

California Children's Services provider overview

Presented by Blue Shield of California Promise Health Plan



Promise Health Plan

Our goal today

For California Children's Services (CCS) paneled providers:

- CCS refresher and updates
- New ways Blue Shield Promise can support you

For non-paneled providers:

- CCS overview
- How to get paneled



Agenda

- 
- CCS overview
 - How Blue Shield Promise can support you
 - Benefits of being a paneled provider
 - How to become a paneled provider
 - Helpful resources

Today's presenters



Emile Shenouda, MD
Medical Director



James Cruz, MD
Senior Medical Director



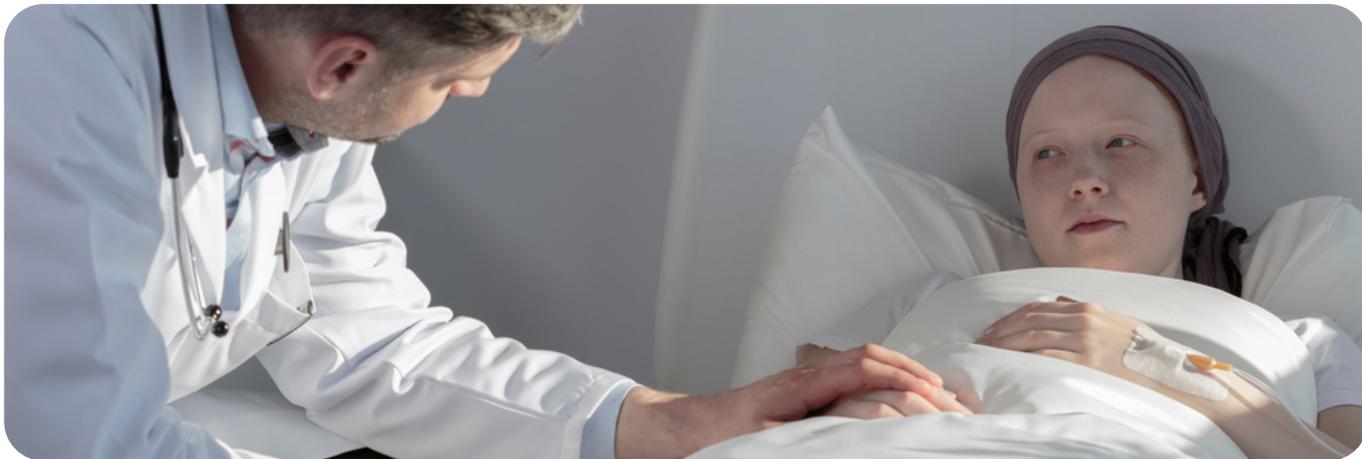
Ysobel Smith, LVN
Manager, California
Children's Services



Susan Lessani, MSN, RN, CPHQ
Program Manager,
Clinical Consultant

Advantages for CCS paneled providers

- Save administrative time so you can **focus on your patients**
- Receive **case management support** from Blue Shield Promise
- Faster reimbursement from the county CCS program
- Higher reimbursement rates from the CCS county program as compared to rates of from the plan



California Children's Services (CCS) overview

What is California Children's Services?

California Children's Services (CCS):

- Is a statewide program that treats children with certain physical limitations and chronic health conditions or diseases.
- Authorizes and pays for specific medical services and equipment provided by **CCS-approved specialists**.
- Is managed by the California Department of Health Care Services (DHCS).
- Is administered as a partnership between county health departments and the DHCS.

Who participates?



Children under 21 with a CCS-qualified health condition enrolled in CCS.



MDs, DOs, DPMs, and other health professionals paneled by CCS.



CCS paneled facilities that provide care for CCS patients.

How does CCS partner with Medi-Cal Managed Care Plans (MCP)?

- The CCS county program authorizes and pays for treatment of eligible conditions
- CCS manages delivery of all CCS-related services.
- CCS and the MCP coordinate delivery of non-CCS services.
- CCS patients remain enrolled in their Medi-Cal MCP.

What services does the CCS program provide?

Medical case management

Medical treatment

Medical therapy program

Medical case management

Blue Shield Promise offers comprehensive care management and care coordination including:

- Diagnostic services and programs
- Care plans
- Authorized services coordination
- Prior authorizations and ongoing case review
- Resource identification
- Social services
- Transition planning

What services does the CCS program provide?

