

Shasta County Health & Human Services Agency
Public Health Branch
California Children's Services (CCS)

Handbook For CCS Families

CCS Administration Office
2650 Breslauer Way
Redding, CA 96001
Phone:(530) 225-5760
FAX: (530) 225-5355



CCS Medical Therapy Unit
3499 Hiatt Drive
Redding, CA 96003
(530) 225-5574
Fax: (530) 225-5563

This belongs to: _____

CCS Number: _____

Annual Review Date: _____

CCS Nurse Case Manager _____

Nurse Case Manager's Phone# _____

CCS Social Worker/Case Worker _____

Social Worker/Case Worker's Phone # _____

If you need interpreter or translation services, please call your local CCS office to arrange at (530) 225-5760.



Health and Human
Services Agency

Welcome to California Children's Services

(also known as "CCS")

At California Children's Services, you can expect Family Centered Care. We believe the best way to care for a child is to help the family.

Family Centered Care is.....

- Treating you with respect
- Giving you the information and support you need for your child's health and well being.
- Working with you to provide high quality healthcare for your child.

We care about your child's health!

We hope this booklet will help you understand:

- What CCS is.
- How you can work with CCS.
- What services CCS can offer.

Our office hours are Monday – Friday 7:00 a.m. – 5:30 p.m.

We are closed on weekends and holidays.

The Administrative Office is located at:

California Children's Services
2615 Breslauer Way, Bldg. 5
Redding, CA 96001
(530) 225-5760
FAX (530) 225-5355



The Medical Therapy Unit (MTU) is located at:
3499 Hiatt Drive
Redding, CA 96003
(530) 225-5574
FAX (530) 225-5563

*MTU is where Clinic/Conference is held for your child. If your child receives therapy, it may be here or at the CCS satellite location.

(More information about MTU/MTP on pg__)

AN INTRODUCTION to CCS staff

Nurse Case Manager - Relies on your child's doctor's reports to make decisions regarding your child's CCS eligibility. If eligible, your Nurse Case Manager will issue authorizations (a SAR#) for CCS approved doctors to provide treatment or other services.

Social Worker/Case Worker - Assists families with the application process. Can assist families in locating services (pharmacies, etc.) needed to support your child's CCS condition.

Occupational Therapist – If prescribed, evaluates your child's fine motor development, range of motion, strength of arms and hands, and self-care skills. If indicated, will provide therapy to assist in becoming as independent as possible in his/her "Activities of Daily Living" (ADLs), i.e. dressing, feeding, self-help skills. Will also assist in evaluating for any equipment that may be needed to help in daily activities. Therapy sessions will be scheduled on as "active" (once a week or more) or "monitor" basis, depending on your child's needs and potential to benefit from occupational therapy.

Physical Therapist – If prescribed, evaluates your child's overall gross motor development, range of motion, strength and functional mobility. If indicated, will provide therapy to assist in becoming as independent as possible in his/her functional mobility, monitor range of motion and promote strengthening.

Will also assist in evaluating for any equipment that may be needed. Therapy sessions will be scheduled on an “active” (once a week or more) or “monitor” basis, depending on your child’s needs and potential to benefit from physical therapy.

Nutritionist – Measures height and weighs your child, and reviews these measurements with you. The nutritionist is available to all CCS clients to discuss nutritional concerns they may have about the child.

Medical Services Clerk at the Administration Office – Takes referrals over the phone and sends out application letters as well as requests medical reports.

Medical Services Clerk at the Medical Therapy Unit – Provides reception services at our MTU, and maintains patient records. Assists with the Medical Therapy Clinic paperwork and medical transcription.

Parent Liaison – Works with parents to answer any questions or comments about CCS. Provides information and materials for parents regarding special needs.

Typist Clerk II – Works at our front desk in the administration office and will answer your call. Assists with medical records and office administration.

DEFINITIONS of terms used:

CCS – California Children’s Services is a medical program for qualifying medical conditions from birth to 21 years .

