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

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

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

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

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

<table>
<thead>
<tr>
<th>When</th>
<th>What</th>
</tr>
</thead>
<tbody>
<tr>
<td>October 26–November 30</td>
<td>Telephone call to share information</td>
</tr>
<tr>
<td>November 2</td>
<td>Letter with more information</td>
</tr>
<tr>
<td>December 2</td>
<td>Letter with more information and a Member Guide</td>
</tr>
</tbody>
</table>
CalOptima Home Page

CalOptima
Better. Together.

California’s Top-Rated Medi-Cal Plan
—NCQA Medicaid Health Plan Range 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
CalOptima Resources

• Customer Service
  ➢ 1-714-246-8500

• Whole-Child Model webpage

• 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/BoardandAdvisoryCommittees/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
CalOptima’s Mission

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