Medical case management

Medical treatment

Medical therapy program

Medical treatment

- Physician services
- Hospital and surgical care
- Physical and occupational therapy
- Lab tests and X-rays
- Orthopedic and medical equipment
- Private duty nursing

What services does the CCS program provide?

Medical case management

Medical treatment

Medical therapy program

Medical Therapy Program (MTP)

Occupational, physical, and speech therapies for long-term physical disabilities generally due to:

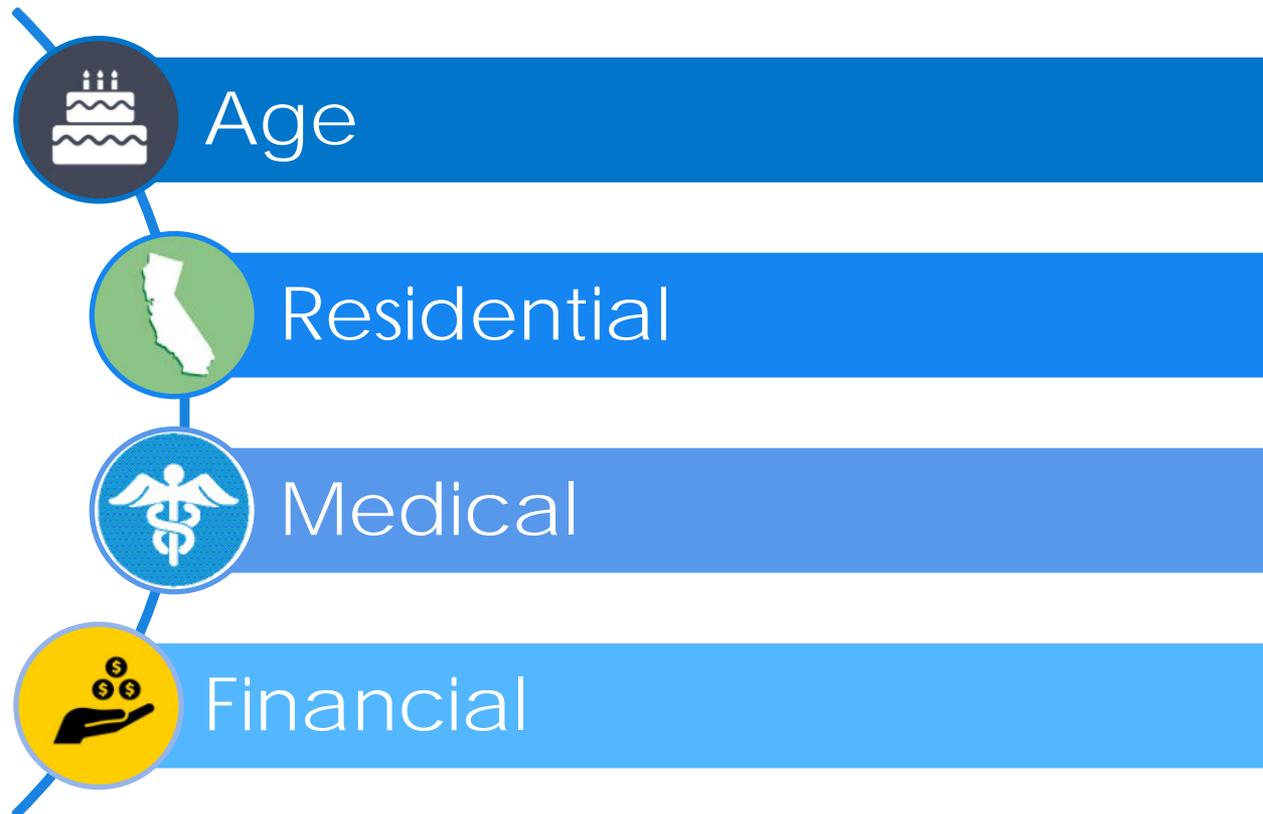
- Neurological disorders
- Musculoskeletal disorders

Additional CCS Services include

- High Risk Infant Follow-up (HRIF)
- Newborn Hearing Screening Program (NHSP)

What are CCS eligibility requirements?