HIPAA – Health Insurance Portability and Accountability Act sets a national standard for privacy of health information.

M & T – Maintenance and Transportation is a service for CCS clients enduring financial hardships that helps reimburse a client for travel expenses to doctor appointments that are normally

opportunities on the internet

www.irsc.org Internet resources for special children. *(this site does not work)*

www.familyvoices.org A national grassroots network of families and friends speaking on behalf of children with healthcare needs.

www.pai-ca.org Legal and civil rights for people with disabilities.

www.ca.gov Type CCS in search box for information on California Children's Services, state information.

www.uscuedd.org E-newsletter and information with a focus on children with special health care needs.

www.noah-health.org. Spanish & English New York online access to health.

outside of Shasta County.

MTC – Medical Therapy Conference is intended for clients that are seen by the Medical Therapy Program. Clients see a physiatrist and or orthopedic surgeon for evaluation of mobility and possible equipment needs.

MTP – Medical Therapy Program provides occupational therapy and/or physical therapy to medically necessary clients.

MTU – Medical Therapy Unit is the physical location of the Medical Therapy Program.

NOA - Notice of Action Letter may state that CCS is possibly reducing or ending services. Directions to appeal this decision will be included with this letter.

PSA – Program Services Agreement is the application that is signed yearly and proves eligibility for the CCS program.

SAR – Service Authorization Request (SAR#); important paperwork provided by CCS that allows payment for services in regard to your child's CCS eligible condition. A copy will be sent to you, please keep.

SRO – Sacramento Regional Office is where some cases (paperwork) are sent to be reviewed.

WHAT is California Children's Services (CCS)?

CCS is a statewide program that coordinates and pays for medical care and therapy services for children under the age of 21 with certain health care needs (“a CCS eligible condition”). **Please note**: CCS is not a health insurance program. It will not meet all of your child's health care needs, but only those related to the CCS-eligible condition.

Shasta County CCS is part of Shasta County Public Health, which is a department of the County's Health and Human Services Agency.

CCS works with:

- Private insurance
- Medi-Cal
- Healthy Families

Medi-Cal and Healthy Families will not pay for services if you child's condition is CCS-eligible.

CCS is not Children and Family Services, formally known as CPS.

HOW does a child get CCS?

To receive CCS services your family needs to meet all four of the CCS eligibility rules:

1. **Age eligibility:** your child is under 21 years of age.
2. **Medical eligibility:** your child has a physical disability or medical condition that is covered by CCS (because the list is very long, we have not provided it in this booklet). For more information about medical conditions covered by CCS, visit www.dhs.ca.gov/pcfh/cms/ccs or you can call your local CCS office for information.

CCS covers many serious health and physical conditions. After careful study of the information we receive from your child's doctors, a CCS medical consultant will decide if your child has a CCS eligible condition.

Important Note: CCS pays for services for the eligible condition only.

3. **Residential Eligibility:** children receiving Shasta County CCS services must reside in the county. Each county in California has a CCS program. If you move to another county, we will help you

Redding Rancheria	224-2700
Shasta Lake City.....	229-8450
Shasta Regional Medical Center.....	224-5400
Shingletown Medical Center	474-3390
Women's Health Specialists	221-0193

Special Needs Services:

California Children's Services.....	225-5760
Far Northern Regional Center	222-4791
IHSS (in-home support services).....	225-5507
Hooves for Harmony (Therapeutic Riding Program).....	410-4422
ILF Transition/Positive Parenting.....	244-2305
Rowell Family Empowerment.....	226-5129
Shriners Hospital (Referral line).....	800-237-5055
SLATE (Successful Living with Autism Through Training and Education).....	226-5129
Therapy Station	242-1511
Triple Creek Ranch (Therapeutic Riding)	524-8426

Special Needs Websites

LOCAL SITES

www.farnorthernrc.org Far Northern Regional Center information for children and adults with special needs.

www.shastapublichealth.net Local CCS website. Click on "Services" then "For Families" to access CCS.

www.rfenc.org Rowell Family Empowerment of Northern California, an agency that assists parents with information regarding special needs children, and has ongoing workshops and support groups.

