



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  
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

When	What
October 26– November 30	Telephone call to share information
November 2	Letter with more information
December 2	Letter with more information and a Member Guide

# CalOptima Home Page



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

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

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



## 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 FAC 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

### 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

www.caloptima.org



## 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
  - [www.caloptima.org/en/CCS\\_Info.aspx](http://www.caloptima.org/en/CCS_Info.aspx)
- 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](http://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!