

CalOptima's Whole-Child Model implementation is delayed until no sooner than July 1, 2019.

Introduction to the Whole-Child Model

Family Event October 2018

CalOptima's Mission

To provide members with access to quality health care services delivered in a cost-effective and compassionate manner



What Is CalOptima?





What Is the Whole-Child Model?

- California law changed the way children receive California Children's Services (CCS) benefits.
- Beginning January 1, 2019, the Whole-Child Model will
 - ➤ Combine CCS and Medi-Cal under one CalOptima plan.
 - ➤ Improve services for children and their families.
 - ➤ Offer better overall health results.
 - ➤ Offer better ways to get care.
- Medi-Cal and CCS benefits will remain the same

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What Is the County's Role?

- The Orange County Health Care Agency will:
 - > Help you find out if you are able to get CCS
 - ➤ Help you get in Medical Therapy Program, Medical Therapy Units and Medical Therapy Conferences
 - Coordinate CCS services for non Medi-Cal children under 21 years
- The Orange County Social Services Agency (SSA) will still help you to get Medi-Cal every year.
- Be sure your doctors and CalOptima have your most recent phone number and mailing address.



CalOptima and Health Networks

- CalOptima and its health networks will:
 - > Provide CCS and non-CCS related services to members
 - ➤ Work with other places to offer CCS services
 - ➤ Help in many languages, as needed
 - ➤ Continue to share updates about the Whole-Child Model program
- You or your child can keep the assigned health networks
 - ➤ Children with end-stage renal disease (ESRD), hemophilia or who are approved for transplant will transfer to CalOptima Community Network.
- You or your child can keep the assigned primary care provider (PCP)



Learning More About Your Needs

- CalOptima will contact you to find out about your care needs
 - ➤ You can tell us about your condition and services needed shortly after CCS starts on January 1, 2019.
 - Schedule appointments or treatments if needed, for example;
 - Nutritional products, such as specialty foods or formula and drugs
 - Durable medical equipment, diapers and medical supplies
 - Existing service authorization that expires shortly after January 1, 2019
 - Help with new health care service needs
 - > Tell us about your other health insurance
 - This information will be shared with your health network
- You can get ready for our call by having
 - ➤ A list of all your doctors
 - > A list of all your medications, health supplies and where you get them

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Personal Care Coordinator (PCC)

- Your health network will assign a PCC to
 - ➤ Help you access services beginning January 1, 2019
 - > Help your doctor provide your care
 - ➤ Share his or her telephone number
- Call your health network or CalOptima after January 1, 2019 to find out who is your PCC.

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Care Team

- Your Care Team will assess needs and help you get medical care and services
 - ➤ Care Team may include:
 - Primary care provider (PCP)
 - Specialist
 - PCC and/or case manager
 - Other providers, as needed
- Your Care Team will work with you to create a care plan, if needed
 - ➤ Your PCC or case manager will help you get services agreed upon in your care plan
 - ➤ Care plan will be updated at least once a year or sooner, if needed



Provider Services Authorization

- Some services may need to be approved first by the member's health network or CalOptima.
 - ➤ We are working with the County to learn about your current CCS authorizations.
 - ➤ We are contacting doctors and other providers to make sure this is a smooth transition for you.
- Contact your health network or CalOptima after January
 1, 2019, if you have not already told us about
 - ➤ Any expiring service authorization
 - > New health care service needs

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Your Providers

- You can use CCS doctors and other providers in CalOptima's network
 - ➤ Most CCS providers in Orange County already work with us
 - ➤ If your CCS doctor works with CalOptima, you can keep the doctor
 - This includes doctors and providers in any health network we work with
 - If our network does not have the type of doctors you need, CalOptima will help you find one.
 - ➤ You can ask to keep seeing your CCS doctor for up to 12 months, even if they do not already work with us
 - Call Customer Service to start the process
- In case of an emergency, go to the nearest hospital



Continuing Other CCS Care

- You can continue to use existing medicine that is part of your CCS care until it is no longer needed
- If you have customized durable equipment
 - ➤ You can ask to continue using your provider for up to 12 months, even if they do not already work with us
 - ➤ If the equipment is still under warranty and is still needed, you can ask to use it even longer
 - Call Customer Service to start the process
- Pharmacies and suppliers may change



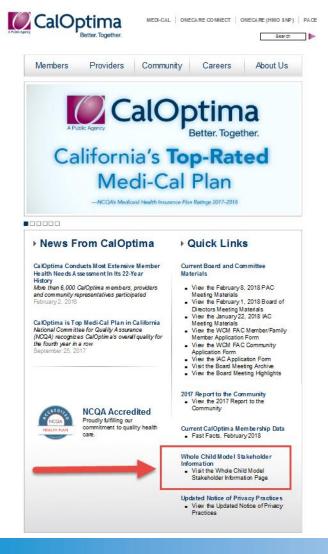
We Will Contact You

CalOptima will contact you three times about this change

When	What
October 26– November 30	Telephone call to share information
November 2	Letter with more information
December 2	Letter with more information and a Member Guide



CalOptima Home Page



www.caloptima.org



2017 Report to the Community

 View the 2017 Report to the Community

Current CalOptima Membership Data

Fast Facts, February 2018

Whole Child Model Stakeholder Information

 Visit the Whole Child Model Stakeholder Information Page

Updated Notice of Privacy Practices

 View the Updated Notice of Privacy Practices



CalOptima Resources

- Customer Service
 - **>1-714-246-8500**
- Whole-Child Model webpage
 - www.caloptima.org/en/CCS_Info.aspx
- Whole-Child Model Family Advisory Committee
 - ➤ Includes family, adult children in CCS or their representatives
 - This committee will guide the Whole-Child Model program
 - > Ask us how to become a committee member
 - You are welcome to attend committee meetings
 - https://www.caloptima.org/en/AboutUs/BoardandAdvisoryCommit tees/WCMFAC.aspx



Other Resources

- DHCS
 - >CCS webpage
 - www.dhcs.ca.gov/services/ccs/Pages/default.aspx
 - ➤ Whole-Child Model webpage
 - http://www.dhcs.ca.gov/services/ccs/Pages/CCSWholeChildModel.aspx
- Orange County Health Care Agency
 - **>** 1-714-347-0300
 - ➤ http://www.ochealthinfo.com/phs/about/ccs/



Questions





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Thank You!

