

November 22, 2024

Important Updates to California's Whole Child Model Program

Dear provider,

The Health Plan of San Mateo (HPSM) is writing to inform you about recent updates to the California Children's Services (CCS) Whole Child Model (WCM) Program effective January 1, 2024, as outlined in APL 23-034.

Key Updates:

- **Credentialing and Re-Credentialing:** To meet CCS WCM standards, providers offering services to children under 21 in the CCS program must have either full or provisional CCS panel status. A panel refers to the official recognition and approval of healthcare providers by the CCS program, confirming they meet the necessary qualifications and are authorized to provide services to CCS-eligible members.
 - **If you need to be paneled, please submit your application here:**
<https://cmsprovider.cahwnet.gov/PANEL/index.jsp>
- **Out-of-Network (OON) Access for CCS-Eligible Members:** If no in-network specialists are available to treat a CCS-eligible condition or timely access standards can't be met, CCS-eligible members must be allowed to see OON providers. CCS-eligible members and providers are required to follow HPSM's authorization process to obtain appropriate approvals before accessing an OON provider.
 - If you need support to access an OON CCS-paneled specialist if there are no available network providers, please contact our Integrated Care Management (ICM) team at **650-616-2060** during business hours (Monday through Friday, 8am-5pm) or email CareCoordinationRequests@hpsm.org.

What is the CCS WCM? The CCS WCM program integrates care for children with complex medical needs, coordinating Medi-Cal and CCS benefits to provide comprehensive, family-centered healthcare. It aims to streamline care management, improve access to specialty providers, and enhance overall health outcomes for eligible children.

To learn more about CCS WCM program at HPSM visit here: <https://www.hpsm.org/about-us/community-impact/ccs-program>

Review APL 23-034 here:

<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2023/APL23-034.pdf>

Please direct questions to HPSM Provider Services at PSInquiries@hpsm.org.

Thank you,

The Health Plan of San Mateo