CCS program-eligible patients must meet four types of criteria:



Age-related eligibility criteria



- **CCS program-eligible patients must be less than 21 years of age**
- Blue Shield Promise will assist CCS eligible members that are **aging out** or **transitioning out** of CCS Services.
 - Aging out happens when member turns 21.
 - Transitioning out may happen in several ways.
- At age 17, Blue Shield Promise will assist CCS eligible members to find non-pediatric specialty providers
- At age 18, members may transition to non-pediatric providers while remaining eligible to receive CCS benefits.

Residential eligibility criteria



- **Potential CCS patients must be residents of California**
- The CCS application must be submitted to the CCS program in the county where the patient resides.
- Mileage proximity: 20-30 miles between the patient's home and provider location is in-network.

Medical eligibility criteria



Have a physical disability or other medical condition covered by the **CCS** medical eligibility regulations*

- Infectious diseases
- Mental Disorders and Mental Retardation
- Medical Therapy Program
- Neoplasms
- Endocrine, nutritional, and metabolic diseases and immune disorders
- Diseases of blood and blood-forming organs
- Diseases of:
 - Nervous, circulatory, respiratory, digestive, or genitourinary systems
 - Eye, ear and mastoid
 - Skin and subcutaneous tissues
 - Musculoskeletal system and connective tissue
- Congenital anomalies
- Accidents, poisonings, violence, and immunization reactions

*Based on CCS Program medical eligibility criteria, as reference in Title 22, California Code of Regulations. Ref CCS Medical Eligibility Guide 3/15/2017

Financial eligibility criteria*



Children meet financial eligibility criteria if:

- The family has an adjusted gross income (AGI) under \$40,000.
- The family with AGI over \$40,000 has out-of-pocket costs for the eligible condition expected to exceed 20% of AGI.
 - Includes commercial coverage

Family income is not a factor for children who:

- need diagnostic services to confirm a CCS eligible medical condition; or
- were adopted with a known CCS eligible medical condition; or
- are applying only for services through the Medical Therapy Program; or
- have Medi-Cal full scope, no share of cost

**CCS county program may cover up to 365 days or less based on the patient's eligibility.*

**How Blue Shield Promise
can support you**

For paneled providers: Wholistic care coordination

Blue Shield Promise offers wholistic care coordination to:

- Assist with the age out and/or transition processes when a member no longer becomes eligible for CCS
- Perform case management
- Perform care coordination with both internal and external organizations (for example, Regional Centers)

Benefits for a CCS paneled provider

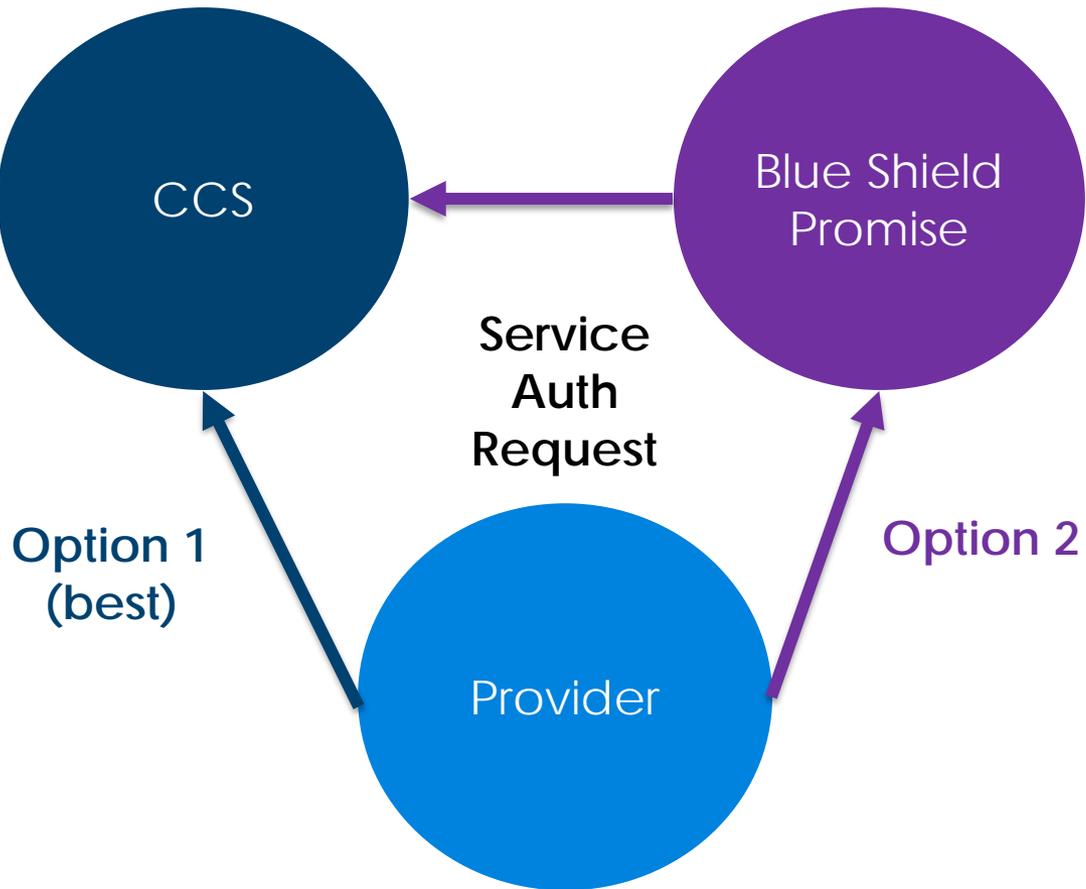
Benefits for paneled providers and their patients



