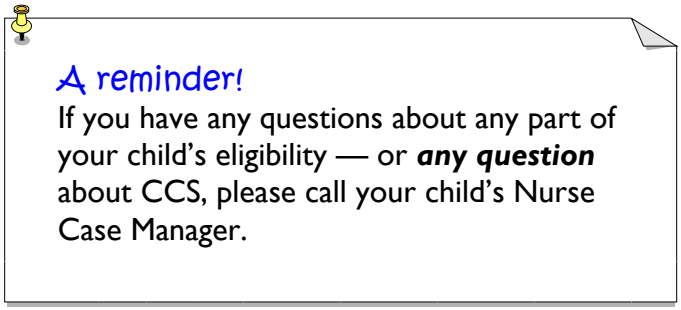
Fees (cont'd): A family in need can ask us to lower or "waive" these fees if there is financial hardship.

A family will not pay these fees if the child has one of the following:

- "Full-Scope Medi-Cal with no Share Of Cost"
- Medi-Cal Managed Care
- Healthy Families
- Diagnostic services (see page 9)
- CCS Medical Therapy Program (MTU) services only (see page 11)

NOTE: Your signed application form gives you legal rights to appeal!

A parent can get an application form by calling the number at the bottom of the page.



CCS Services

What Services Does CCS Provide?

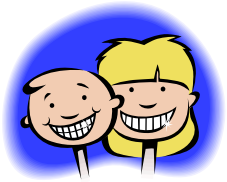
Remember to tell your child's doctors that your child has CCS!

- ## Care Coordination

Your Nurse Case Manager's role is to work with you to coordinate your child's CCS services. Your Nurse Case Manager relies on your child's doctor's reports to make decisions. With the information in the reports, the Nurse Case Manager will authorize CCS-paneled doctors to provide treatment and other services.

CCS cannot authorize services without a doctor's report. Please help by asking your child's doctor to send your child's reports to the Nurse Case Manager as soon as possible.

Remember to ask the doctor, therapist, or medical supplier for a copy, for your own records. If you have this information, you can send a copy to CCS when the doctor's report is slow or missing. You will not have to wait for the doctor's office to send it.



The Nurse Case Manager will be happy to talk with you about any concerns you may have about your child. It is important to feel comfortable talking with your child's Nurse Case Manager. If she or he cannot help you with something, the Nurse Case Manager will help find a resource that might help you, like a Regional Center, a Family Resource Center, or your child's school.

If you find it hard to talk with your child's Nurse Case Manager, you may ask to have another one. Ask to speak with a Nurse Supervisor.

To get the name and direct telephone number of your child's **Nurse Case Manager**, call us at the number at the bottom of the page.

You can talk with your child's Nurse Case Manager in the language YOU are most comfortable using. To meet all the language needs of the people who live in Los Angeles County, we sometimes need to use translation services.

What services does CCS provide?

Diagnostic Services

If there is a good chance that your child has a **CCS-eligible condition** but we need more information, we can pay for more doctor's visits and testing. The Nurse Case Manager can help you if you have questions about this.

You do not need to go through financial eligibility to receive this service!

Treatment Services

The most common medical treatment services for your child's **CCS-eligible condition** include:

- Doctor visits
- Emergency room care
- Hospital stays
- Surgery
- Medicines
- Special Equipment

CCS pays for many different services that are not included on this list. Please call your child's Nurse Case Manager to find out everything that is available for your child's condition.

Treatment Services, cont.

*If you have private insurance, and/or Medi-Cal or Healthy Families, your Nurse Case Manager will help you figure out when to use your private insurance, Medi-Cal, Healthy Families or CCS, so that CCS is the "payor of last resort." That means we will pay **after** everyone else pays.*

Special Care Centers

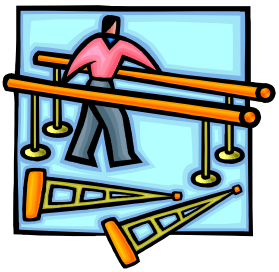
A Special Care Center is a place where a team of doctors and other professionals (like nurses, therapists and social workers) work together with the family to help a child diagnosed with one general type of illness. Special Care Centers have been reviewed by the State to make sure the care they give a child meets CCS standards.