OTHER WEB SITES

www.fcsn.org Federation for Children With Special Needs

www.cec.sped.org Council for Exceptional Children

www.disabilityresources.org Many different links

www.eparent.com Exceptional Parent Magazine is an ongoing resource for families

www.familyvillage.wisc.edu Information, resources and communication

If you have any questions about residential or financial eligibility, you can call your local CCS office at 225-5760.

What if my child does not have a CCS eligible condition?

If CCS is unable to provide services, we will do our best to help you find other agencies that may help. Please call CCS if you have any questions. We are here to help you.

**A big thank you to Los Angeles CCS for allowing us to use their local family handbook and make changes.

Community Services in Shasta County

Educational Services:

Early Childhood Services.....	225-2999
Even Start Preschool (LIFE Center, for children of literacy programs).....	275-1513
Great Partnership (Special Needs Programs preschool-elementary).....	224-4137
Redding Rancheria Head Start.....	225-8925
Shasta Head Start and Early Head Start.....	241-1036
State Preschool Programs.....	225-2999
Your Local School District (✓ for special needs programs).....	phone book

Health/Medical Services:

California Children’s Services.....	225-5760
Child Health and Disability Prevention (Medi-Cal or Low income).....	225-5122
Health Information Library (Healthline).....	246-3729
Maternal, Child, and Adolescent Health Program.....	225-5850
Medi-Cal/Healthy Families for Children (application assistance).....	245-6866
Mercy Medical Center.....	225-6000
Physician Referral (24-Mercy).....	246-3729
Physician Referral (Shasta Regional).....	244-5400
Redding Rancheria Indian Health (American Indians Only).....	224-2700
Shasta Community Dental Clinic.....	246-5894
Shasta Community Health Center.....	246-5710
Shasta County Public Health.....	225-5591
Shasta County Women Infant & Children (WIC)	
Redding.....	225-5721
Anderson.....	225-3715
Burney.....	335-2375
Fall River Mills.....	336-7228

transfer your child to that county’s CCS program.

4. Financial Eligibility: Your child has:

- Medi-Cal or
- Healthy Families or
- The family’s adjusted gross income is less than \$40,000 or
- The family earns more than \$40,000, but would spend 20% *or more of their annual salary?* on medical services for the child’s CCS eligible condition without CCS.



You will need to schedule an appointment with your Social Worker/Case Worker to complete the financial and residential eligibility process to receive services not covered by Medi-Cal or Healthy Families. You can make an appointment with your Social Worker/Case Worker during normal office hours. Your Social Worker/Case Worker and your Nurse Case Manager work together. Should you have any questions about your CCS coverage, please call your Social Worker/Case Worker. If you cannot speak with your Social Worker/Case Worker right away, please leave a message. If it is urgent, you can ask to speak with someone else in the office to help answer your question.

Your Social Worker/Case Worker will ask you to bring in:

- Proof of address (utility bill, driver’s license, etc.)
- Proof of income (Copy of CA tax return)
- Proof of any insurance

Please notify your Social Worker/Case Worker if you have:

- Changed your address
- Changed your phone number
- Changed your insurance

Once financial & residential eligibility has been established you will be asked to sign a Program Service Agreement (PSA) This is your contract with CCS for the year and must be signed yearly.



***We cannot provide services if we cannot reach you, or if we have the wrong information.**

Fees: Some families may pay:

- An annual assessment fee of \$20 AND
- An enrollment fee, using a sliding scale based on family income and size. Your Social Worker has a chart of the fees.

A family will not pay these fees if the child has one of the following:

- “Full-scope Medi-Cal with no share of cost”
- Healthy Families
- Diagnostic Services only (see page _____)
- CCS Medical Therapy Program (MTU) services only.