- **Help kids and their families** obtain much-needed care
- **Obtain reimbursements** for services offered to children who otherwise would have limited coverage
- **Boost your presence and referrals** through Blue Shield Promise's provider search tool
- **Strengthen our partnership** through CCS referrals
- **Increase patient volume** through Blue Shield Promise as a CCS-paneled provider
- **Submit fewer authorizations** (based on services)
- **Assistance** with in-patient case management
- **Get care coordination support** from the county CCS *and* Blue Shield Promise
- **Receive approval** from the county as a CCS paneled provider county.



Submit service authorization requests directly to CCS



How to become a CCS paneled provider

What is provider paneling?

- CCS reviews and approves providers by ensuring they meet requirements to provide care for CCS patients.
- Physicians and most allied health professionals must be CCS-paneled to receive the higher reimbursement rate to care for CCS eligible patients.
- It is free and easy to submit an application for paneling, and CSS will respond in approximately two weeks.



Provider types eligible for CCS paneling

- Audiologists
- Dietitians
- Marriage Family Therapists*
- Occupational Therapists
- Orthotists
- Pediatric Nurse Practitioners*
- Physical Therapists
- Physicians
- Podiatrists
- Prosthetists
- Psychologists
- Registered Nurses*
- Respiratory Therapists*
- Social Workers
- Speech Language Pathologists

* These provider types have program participation limitations. Refer to [CCS Provider Paneling](#) on DHCS' website for details.

Application requirements

MDs, DOs, and DPMs

- National Provider Identifier (NPI) enrolled with Medi-Cal*
- Current CA medical/osteopathy/podiatry license
- Current CA board certification in a specialty or sub-specialty
 - Family practice physicians must meet the requirements above and verify experience treating children with CCS-eligible conditions for a minimum of five years or have treated 100 or more such children.†
- Physicians who are not board certified but who are eligible for the certifying examination may participate in the CCS program for not more than three years

* Providers that currently work for a Federally Qualified Health Clinic (FQHC) or a Rural Health Clinic (RHC) can use the facility's NPI where they are employed.

† The documented experience requirement is waived if the family practice provider is employed at a Child Health and Disability Prevention (CHDP) facility.

Apply online

Providers can [apply for CCS paneling online](#).

The approval process takes approximately **two weeks** from the date of submission. There are **no fees** to apply.

California Home | DHCS Home | DHCS Organization | Wednesday, October 3, 2018 10:31:50 A.M.

