Children's Regional Integrated Service System

January 5, 2018

Dear CCS Redesign Team:

We would like to thank you for accepting recommendations for changes from CRISS and others in the 90-day notice to families regarding upcoming implementation of the CCS Whole Child Model. We think the revisions make for a clearer, more family-friendly document as the state embarks on these major changes to the CCS program in 21 counties. We do appreciate the opportunity you’ve given us for a final look at the document and we would like to recommend the following four changes:

1. We have seen comments prepared by Maternal and Child Health Access that recommend adding a fourth point at the bottom of the first page of the notice:
   “To keep the same CCS doctors and CCS Case Manager, talk to them to find out how. See question #4 on the list of Frequently Asked Questions.”

   Rationale: We think adding this point would be helpful in alerting families upfront about important information on retaining CCS doctors and case managers and directing them to the place in the Notice that provides that information.

2. We continue to recommend adding the following language to the bullet points under "What to do next" on page 2:
   “Your child has the right to continue to see his/her current CCS doctors for at least 12 months (and perhaps longer) after the transition to the Whole Child Model. Talk with your health plan about how to keep your child’s CCS doctors. You also have the right to keep your child’s relationship with your current CCS case manager even after the transition to the Whole Child Model. If you would like to keep that relationship, talk to your CCS case manager and health plan about how to do that.”

   Rationale: We think families need to have their rights to continued relationships with providers and case managers spelled out more clearly and think our recommended language will assist with that.

3. We recommend amending the language in FAQ question #5 to read:
   “To find out if your child can keep the same CCS case manager, call your child’s Medi-Cal health plan. Ask if your child’s CCS case manager can keep seeing your child ‘working with you and your child’.”

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Rationale: We recommend this language change because there are families who have extensive phone conversations and other communication with their case managers but may not physically “see” the case managers and therefore may be confused by the reference in the notice.

4. We continue to support our earlier recommendation to add language to FAQ question #6 regarding CCS maintenance and transportation and MTP services:
   “Your child will still be entitled to maintenance and transportation services to help your child get to appointments and other necessary care. Note: If your child receives therapy through the Medical Therapy Program, those services will continue to be provided through the county CCS program.”

Rationale: We think families should be reassured about continued access to maintenance and transportation services and to continuity of services through the MTP.

Again, we very much appreciate the Department’s response to the comments we provided on the original draft notice, and we thank you again for the opportunity to participate in crafting a clear, effective and family-friendly notice.

Sincerely,

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