



# California Children's Services Redesign – Whole Child Model

March 2017

The Whole Child Model (WCM) is a redesign of California Children's Services (CCS). The Department of Health Care Services (DHCS) is planning to implement the WCM in all fourteen counties of Partnership HealthPlan of California (PHC) no sooner than January 2019.

Currently, PHC provides all Medi-Cal services for over 7,000 CCS children. The WCM model will combine county CCS services with Medi-Cal benefits. This allows PHC to focus on the whole child rather than on the CCS conditions.

As PHC begins this program, we are interested in learning from families with a CCS child, providers, and others impacted by this change to ensure a smooth transition.



## Whole Child Model (WCM) Will Involve:

**Care Coordination/Case Management:** The WCM will give each CCS child a case manager or a care coordinator. This allows appropriate access to care.

**CCS Services:** The WCM model will allow children who qualify for CCS to get their care through CCS specialists and hospitals. This will allow the child to get treatment and coordination for their full range of needs. This involves basic preventive care and specialty care.

**Oversight and appeals:** Members can file a complaint and make an appeal to fix any care issues that may happen.

**Provider Network:** Our provider network includes most of the CCS doctors and specialists. PHC continues to work to add doctors, specialists, and hospitals to our list of providers. CCS children can keep their current CCS providers for at least one year or likely longer. This is a standard practice for PHC.

**Transportation:** PHC provides transportation for CCS children to their doctor and specialist visits.

**Family Participation:** PHC wants to hear from you about the WCM. Look for more information on the PHC website: [www.partnershiphp.org](http://www.partnershiphp.org).

For questions, please call Member Services at (800) 863-4155.