Welcome to **California**

Children's Medical Services
Caring for Children with Special Medical Needs... | [FAQ](#) | [Contact Us](#) | [Help](#)

Search Applications for Paneling

Required fields are marked in *

Application Type: * Application Status:

Provider Last Name: First Name:

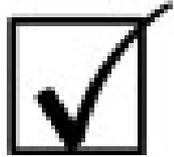
Or

NPI #:

Or

License Number: Application Tracking #:

Provider paneling checklist



If needed, complete the application to become a [Medi-Cal provider](#).



Review the [Provider Paneling Standards](#). Paneling requirements are also included at the end of the application.



Submit the online [CCS Paneling Application](#) for physicians or allied health providers.



Write down the tracking number you receive upon completion, and track status by returning to [CCS Paneling Application](#) and entering the number.

Questions? Contact the Integrated Systems of Care Division, Provider Enrollment Unit at (916) 552-9105 option 5, then option 2, or email providerpaneling@dhcs.ca.gov, or contact your local county CCS office ([CCS county offices list](#)).

Helpful resources

Resources to support you in becoming a CCS paneled provider

- Blue Shield Promise Health Plan
 - Ysobel Smith, CCS Manager
 - Email: ysobel.smith@blueshieldca.com
 - Phone: (800) 605-2556
 - [CCS](#) page on Blue Shield's Provider Connection website
- [California Children's Services \(CCS\)](#) website:
 - [Paneling Standards](#) (physicians and allied health professionals)
 - [Paneling Application](#) (physicians and allied health professionals)
 - Questions? Contact the Integrated Systems of Care Division, Provider Enrollment Unit at **(916) 552-9105 option 5**, then **option 2**, or email providerpaneling@dhcs.ca.gov, or contact your local county CCS office.
 - [CCS county offices list](#)
- [Medi-Cal](#) website
 - [Provider Enrollment](#)

See the appendix for additional information related to the CCS program.

Resources regarding hospice care and CCS

Information about hospice care and CCS

- California Children's Services does not authorize the hospice benefit. For information on how families can access hospice care, please refer to http://files.medical.ca.gov/pubsdoco/publications/mastersmtp/part2/hospic_m01i00o03o08.doc.
- Any client receiving curative/treatment services for a life-limiting condition shall be able to elect hospice care without waiving any medically necessary concurrent non-palliative services. Confirmation of hospice enrollment may be checked per MEDS data screen, which will show "900" in the "RESTRICT" field.
- Non-palliative/treatment care services shall be prescribed by the CCS-paneled provider or SCC appropriate for the child's life-limiting condition.

CCS resources round-up

Below find all resource links included in this deck:

- [California Children's Services](#)
- [CCS county offices list](#)
- Additional CCS services include [High Risk Infant Follow-up \(HRIF\)](#) and the [Newborn Hearing Screening Program \(NHSP\)](#)
- [Medical Therapy Program \(MTP\)](#)
- [New Referral CCS/GHPP Client Service Authorization Request \(SAR\) DHCS 4488](#)
- [Established CCS/GHPP Client Service Authorization Request \(SAR\) DHCS 4509](#)
- Application to Determine CCS Eligibility ([English](#)) and ([Spanish](#))
- [CCS pamphlet for potential clients](#)
- [CCS Medical Eligibility](#)
- [Paneling Standards](#)
- [Paneling Application](#)

Summary and call to action

- CCS is a statewide medical care coordination program that assists children under the age of 21 with a chronic, disabling, or medical condition.
- Physicians must be CCS-paneled to receive authorization to provide services.
- Benefits of being a CCS paneled provider include increased patient volume, higher reimbursement rates, and assistance from CSS and Blue Shield Promise.
- Use the resources in this deck to help you get paneled, and to get support once you are paneled.
- We hope you will go to the [California Children's Services \(CCS\)](#) website today and complete your application.

Appendix

Getting and making referrals

CCS requires that all physicians are paneled* and most facilities are approved prior to providing care to CCS-eligible patients.

- Blue Shield Promise Health Plan can refer CCS-eligible patients to your practice once you are paneled.
- CCS can also refer – your name will be placed on its [online paneled provider list](#). The list is searchable by county, last name, or specialty.
 - Remember, you can contact the Blue Shield Promise CCS Department for assistance in making referrals to CCS-paneled providers and approved facilities in our network.
- There is a CCS process you can use to assess and refer potentially eligible children who are new to or currently in your practice.
 - In general, all children age 0 to 21 years of age should be assessed for the potential inclusion in the CCS program.