*A family in need can ask us to lower or “waive” these fees if there is a financial hardship.

* If your family earns less than \$40,000 but is 200% above the Federal poverty level, you will be required to apply for Medi-Cal and/or Healthy Families.



A parent can get an application form by calling their local CCS administration office at (530) 225-5760. You may also go online to www.dhs.ca.gov/pcfh/cms/ccs and print an application.

NOTE: Your signed PSA form gives you legal rights to appeal. It needs to be signed on a yearly basis.

CCS Provides Services/Authorizations for:

- Case Management
- Care Center Authorization
- Diagnostic Services
- Treatment Services
- Medical Therapy
- Maintenance and Transportation

call your child’s doctors to ask for more information.

If we find that your child’s condition has improved or is no longer CCS eligible, we will close your child’s case. If you disagree with this decision, you have the right to appeal. Please see page ____ for information about the appeal process.

Part 2: Financial and Residential review: Changes in your income can affect your financial eligibility.

A Social Worker/Case Worker will mail you an interview letter so an appointment can be made to update your case record.

You will need to bring or mail copies of the required paperwork to our administration office for review.

You will need to show proof of:

- Your address (CA Driver License or utility bill)
- Income (your CA tax return)
- Insurance (if you have private insurance)

If you do not have this paperwork, your Social Worker/Case Worker will work with you to find other ways to get the information we need. **We need this information in a timely manner, or your child could risk losing his or her future coverage!**

If your child is adopted (*from foster care?*) and has a CCS medical condition there is no financial eligibility requirement. Please call your Social Worker/Case Worker for more details.

If you have private insurance, we will check to see if we provide services that your insurance does not. If your insurance covers all the services your child needs, and you do not need us at this time, we will close your case. **We can always re-open your case if your child’s medical condition changes.**



Urgent or emergency care can be approved very quickly with a telephone call to your Nurse Case Manager from your child's doctor even if it is a day later. We can work with the provider at the time of need. **Be sure the doctor knows that your child has CCS.**

If you do not agree with a CCS decision:

If you disagree with a decision made by the CCS office that was included in a Notice of Action (NOA), you have the right to appeal.

You only have the right to appeal a decision if you have a signed current Program Service Agreement (PSA)

Instructions for appeal will be included with your NOA. Please note you have 30 days from the date of the NOA to file an appeal.

If CCS is changing or ending services and you want the services to continue during the appeal process, you need to ask for this in your appeal.

We will respond to your appeal within 21 days. MTU service appeals are different, so please ask your Therapy Unit Supervisor for help if needed.

The Annual Review Process

Sixty days before your child's anniversary with us, we start to review your child's case for continued medical and financial eligibility.

The Annual Review has two parts:

Part 1: Medical Case Review: Your child's Nurse Case Manager will review all the medical reports received from your child's doctors to see if your child's condition is still medically eligible. If we are missing any current information, the Nurse Case Manager will



CASE MANAGEMENT

Your Nurse Case Manager's role is to work with you to coordinate your child's CCS medical services. Your Nurse Case Manager relies on your child's doctor's report to make decisions. With the information in the report, the Nurse Case Manager will authorize CCS paneled doctors to provide treatment and other services.

CCS cannot authorize services without a doctor's report. Please help us by asking your child's doctor to send or fax your child's reports to the Nurse Case Manager as soon as possible.



Remember to ask the doctor, therapist, or medical supplier for a copy of the doctor's report for your own records. If you have this information you can send a copy to CCS when the doctor's report is slow or missing. You will not have to wait for the doctor's office to send it.

Your Nurse Case Manager will be happy to talk with you about any concerns you may have about your child. If she or he cannot help you, other resource such as a Regional Center, a Family Resource Center or your child's school may be available. Please call your local CCS office at (530) 225-5760 if you need information.