This is a list of CCS Special Care Centers by type:

- Amniocentesis Center
- Amputee Center
- Bone Marrow Transplant Center
- Burn Center
- Cardiology (heart) Center
- Cleft Palate Center
- Craniofacial Center
- Cystic Fibrosis & Lung Disease Center
- Communication Disorders Center
- Endocrine Center
- Extracorporeal Membrane Oxygenator Center (ECMO)
- Gastrointestinal Center
- Heart Surgery Center
- Heart and Lung Transplant Center
- Hematology/Oncology Center
- Hemophilia Center
- Immunology/Infectious Disease (including AIDS) Center
- Metabolic and Endocrine Center
- Liver Transplant Center
- Metabolic (including PKU) Center
- Musculoskeletal/Neuro-musculoskeletal Center
- Neonatal Intensive Care Units (NICU)
- Pediatric Intensive Care Units (PICU)
- Prosthetic/Orthotic Center
- Rehabilitation Center
- Renal (kidney) Dialysis and Transplant Center
- Rheumatology Center
- Selective Posterior Rhizotomy (SPR) Center
- Sickle Cell Center
- Specified Inherited Neurological Diseases Center
- Speech and Hearing Center
- Spina Bifida Center

Your child's Nurse Case Manager will tell you if your child needs the services of a Special Care Center.

Medical Therapy Unit (MTU) Services



Medical eligibility for MTU services is different than for the general CCS program. Not all children covered by CCS are eligible for MTU services!

Children with physical disabilities may get help through the CCS Medical Therapy Program. Medical Therapy Units (MTUs) provide physical and occupational therapy, and may include pediatric and orthopedic conferences, depending on your insurance situation. MTUs are located in public schools but are part of CCS.

This is the only CCS program where we provide direct care, working one-on-one with your child. (All other care is provided by doctors, hospitals, and other professionals outside the CCS program.)

Your child's Nurse Case Manager can help you figure out if you should apply to the MTU for these services. If your child has an MTU-eligible condition, your Nurse Case Manager will continue to help you with CCS services through the MTU.

The Medical Therapy Program has its own parent handbook. A child receives a copy of the MTU parent handbook at the first meeting with the CCS MTU therapist. If you are interested, you can ask your Nurse Case Manager for a copy.

The therapy that CCS provides is usually different than what the school provides. That is because CCS provides therapy for your child's eligible **medical** condition, while the school provides therapy for your child's **educational** needs and goals.

The physical and occupational therapy CCS gives through the MTU is free, no matter what your family's income is. There is **no** financial eligibility requirement for occupational and physical therapy services.

If you have questions about Medical Therapy Unit services, your Nurse Case Manager or your child's MTU occupational or physical therapist can help.

Other Services

Families caring for a child with a CCS eligible condition sometimes need other kinds of help. For instance:

Counseling Support Services:

Your child or someone in your family might want to talk with a counselor or therapist about how your child's condition is affecting your lives. Ask your child's Nurse Case Manager about counseling support services. Families find this helps more than they thought it would. For more information, ask your Nurse Case Manager or call the **Social Work Unit** directly at:

1 (800) 972-1707

Transportation: If it is hard for you to get your child to medical care provided by CCS, your Nurse Case Manager can help. In some cases, we may be able to arrange the ride you need.

Finding a Pharmacy/Supplier:

Your child's Nurse Case Manager can help you find a pharmacy and/or supplier that meets your needs.

Maintenance and Transportation (for parents when their child is in the hospital):

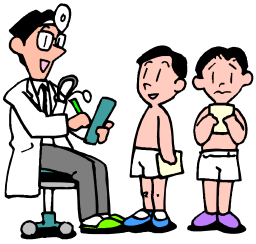
CCS knows that families want to be together, even in the hospital. Sometimes we can help families in need with rides, parking, food, and/or lodging nearby.

Ask your child's Nurse Case Manager If you need any of these services!

Using CCS Services

Will your 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").



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 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.

We will give you an **authorization** to see a CCS-paneled doctor. When possible, we will try to authorize the doctor of your choice.

What is an authorization?

