



Valerie Huevo

# FAMILY GUIDE

## California Children's Services



CCS Administrative Office  
9616 Micron Ave, Suite 970, Sacramento, CA 95827  
Phone: 916-875-9900 Fax: 916-854-9500 TDD: 800-735-2929  
[www.scph.com](http://www.scph.com)

# CALIFORNIA CHILDREN'S SERVICES



This book belongs to \_\_\_\_\_

CCS # \_\_\_\_\_

Eligibility period: \_\_\_\_\_

Name of Medical Case Management Nurse (MCMN) \_\_\_\_\_

MCMN Phone number (916) \_\_\_\_\_

Name of Case Coordinator \_\_\_\_\_

CAS phone number (916) \_\_\_\_\_

Name of assigned Medical Therapy Unit (MTU) \_\_\_\_\_

MTU phone number (916) \_\_\_\_\_

## What is California Children’s Services (CCS) Program?

California Children’s Services, 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”). The CCS program is made up of the “case management” program and the Medical Therapy Program (MTP). The case management program covers costs for medically necessary services. The MTP provides physical and occupational therapy and durable medical equipment for eligible conditions.

**Please note:** CCS is not a health insurance program. It will not meet all your child’s health care needs, but only those related to the CCS-eligible condition.

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Office hours: 8 am to 5 pm  
[www.scph.com](http://www.scph.com)

### **Medical Therapy Unit**

**Bowling Green Medical Therapy Unit (MTU) |**  
4211 Turnbridge Drive, Sacramento, CA 95823  
Phone: (916) 876-1480  
Fax: (916) 854-9019

**Orchard Medical Therapy Unit (MTU) |**  
1040 Q Street, Rio Linda, CA 95673  
Phone: (916) 876-8882  
Fax: (916) 854-9022

**Starr King Medical Therapy Unit (MTU) |**  
4848 Cottage Way, Carmichael, CA 95608  
Phone: (916) 876-8877  
Fax: (916) 854-9027

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## Welcome to California Children’s Services

At California Children’s Services, you can expect to be treated with respect. The CCS team believes each family is unique; that the family is the constant in the child's life; and that the family are the experts on their child's abilities and needs. We believe the best way to care for your child is to help the family.

### **CCS strives to.....**

- Give you the information and support you need for your child’s health and well-being.
- Work with you to provide high quality healthcare for your child.

***We care about your child’s health!***

## How is California Children's Services Organized?

The California Department of Health Care Services, Integrated Systems of Care Division, oversees the statewide CCS program. There are 58 CCS programs within the State of California, in Sacramento CCS is administered by Sacramento County.

## How does a child get CCS services?

Your child may qualify if he/she meets all four CCS eligibility rules:

- **Age eligible:** Your child is under 21 years old.
- **Medically eligible:** Your child has a physical disability or medical condition that is covered by CCS.
- **Residentially eligible:** Your child lives with a parent or guardian who lives within Sacramento County.
- **Financially eligible:** Your child has Medi-Cal, Optional Targeted Low Income Children's Program (OTLICP), your family's adjusted gross income is less than \$40,000/year, or out-of-pocket medical expenses are expected to be more than 20 percent of your family's adjusted gross income.

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

**If your child is adopted** and has a CCS eligible condition at the time of adoption, your income will not matter. There is no financial eligibility requirement for CCS diagnostic services or the CCS Medical Therapy Program.

**For more information in getting started in applying for CCS services please visit:** <https://dhs.saccounty.net/PUB/Pages/California-Childrens-Services/SP-California-Childrens-Services.aspx>

## How to Refer a Child to CCS

Anyone can refer a child to CCS, including parents. Families should:

- Complete the application and return it to Sacramento County CCS.
- Include all of the information requested so CCS can determine if your family qualifies.
- Application will be reviewed and family will be contacted with result.

To start the process of applying for your child please see links below to access the application.

**\*Click here to find the application in English**

[https://dhs.saccounty.net/PUB/Documents/California-Childrens-Services/FM\\_CCSApplicationEnglish201704.pdf](https://dhs.saccounty.net/PUB/Documents/California-Childrens-Services/FM_CCSApplicationEnglish201704.pdf)

**\*Click here to find the application in Spanish**

[https://dhs.saccounty.net/PUB/Documents/California-Childrens-Services/FM\\_CCSApplicationSpanish201704.pdf](https://dhs.saccounty.net/PUB/Documents/California-Childrens-Services/FM_CCSApplicationSpanish201704.pdf)

## An Introduction to the CCS Team

### **Medical Case Management Nurse**

Provides medical case management for the CCS client including reviewing doctor's reports to make decisions regarding CCS eligibility, providing authorizations for specialty physician's, CCS Special Care Centers, medications, equipment, supplies and more. Your nurse will advocate for the CCS client and family to obtain the best possible care for their CCS eligible condition.

### **Case Coordinators:**

Determines financial and residential eligibility for the CCS Program. Sends out correspondence to family and provider. Working as a team member with the nurse processing computer request for services.

**Medical Directors:** Provide oversight of medical eligibility. Reviews medical records to determine whether your child's condition is medically eligible for the CCS program. Communicates with health insurance companies and hospital systems to assure programs work together to meet your child's needs. Works with the Department of Health Care Services to assure California regulations related to medical eligibility are followed.

### **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.

### **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.

## **CCS Provides Services/Authorizations for:**

- Case Management
- Care Center Authorization
- Diagnostic Services
- Treatment Services
- Medical Therapy

## What is an authorization?

A Service Authorization Request (SAR #) is how we 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 #.**



## Medical Therapy Program (MTP)

The Medical Therapy Program (MTP) is a special program within [California Children's Services](#) that provides physical therapy (PT) and occupational therapy (OT) services for children who have eligible disabling conditions, generally due to neurological or musculoskeletal disorders.