Make sure your doctor's office knows you have CCS

DIAGNOSTIC SERVICES

If there is a good chance that your child has a CCS-eligible condition but more information is needed; CCS can pay for more doctor visits and testing. Your Social Worker/Case Worker can help if you have questions about this. You do not need to go through financial eligibility to receive this service.

TREATMENT SERVICES

Services required to treat your child's CCS eligible condition may include but are not limited to:

- Special Care Center Visits
- Emergency room care
- Hospital stays
- Surgery
- Medicines
- Special Equipment & Supplies
- Medical Therapy Program

MAINTENANCE AND TRANSPORTATION

In instances of **economic hardship**, CCS may be able to reimburse expenses related to CCS-covered medical appointments to your child's center of care and/or hospital stays. Please talk with your Social Worker/Case Worker at least five working days before an appointment .



Paperwork needs to be taken with you to your appointments.

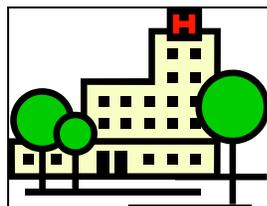
PHARMACIES

Your child's Social Worker/Case Worker can provide you with the names of local pharmacies that accept CCS. If your child's **CCS medically eligible** condition requires prescriptions, take a copy of your authorization (SAR #) to the pharmacy for billing purposes. **We do not cover over-the-counter medicine.**



SPECIAL CARE CENTERS

The majority of Special Care Centers are located outside of Shasta County. A Special Care Center consists of a team of doctors, nurses, therapists and other professionals who work together with you and your child to provide the best medical care necessary. Your child **must be seen yearly** to maintain CCS eligibility. Depending on your child's medical



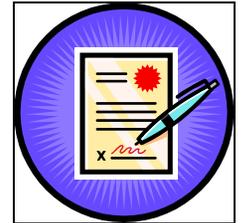
doctor. When possible, we will try to authorize the doctor of your choice.

What is an authorization?

An authorization (a SAR #) is our way to agree to pay for a service for your child's CCS eligible condition.

An authorization letter (SAR #) will be used when your child needs:

- A doctor visit for his or her CCS condition.
- A stay in the hospital for his or her CCS condition.
- Treatment (medicine, x-ray, or surgery) for your child's CCS condition.
- Supplies (tracheotomy supplies or feeding pumps) for his or her CCS condition.
- Equipment (i.e. wheelchairs, braces or hearing aids) for his or her CCS condition.



Your child's CCS-authorized doctor, therapist, or medical supplier sends us a request describing the service and why it is needed for your child's special healthcare needs.

If we agree that the service is medically necessary, we can authorize the treatment, and you will get a copy of an authorization letter (SAR #) in the mail.

****It is important for you to keep the authorization letter. You may need to show it to your doctor or pharmacist so they can refer to the SAR #.**

How long does an authorization take?

Once your case has been opened and we get a request, an authorization from us should take about a week. There can be exceptions so feel free to call your Nurse Case Manager if you do not receive an authorization (SAR #) after a week has passed.



When your child transitions to a different level of services (e.g. *active therapy to monitor*) it does **NOT** mean that he or she has left the program, nor does it mean they cannot return to active therapy again. As your child's needs change, therapy levels can change as well. Therapists are available for support, to answer questions, to reassess skills and therapy needs, evaluate equipment needs, confer with teachers and **will** remain an important part of your child's team.

The purpose of the CCS Medical Therapy Program is to help children with physical disabilities achieve their maximum level of independence. Our ultimate goal is to provide the appropriate services which are the best fit for your child.

The physical and occupational therapy CCS provides through the Medical Therapy Program is free. It is **not based on your family's income. There is no financial eligibility requirement for occupational and physical therapy services.

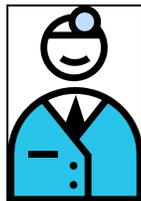
If you have questions about the Medical Therapy Program services, you can call your Social Worker/Case Worker or your child's MTP occupational or physical therapist.

