



Medi-Cal  
**CalOptima**  
Better. Together.

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

# Introduction to the Whole-Child Model

**Family Event**  
**February 2018**

# CalOptima's Mission

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

# What Is CalOptima?

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# What Is the Whole-Child Model?

- New California law will change the way CalOptima children receive California Children's Services (CCS)
  - No sooner than January 1, 2019
- Whole-Child Model (WCM) will **CalOptima's Whole-Child Model implementation is delayed until no sooner than July 1, 2019.**
  - Combine CCS and Medi-Cal under one managed care plan in Orange County
  - Strengthen overall care coordination for children and their families
  - Provide better overall health results
  - Provide better access to care
- Medi-Cal and CCS benefits will **remain the same**

# You Can Keep the Same CCS Doctor

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- You can request to keep the same CCS doctor for your child
  - If your CCS doctor works with CalOptima, you can keep the doctor
  - If your CCS doctor does not work with CalOptima, you can call and request to keep your CCS doctor after the move to the Whole-Child Model program for up to 12 months

# What You Can Expect

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- More details about this change will be sent starting October 1, 2018.
- Whole-Child Model will not change eligibility processes
  - Orange County Health Care Agency will continue to coordinate CCS eligibility.
  - Social Services Agency (SSA) will continue to coordinate Medi-Cal eligibility.
- Orange County Health Care Agency will continue to:
  - Manage the Medical Therapy Program
  - Provide CCS services for non-CalOptima members

# Important Things to Keep in Mind

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- There is nothing you need to do now related to this change.
  - You will get more information from us later this year.
- Keep going to your child's scheduled appointments.

# WCM Family Advisory Committee

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- WCM Family Advisory Committee will include family, adult children in CCS or their representatives.
- This committee will guide the Whole-Child Model program.
- More information is on CalOptima's website
  - <https://www.caloptima.org/en/AboutUs/BoardandAdvisoryCommittees/WCMFAC.aspx>



# Questions

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# Resources

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- DHCS CCS webpage
  - [www.dhcs.ca.gov/services/ccs/Pages/default.aspx](http://www.dhcs.ca.gov/services/ccs/Pages/default.aspx)
- DHCS Whole-Child Model webpage
  - <http://www.dhcs.ca.gov/services/ccs/Pages/CCSWholeChildModel.aspx>
- CalOptima Whole-Child Model Family Advisory Committee webpage
  - <https://www.caloptima.org/en/AboutUs/BoardandAdvisoryCommittees/WCMFAC.aspx>
- CalOptima Whole-Child Model webpage
  - [www.caloptima.org/en/CCS\\_Info.aspx](http://www.caloptima.org/en/CCS_Info.aspx)

# CalOptima Home Page



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**CalOptima**  
A Public Agency  
Better. Together.

**California's Top-Rated  
Medi-Cal Plan**

—NCQA's Medicaid Health Insurance Plan Ratings 2017-2018



**NCQA Accredited**  
Proudly fulfilling our  
commitment to quality health  
care.

## 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

### News From CalOptima

#### CalOptima Conducts Most Extensive Member Health Needs Assessment in Its 22-Year History

More than 6,000 CalOptima members, providers and community representatives participated  
February 2, 2018

#### CalOptima is Top Medi-Cal Plan in California

National Committee for Quality Assurance (NCQA) recognizes CalOptima's overall quality for the fourth year in a row  
September 25, 2017



#### NCQA Accredited

Proudly fulfilling our  
commitment to quality health  
care.

### Quick Links

#### Current Board and Committee Materials

- View the February 8, 2018 PAC Meeting Materials
- View the February 1, 2018 Board of Directors Meeting Materials
- View the January 22, 2018 IAC Meeting Materials
- View the WCM FAC Member/Family Member Application Form
- View the WCM FAC Community Application Form
- View the IAC Application Form
- Visit the Board Meeting Archive
- View the Board Meeting Highlights

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# Thank You!

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