* Does not apply to emergency room physicians when care is related to a trauma and/or to out-of-state providers.

What is the CCS referral process?

- A CCS Program referral is defined as a request directed to the CCS program to authorize medical services for a potential program client.
- The CCS program receives referrals using a referral Service Authorization Request (SAR) form.
 - [New Referral CCS/GHPP Client Service Authorization Request \(SAR\) DHCS 4488](#)
 - [Established CCS/GHPP Client Service Authorization Request \(SAR\) DHCS 4509](#)
- Referral processes and requirements differ by county, but in general, SARs should be submitted with patient medical records including prescriptions, labs, etc., and these records must be signed off on by a CCS-paneled provider.

- Application to Determine CCS Eligibility ([English](#)) and ([Spanish](#))
- [CCS pamphlet for potential clients](#)

Referrals and authorizations – how it works

CCS authorizes and pays for services related to a patient's CCS-eligible condition.

- Treatment services provided by CCS-paneled physicians and CCS-approved facilities for CCS-eligible conditions require prior authorization.
- CCS uses a Service Authorization Request (SAR) form for this purpose. There are three types of SARs you will submit:
 - Referral request to the CCS program
 - Authorization request for services related to the CCS-eligible condition
 - Discharge planning request after an inpatient hospital stay

Blue Shield Promise and/or the IPA/MG will continue to authorize and pay for primary and preventive care for a CCS patient, and for services not related to their CCS-eligible condition.

- [Authorizations and Claims](#)
- [Service Authorization Request \(SAR\) Tools](#)
- [SAR Authorization Request Form](#)

Application requirements for family practice physicians

Family practice physicians must meet the requirements below:

1. Active National Provider Identifier (NPI) enrolled with Medi-Cal.
 - Providers that currently work for a Federally Qualified Health Clinic (FQHC) or a Rural Health Clinic (RHC) can use the facility's NPI where they are employed.
2. Current CA medical/osteopathy/podiatry license.
3. Current CA board certificate in specialty or subspecialty.
4. Documented experience treating children with CCS-eligible medical conditions for at least five years, or have treated 100 or more such children.
 - Documented experience: CCS requires physician to provide a list of cases – indicated by a numeric value instead of a name – capturing patients' CCS-eligible medical conditions, and the range of dates during which services were rendered.
 - Documentation requirement is waived if the family practice provider is employed at a Child Health and Disability Prevention (CHDP) facility.

Application requirements for allied health professionals

Allied health professionals

- Valid license from the CA board in their specialty
- Not required to have an NPI if employed by a facility

State of California—Health and Human Services Agency Department of Health Care Services

**California Children's Services (CCS) Program
INDIVIDUAL PROVIDER PANELING APPLICATION FOR
ALLIED HEALTH CARE PROFESSIONALS**

Return completed form to:
California Department of Health Care Services
Children's Medical Services Branch
Provider Services Unit
MS 8100
P.O. Box 997413
Sacramento, CA 95899-7413
(916) 322-8702

IMPORTANT:

- Fields 1–11 are **mandatory** and must be completed; enter N/A if not applicable.
- See attached instructions to complete this form.
- Type or print legibly.

Provider Type (Check one.) (See last page of instructions for CCS program participation requirements by Provider Type and *key to asterisk (*)*.)

<input type="checkbox"/> Audiologist	<input type="checkbox"/> Orthotist	<input type="checkbox"/> Prosthetist	<input type="checkbox"/> <u>Respiratory Care Practitioner</u> *
<input type="checkbox"/> Dietitian	<input type="checkbox"/> <u>Pediatric Nurse Practitioner</u> *	<input type="checkbox"/> Psychologist	<input type="checkbox"/> Social Worker
<input type="checkbox"/> Occupational Therapist	<input type="checkbox"/> Physical Therapist	<input type="checkbox"/> <u>Registered Nurse</u> *	<input type="checkbox"/> Speech/Language Pathologist
			<input type="checkbox"/> Other: _____

CCS Paneling Standards



Blue Shield of California Promise Health Plan is an independent licensee of the Blue Shield Association.