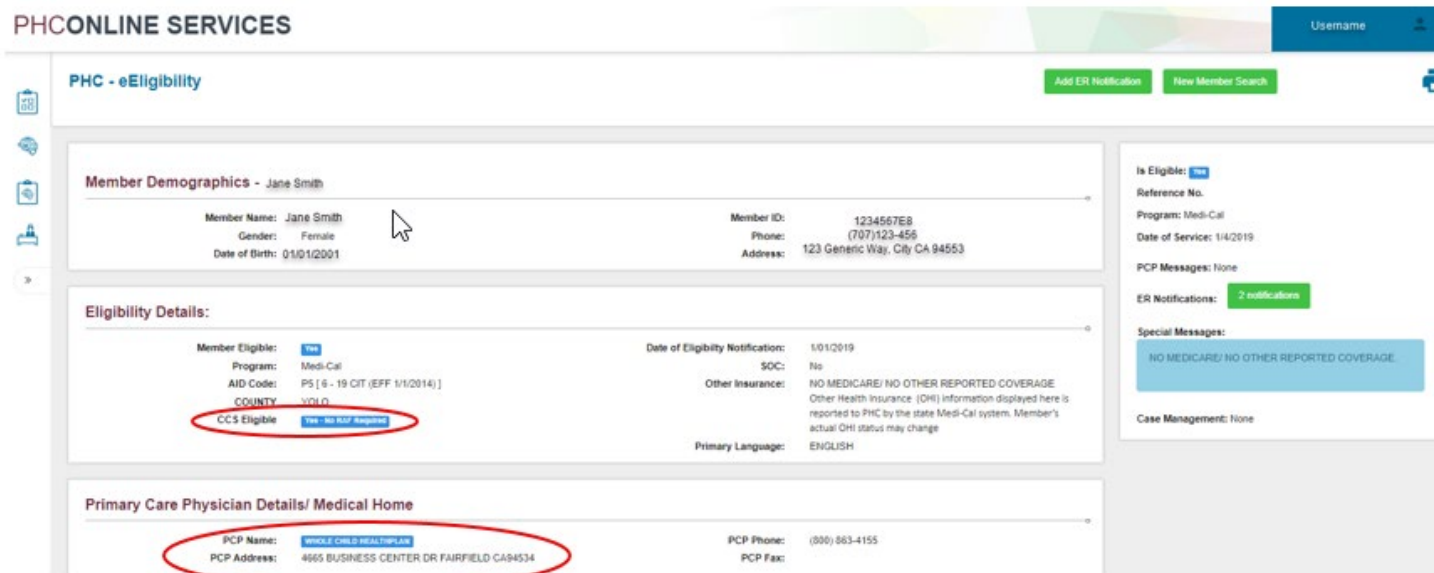


Whole Child Model: Transition of CCS-Eligible Members

Please share with staff, including front-line, referral, operations, billing/authorizations and all staff working with California Children Services (CCS) members.

The Department of Health Care Services (DHCS) implemented the Whole Child Model (WCM) for CCS members on January 1, 2019, in all 14 counties served by Partnership HealthPlan of California.

- **Please do not turn away or cancel any appointments for PHC CCS members.**
- **No Referral Authorization Form (RAF) is needed** for CCS members.
- All contracted providers can utilize the PHC Provider Portal to verify eligibility. Members are flagged as a CCS member. Access portal at <https://provider.partnershiphp.org/UI/Login.aspx>
- **Please see eligibility example below.** Members are listed as CCS Eligible with a Yes or No. Note that their Medical Home may be listed as WHOLE CHILD HEALTHPLAN or their Medical Home/PCP.



PHCONLINE SERVICES

PHC - eEligibility

Member Demographics - Jane Smith

Member Name: Jane Smith	Member ID: 1234567E8
Gender: Female	Phone: (707)123-456
Date of Birth: 01/01/2001	Address: 123 Generic Way, City CA 94553

Eligibility Details:

Member Eligible: Yes	Date of Eligibility Notification: 1/01/2019
Program: Medi-Cal	SOC: No
AID Code: PS [6 - 19 CIT (EFF 1/1/2014)]	Other Insurance: NO MEDICARE/ NO OTHER REPORTED COVERAGE
COUNTY: YOLO	Other Health Insurance: (OHI) Information displayed here is reported to PHC by the state Medi-Cal system. Member's actual OHI status may change
CCS Eligible: Yes - No RAF Required	Primary Language: ENGLISH

Primary Care Physician Details/ Medical Home

PCP Name: WHOLE CHILD HEALTHPLAN	PCP Phone: (800) 863-4155
PCP Address: 4665 BUSINESS CENTER DR FAIRFIELD CA 94534	PCP Fax:

Additional information on the right side of the page includes: Is Eligible: Yes, Reference No., Program: Medi-Cal, Date of Service: 1/4/2019, PCP Messages: None, ER Notifications: 2 notifications, Special Messages: NO MEDICARE/ NO OTHER REPORTED COVERAGE, Case Management: None.

Resources

Recorded webinars and materials on the WCM for CCS members are available on our website at <http://www.partnershiphp.org/Providers/Medi-Cal/Pages/ProviderEducationTrainingMaterials.aspx>