### How does my child qualify for the MTP?

Just like the general California Children's Services (CCS) program, anyone, such as a parent, teacher, school nurse, or physician can refer a child to the MTP.

The child's medical records are reviewed to determine if the child qualifies for the MTP. Once it has been determined that the child is medically eligible for the MTP, the child is then referred to the local Medical Therapy Unit for a therapy evaluation.

Examples of qualifying conditions for the CCS MTP include:

- Cerebral palsy
- Spina bifida
- Muscular dystrophy
- Rheumatoid arthritis
- Spinal cord injuries
- Arthrogyrosis
- Osteogenesis imperfecta
- Head injuries

**There is no financial eligibility requirement for MTP services.** There is a financial eligibility requirement for specialized equipment.

## About the Medical Therapy Program

Physical Therapy (PT) and Occupational Therapy (OT) services are provided at Medical Therapy Units (MTUs). MTUs are outpatient clinics located in designated public schools.

Comprehensive evaluations are completed by MTP staff and findings and recommendations are discussed with the parents. This evaluation includes physical assessment and may include home, classroom and community access assessment.

The PT and OT collaborate with the doctor directing your child's therapy to make recommendations for specialized equipment, such as orthotics/braces, wheelchairs and other assistive devices.

If your child has an Individualized Education Plan (IEP), MTP staff will attend your child's IEP meeting, when requested, to make sure school staff is aware of the child's participation and current status in the MTP.

### **Occupational and Physical Therapy Services at CCS**

The goal of occupational therapy (OT) and physical therapy (PT) is to assist children in becoming as functionally independent as possible, to improve quality of life, both for the child and his/her family.

OT primarily works on fine motor and oral motor activities to help improve the child's ability to perform their activities of daily living (i.e. dressing, bathing, and self-feeding).

PT works on movement and the ability to get around in their environment (i.e. rolling, crawling and walking).

Occupational and physical therapists also evaluate the need for medical equipment and bracing such as wheelchairs, walkers, bath chairs, and ankle foot orthotics (AFOs).

With input from the family, the OT and/or PT will evaluate the child and determine a treatment plan and frequency of treatment that will meet the child's therapy needs. All plans must be approved by a physician who is managing the child's medically eligible condition.

# CCS FAQ



## 1. *If my child can't make it to an appointment, what do I do?*

Be sure to call the clinic 48 hours in advance if you need to cancel or re-schedule your child's appointment. **If you have 3 missed appointments without proper notice, your child's services can be discontinued.**



## 2. *If I don't have transportation to get my child to a doctor's appointment, what can I do?*

If you have Medi-Cal, your health care plan can provide you with transportation. Please visit here to learn more about transportation <https://www.dhcs.ca.gov/services/medi-cal/Pages/Transportation.aspx>



## 3. *Will my child need to change doctors with having CCS services?*

Maybe... CCS is only allowed to pay for doctors who are approved by the State CCS Program. If you do need a different doctor, CCS will help refer you to one.



## 4. *Is translation available to me?*

Translation is available to you at medical appointments as long as you ask for it ahead of time. Sometimes someone is available to translate in person, and sometimes the doctor's office will call a translator over the phone during the appointment.



**5. *If my child or youth already has Medi-Cal, why is CCS needed?***

CCS manages specialty care for medically eligible conditions that your Medi-Cal plan may not cover. Medi-Cal covers primary care and any specialty care not covered by CCS.



**6. *What if my child has an HMO?***

Children and youth with HMOs and/or PPOs may be eligible for CCS if the requested services are not a benefit of their HMO/PPO. Children and youth with HMOs/PPOs who have an eligible diagnosis will qualify for medical therapy services.



**7. *Are there any fees for CCS services?***

There are no fees for children and youth who have full-scope Medi-Cal insurance. Other families may need to pay a small fee based on family size and income.

## Helpful Resources

- **Alta California Regional Center (ACRC)**

ACRC creates and maintains partnerships to support persons with developmental disabilities, children at risk, and their families in choosing services and supports through individual lifelong planning to achieve satisfying lifestyles in their own communities. <https://www.altaregional.org/>

- **Family Voices of California**

Family Voices is a statewide grassroots network of families and friends speaking on behalf of children with special care needs. The group is involved in several projects and works in partnership with agencies, advocates, and other professionals concerned with addressing the needs of families of children with special care needs. <https://www.familyvoicesofca.org/>

- **Warmline Family Resource Center**

Provides Resources and Support to families of children with special needs in Sacramento, Placer, Yolo, El Dorado, Nevada, and Alpine counties. <http://www.warmlinefrc.org/>

- **Institute Child Health Policy**

Established in 1986, the Institute Child Health Policy's is a statewide unit of the State University System of Florida. Their goal is to research, evaluate, formulate, and advance health policies, programs, and systems that promote the health and well-being of children and youth. <http://ichp.ufl.edu/>

- **Medi-Cal**

This is a public health insurance program which provides needed health care services for low-income individuals and families.

<https://www.dhcs.ca.gov/services/medi-cal>

- **The Care Notebook**

The Care Notebook is an organizing tool for families with children with special health care needs. Parents can use it to track important information about their child's health and general care. <https://cshcn.org/parents-caregivers/>

- **Social Security Administration (SSA)**

The official website of the U.S. Social Security Administration

<https://www.ssa.gov/benefits/disability/>