Using CCS Services:

Will your child need to change doctors?

Maybe, because CCS is only allowed to pay for doctors who are approved by the State CCS Program ("CCS paneled").

Many doctors who treat children with special health care needs are already CCS paneled. You may ask your child's doctor if he or she is "CCS paneled," or you can call us to find out if you need to change to another doctor. If you do not have a doctor or you need to change doctors, we will help you find one.



We will give you an authorization (SAR #) to see a CCS-paneled

condition, the center may need to see your child more frequently. Special Care Centers have been reviewed by the State to make sure the care they give a child meets CCS standards.

Examples:

Cardiology Center
Craniofacial Center
Cystic Fibrosis and Lung Disease Center
Gastrointestinal Center
Heart Surgery Center
Hematology/Oncology Center
Hemophilia Center
Immunology/Infectious Disease Center
Metabolic and Endocrine Center
Musculoskeletal/Neuromusculoskeletal Center
Rehabilitation Center
Renal Dialysis and Transplant Center
Rheumatology Center
Speech and Hearing Center
Spina Bifida Center

Many Special Care Centers are located at major hospitals south of Shasta County. These hospitals (i.e. Children's Hospital Oakland, UC Davis, UC San Francisco and more) work specifically with children and specialize in particular conditions/illnesses. You may have already been to one of these hospitals or may be referred to one.

Medical Therapy Program (MTP) Services

Medical eligibility for MTP services is different than general CCS program services. Not all children covered by CCS need or are eligible for MTP services.

CCS Medical Therapy Program serves children with qualifying physical disabilities. The Medical Therapy Program (MTP) provides physical and occupational therapy, and may include pediatric and orthopedic clinics/conferences. These clinics/conferences are a time to meet with the CCS contracted doctors

to evaluate equipment, therapy received and other important issues pertaining to your child's CCS eligible condition. This is the only CCS program (therapy) that provides direct care, working one-on-one with your child. All other care is provided by doctors, hospitals, and other professionals outside the CCS program.

The therapy CCS provides is usually different than the therapy your child's school may provide. That is because CCS provides therapy for your child's eligible medical condition, while the school provides therapy for your child's educational needs and goals.

CCS Therapy

Your child may start with the **Medical Therapy Program** receiving active therapy, but his or her therapy may **change** over time. To receive active therapy means that your child is **making measurable changes** about every six months, as documented by your occupational and/or physical therapist. The documentation shows that if your child is making gains, they will need the skills of their physical and or occupational therapist to continue to make gains.



Examples of measurable gains are the ability to:

- Sit without support
- Drink from a sippy cup
- Roll over
- Crawl

If these or other measurable gains level off, or your child no longer needs the skills of a therapist, the therapy team will talk to you about transitioning your child to a different level of therapy services (explained below).

The CCS Medical Therapy Program (MTP) provides several levels of therapy services. There are many variables in each category. Your child may receive a combination of levels of therapy and services while in the MTP.

LEVELS INCLUDE:

EVALUATION

- Initial evaluation to establish the level of services needed.
- Ongoing evaluation to assess the child's response to treatment.
- Evaluation of equipment needs.
- Evaluation of home and/or school environment for accessibility.

ACTIVE THERAPY

- Scheduled weekly visits with the therapist.
- Goals of active therapy treatment are based upon improving mobility or Activities of Daily Living(ADL) (i.e. dressing, feeding, play skills).

MONITORING

- Monitoring frequency ranges from monthly to yearly visits to the Medical Therapy Unit's Conference (Clinic), depending on need.
- Monitoring and assessment of equipment needs.
- Monitoring of a home exercise program.

CONSULTATION

- Identify child's needs after consulting with your child (when appropriate), the family, teachers, and other community providers.
- Parent, child or teacher can ask for consultation as the need arises.
- Offer advice and help with equipment and physical barrier issues.
- Consultation acts as a bridge to social, educational, and vocational opportunities.