

HEALTH PLAN OF SAN JOAQUIN		
Subject: California Children's Services (CCS). <i>A Target Case Manager Service Provider</i>		
Department: Medical Management - UM		Policy #: UM 41
Applies to: Medi-cal, Healthy Families, Healthy Kids		Scope: UM
Effective Date: 2/1/96	Revised Date: 2/08	Approved by: <i>Medical Director</i>

* Formerly SOS 06

DEFINITION

Case Management (CM) – CM is a program that provides specialized case management services to eligible individuals in a defined target population to gain access to needed medical, social, educational, and other services. (Title 22, Section 51351)

POLICY

- A. Health Plan of San Joaquin (HPSJ) will do it's best to evaluate all members needs to determine whether they require, or could benefit from CM and see that a referral is made to one of the appropriate CM agencies.
- B. California Children's Service (CCS) is a local agency in San Joaquin County that provides CM.
- C. HPSJ and California Children Services (CCS) through a Memorandum of Understanding (MOU) will work with the Primary Care Provider (PCP) in a collaborative effort to ensure members with special CM conditions who are CCS eligible be referred for evaluation in a timely manner and effectively case managed.
- D. HPSJ members meeting the eligibility requirements for CCS, and CCS CM, will remain enrolled with HPSJ and receive primary care and specialty services for all conditions **not** related to the CCS eligible condition(s). (*Services provided by the CCS program are not covered under Medi-Cal Managed Care.*)

- E. Development of cooperative resolution of complaints through each participant’s grievance process
 - 1. In the event that CCS, for any reason, appears to delay in the CM or authorization of services, and the Plan Medical Director determines that any prolonged delay could impede the care to the member, HPSJ CM will make the necessary arrangements, keeping the CCS CM informed as to the actions taken. HPSJ will ensure that the providers are CCS paneled.
- F. Appeal Process
 - 1. If HPSJ disagrees with a CCS decision, a letter of appeal will be written to the CCS Medical Director.
 - 2. Problems that cannot be resolved at the local level will be forwarded to the CMS Regional Office.

REFERENCE

- A. DHS Contract, Exhibit A, Attachment 11, Section 8 (CCS) and, Section 2 (TCM)
- B. Health and Safety Code, Section 1371.35 (e)
- C. CCR, Title 22, Section 41800 – 4187
- D. CCR, Title 22, Section 51185(h) and Section 51351
- E. MOU with Public Health – Appendix A San Joaquin County California Children’s Services (CCS) and the Health Plan of San Joaquin
- F. HPSJ P&P QA 22 Initial Health Assessment (IHA)
- G. HPSJ P&P UM 48 – EPSDT services
- H. HPSJ P&P UM 51 – CSHCN Children with Special Health Care Needs
- I. HPSJ P&P UM 53 – CSHCN Developmental Disabilities

Create Date	Revised Date	Revised Date	Revised Date	Revised Date	Revised Date	Revised Date
2/1/96	9/20/01	9/22/04	MJordan RN. 2/9/06 per contract deliverable	6-11-08 M. Papasan Reviewed by J Scott 10/2008		

Attachment A

Title 22

- Section 41811 Infectious Diseases
- Section 41815 Neoplasms
- Section 41819 Endocrine, Nutritional and Metabolic Diseases, and Immune Disorders.
- Section 41827 Mental Disorders and Mental Retardation.
- Section 41831 Diseases of the Nervous System
- Section 41832 Medical Therapy Program
- Section 41835 Diseases of the Eye
- Section 41839 Diseases of the Ear and Mastoid Process
- Section 41844 Disease of the Circulatory System
- Section 41852 Disease of the Digestive System
- Section 41856 Diseases of the Genitourinary System
- Section 41864 Disease of the Skin and Subcutaneous Tissues
- Section 41866 Diseases of the Musculoskeletal System and Connective Tissue
- Section 41868 Congenital Anomalies
- Section 41870 Perinatal Morbidity and Mortality
- Section 41872 Accidents, Poisonings, Violence, and Immunization Reactions
- Section 41876 Pediatric Intensive Care