



Access to California Children's Services (CCS) During COVID-19

Children can still get CCS services during COVID-19!

The COVID-19 public health emergency (PHE) is ongoing. Your child can keep getting medically necessary CCS during the PHE. The Department of Health Care Services (DHCS) has created temporary flexibilities for Medi-Cal and CCS to make sure children get services easily and safely during the PHE. Children can still get their CCS annual medical review, well-child visits, physical therapy (PT), occupational therapy (OT), durable medical equipment (DME) and supplies, Medical Therapy Program (MTP) services, and all other CCS-qualified services.

How can we get CCS services safely during COVID-19?

Right now, services are available in-person or through telehealth. If you do not feel safe going to an in-person appointment, ask the CCS provider for a telehealth visit. CCS providers must discuss options with you to find the safest way for your child to get CCS services. CCS providers are required to follow all Centers for Disease Control (CDC) and state and county safety protocols. You cannot be charged any COVID-19 administrative fees.

Note: The in-person requirement for Special Care Centers (SCC) Annual Team Conferences (ATCs) is waived during the PHE and can be done via telehealth.

What are some examples of telehealth?



Using a cell phone, tablet, or computer to send information to a doctor; speaking by phone, video chat, Facetime, text messages, or e-mail.

Online patient portal to send messages to a doctor, view test results, and request prescription refills.



E-mail, text, or telephone reminders for important health updates or reminders.

What about CCS medical equipment or supplies?

Request a 100-day supply for covered medications, medical supplies, or prescription formulas and covered enteral supplements. Therapy or DME prescriptions that expire during the PHE can be extended without a face-to-face physician encounter. Medical Therapy Program (MTP) vendors, pharmacies, and prescribing specialists should contact you if CCS-approved supplies are low. You can also contact your child's county CCS case manager, or managed care plan (MCP) case manager, if you live in a Whole Child Model (WCM) county.

Is prior authorization required before getting services?

During the COVID-19 pandemic, prior authorizations are suspended for all Medi-Cal benefit categories, including CCS services. CCS providers must still submit the authorization and medical necessity forms, but may do so **after** your child receives the service(s), including services at Medical Therapy Units (MTUs).

What if my child is in a Medical Therapy Program?

MTP clients may receive in-person services again if the public school site where the MTU facility is located has resumed in-person instruction and the county MTP has transitioned to in-person services. Students and caregivers are still required to practice face covering and social distancing protocols.

MTPs may continue using telehealth as an option as appropriate and necessary. MTPs should work with you to arrange alternatives for routine therapy appointments, including telehealth when possible.

Can we still appeal or request a State Fair Hearing?

You may appeal or request a State Fair Hearing if your child experiences delays, denials, or changes to their CCS eligibility or benefits. During the PHE, you are entitled to a fair hearing via video or telephone conference. If you have problems accessing a hearing, please contact the resources below.

For free legal assistance contact the Health Consumer Alliance at 888-804-3536 / TTY 877-735-2929

www.healthconsumer.org

For information and support contact Family Voices of California at 415-282-7494

www.familyvoicesofca.org