An authorization is our way to agree to pay for a service for your child's CCS-eligible condition as "*payor of last resort*."

That means, if you have private insurance, Medi-Cal or Healthy Families, we will find out if they can pay before we do.

More about authorizations on the next page!

What is an authorization? (con't)

When your child needs:

- doctor visits **or**
- a stay in the hospital**, or**
- treatment (like medicine, an x-ray, or surgery), **or**
- supplies (like tracheotomy supplies or feeding pumps), **or**
- equipment (like wheelchairs or braces or hearing aids),

your child's **CCS-authorized** doctor, therapist or medical supplier sends us a request describing the service and why it is needed for your child's special healthcare needs.

If we agree that the service is medically necessary, we can authorize the treatment, and you will get a copy of an authorization letter from us in the mail.

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

How long does an authorization take?

An authorization from us should take about a week once we get the request. Please call your child's Nurse Case Manager if you have not received one after a week has passed by.

Urgent or **emergency care** can be approved very quickly with a telephone call to your Nurse Case Manager from your child's doctor — even if it is a day later! We can work with the provider at the time of need. The phone number at the bottom of this page can get you to a Nurse Case Manager, if yours is not available.

Be sure your child's doctors know that your child has CCS!

What if you do not agree with a CCS decision?

If you disagree with a decision we make in a letter called a Notice of Action (NOA), you have the right to appeal.

We must have an application signed by you in our files for you to appeal our decision.

The Appeal Process

To appeal:

- Send your appeal to us in writing. Include:
  - ❑ what it is you are appealing,
  - ❑ what you would like CCS to do, and
  - ❑ any other information that you would like us to consider.
  - ❑ If CCS is changing or ending services and you want the services to continue during the appeal process, ***you need to ask for this in your appeal.***
- You can get help and information about how to appeal from your Nurse Case Manager or Nurse Supervisor at CCS. There are also family advocacy resources listed on page 26 that can help.

- Send your appeal within 30 days of the date on the Notice of Action letter to:

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

- We will respond to your appeal within 21 days.
- *MTU service appeals are different! Ask your Therapy Unit supervisor for help.*

The right to appeal and the description of the "First Level of Appeal" is in the California Code of Regulations, Title 22, Division 2, Part 2, Subdivision 7, Chapter 13, Article 2, Sections 42702 and 42703.

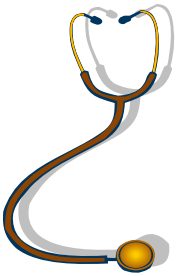
The Annual Review

What's Involved

90 days before your child's anniversary with us, we start to review your child's case for continued medical and financial eligibility.

The Annual Review has two parts:

Part 1. Medical Case Review: Your child's Nurse Case Manager will review all the medical reports received from your child's doctors to see if your child's condition is still medically eligible. If we are missing any current information, the Nurse Case Manager will call your child's doctors to ask for more information.



If we find that your child's condition has improved or is no longer CCS eligible, we will close your child's case. If you disagree with this decision, you have the right to appeal. Please see page 19 for information about the appeal process.

You can help by asking your child's doctors and therapists to give you copies of their reports. If you have the information, you can give us the information without waiting for the doctors or therapists to send your child's reports to us.

Part 2. Financial and Residential Review:
Changes in your income can affect your financial eligibility.

A financial eligibility worker will call you to ask if any of the following has changed. You will need to show proof of:

- your address (CA driver's license or utility bill)
- family size
- income (your last filed tax return),
- insurance (if you have private insurance).

The financial eligibility worker will ask you to mail, fax or bring copies of the paperwork to our main office.

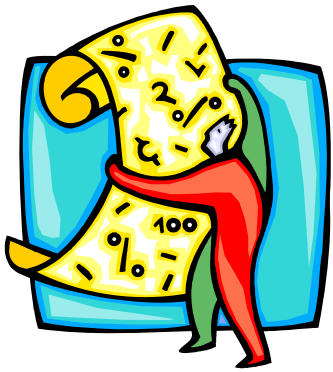
If you do not have this paperwork, the financial eligibility worker will work with you to find other ways to get the information we need. We need this information in a timely manner, or your child could risk losing his or her future coverage!

