



OCC3 for Kids Referral *Frequently Asked Questions*

1. What is Orange County Care Coordination Collaborative for Kids?

OCC3 for Kids is a collaborative of representatives (see List of Collaborative Members) from care providers throughout Orange County that has formed to:

- Identify the most common issues impacting timely and appropriate care for children with special health care needs, and
- Develop strategies for improving our systems of care

2. What is the purpose of the OCC3 for Kids Referral form?

The Referral form is intended to help identify common barriers to care for children with special health care needs. While a child/family may be helped on an individual level through the process of referral to OCC3 for Kids, the ultimate goal is to make improvements to the larger systems of care to help multiple children and families over time.

Individual case managers/care coordinators may access assistance of the Public Health Nurse (PHN) System Care Coordinator for:

- Recommendations to the referral source of potential options for accessing services for children with special health care needs
- Increasing access to services for these children
- Review by multidisciplinary team case review (if applicable)
- Opportunity to monitor cases and identify system level barriers to care

3. What is the purpose of system level care coordination?

To identify system wide gaps in care and barriers to services so access to care can be improved and to assist the referral source with overcoming barriers for individual cases.

4. Do I need to complete this form for every patient/client that I work with that has a special health care need?

No. Please refer to question 5 below regarding eligibility criteria.

5. Who can I refer?

Those clients who meet ALL of the following eligibility criteria:

- Child is a resident of Orange County
- Child is 0 to 12 years old
- Child has increased risk for a chronic physical, developmental, behavioral or emotional condition
- Child has been waiting for services

6. What are examples of system level barriers to care?

Based on cases reviewed by OCC3 for Kids to date, the following are typical system level barriers:

- Issues surrounding eligibility
- Insurance issues (authorization, timeliness, and eligibility)
- Lack of medical home involvement
- Cross-county issues (how to help families coordinate care when moving in/out of Orange County)

- 7. Do I need to have my patient/client sign an authorization to disclose Protected Health Information (PHI)?**
Yes, as you will be sharing medically necessary information for the case consultation.
- 8. Which authorization to disclose Protected Health Information (PHI) should I use?**
Follow your agency guidelines for disclosing PHI to County of Orange, Health Care Agency. **In addition:** use the County of Orange, Health Care Agency authorization, to disclose PHI to Orange County Care Coordination Collaborative for Kids. Please ensure client's legal guardian initials all boxes that apply to disclosing PHI (Mental Health, Medical Record, etc.). PHI will only be disclosed to the collaborative members that are involved with the case, not necessarily all members in the collaborative.
- 9. Where do I send my referral?**
The Referral form and Authorization to disclose PHI may be faxed to 714-834-7977 or securely emailed to carecoordinator@ochca.com.
- 10. Who do I contact if I have questions regarding System Care Coordination or using this form?**
Please call 714-834-7747 and ask to speak with the PHN System Care Coordinator or email carecoordinator@ochca.com.
- 11. What happens when I send my referral?**
The PHN System Care Coordinator will review and contact the referrer; this may take up to two weeks from receipt of the referral depending on the acuity of the referral and workload.
- 12. What can I expect from the OCC3 for Kids System Care Coordinator, and the System Care Coordination process?**
The PHN System Care Coordinator will provide recommendations to the referring party, based on the acuity and timeline described above. For complex cases, the PHN System Care Coordinator may consult with a core multidisciplinary team of experts from OCC3 for Kids, or the larger OCC3 for Kids Collaborative.
- 13. Will the System Care Coordinator find a solution for the issue my patient/client is dealing with?**
The PHN System Care Coordinator will identify possible resources and potential solutions to the referral source. The overall goal of system level care coordination is to identify system wide gaps in care and barriers to services.
- 14. Can you define "waiting for services?"**
"Waiting for services" means that a client is waiting for a service to be received. For example, a client may be referred to a specialist for a consult and the client may need to wait for the referral to be authorized and then wait for an available appointment. Referral sources are encouraged to use their best judgment regarding how long a client has been waiting. There are some services that may have a six month wait which may be clinically appropriate.
- 15. What is an example of a Care Coordination need?**
- A child or youth has a need for a specialty medical follow up. The client has been waiting for more than two months for authorization and follow-up visit. (NOTE: Appointments for specialty times vary).
 - A child has a prescription for a special formula or nutrition supplement and is not being provided the formula in a timely manner.
 - A child has a request for a therapy (OT, PT, speech, ABA, etc.) evaluation and the referral has not been authorized within two months of the need being identified.