If you have any questions about residential or financial eligibility, you can call the **Financial Eligibility Services Unit** toll-free number at:

1 (800) 698-7008

More information on Financial and Residential Review!

If your family earns over $40,000 a year, there is more to do. We will figure out how much out-of-pocket medical expense you would have for your child's CCS-eligible condition without CCS. If it is 20% or more of your Adjusted Gross Income, you will still be financially eligible for CCS (see page 5, no. 4).



If your family's private insurance plan changes, we will check to see if we can provide services that your insurance company does not. If your insurance plan will cover all the services your child needs, then you do not need us at this time, and we will close your case.

For some families there is no financial review!
This includes children who have:

- Medi-Cal with "full-scope" benefits and no Share Of Cost **or**
- Medi-Cal Managed Care **or**
- Healthy Families **or**
- Diagnostic services only (see page 9) **or**
- If your child only receives CCS therapy services through the Medical Therapy Program (MTP) (see page 11)

If your child is no longer medically or financially eligible for CCS, we will close your child's case. **Rest assured that we can always re-open it if things change!**

What if my child has needs not related to a CCS-eligible condition?

If CCS is unable to provide services, we will do our best to help you find other agencies to help.

Please call CCS if you have *ANY* questions.

We are here to help you!

OTHER COMMUNITY RESOURCES
in Los Angeles County

GENERAL HELP

Infoline — Information and Referral www.infoline-la.org ..... (800) 339-6993
First 5 LA Connect ..... (888) 347-7855

EDUCATIONAL AND DEVELOPMENTAL SERVICES

Family Empowerment Centers referral ..... (310) 258-4063
Head Start ..... (562) 940-1770
Regional Centers referral www.dds.cahwnet.gov/rc/RCInfo.cfm ..... (213) 383-1300
Special Education ..... *call your local school district*

HEALTH SERVICES

County Hospitals & Clinics www.ladhs.org/clinics ..... (800) 378-9919
County Immunization http://lapublichealth.org/ip/index.htm ..... (800) 427-8700
County Mental Health www.dmh.co.la.ca.us ..... (800) 854-7771
CHDP—Child Health & Disability Prevention ..... (800) 993-2437
Denti-Cal ..... (800) 423-0507
GHPP—Genetically Handicapped Persons Program ..... (800) 639-0597
Healthy Families www.healthyfamilies.ca.gov ..... (888) 747-1222
Healthy Kids enrollment through First 5 LA Connect ..... (888) 347-7855
Medi-Cal Assistance ..... (877) 597-4777

FAMILY ASSISTANCE

Food Stamps through Cal-WORKS ..... (888) 2EMPLOY
Housing Info Line ..... (866) 557-7368
IHSS — In-Home Support Services, application form: ..... (888) 944-4477
Questions or Problems: LA County IHSS Ombudsman: ..... (888) 678-4477
SSI www.ssa.gov/pubs/11125.html ..... (800) 772-1213
WIC www.wicworks.ca.gov/about/general.html ..... (888) WIC-WORKS

FAMILY SUPPORT & ADVOCACY

Child Care Hotline ..... (877) CHILD-99
Family Resource Centers for Children with Special Needs referral ..... (310) 258-4063
Family Voices of California ..... (888) 835-5669
Fiesta Educativa—Spanish-speaking support group ..... (323) 221-6696
Legal Aid Foundation of Los Angeles www.lafla.org ..... (323) 801-7989
Office of Client's Rights Advocacy ..... (800) 390-7032
Protection and Advocacy, Inc. ..... (800) 776-5746
TASK—Team of Advocates for Special Kids ..... (866) 828-8275
Victim of Violent Crimes ..... (800) 777-9229

ACCESS TO THE INTERNET: public libraries, Family Resource Centers, Regional Centers, schools

Notes

This belongs to: _____
Parent/Legal Guardian

And: _____
Child with CCS Services

CCS number: _____

Annual Review Date: _____

CCS Nurse Case Manager: _____
If you do not know, call: 1 (800) 288-4584 to find out.

Nurse Case Manager's Phone Number: _____

IN CASE OF EMERGENCY

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

COUNTY OF LOS ANGELES
Public Health

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