

February 12, 2025

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, as outlined in APL 24-015. This APL supersedes APL 23-034, which we messaged you about back in November 2024 (see link below). Please note that key updates from our November notice regarding credentialing and re-credentialing and Out-of-Network (OON) Access for CCS eligible members still apply.

Key Updates from APL 24-015:

- **Data and Information Sharing and Inter-County Transfer (ICT):** An ICT request is the process of moving benefits from one county to another in California. In the event an ICT is initiated, county CCS staff will work in collaboration with HPSM to facilitate the exchange of data that is essential in establishing a case transfer with no interruption in care.
- **Case Management and Care Coordination:** For WCM members receiving CCS Case Management and either Complex Care Management (CCM), or Enhanced Care Management (ECM), the County CCS will ensure the appropriate coordination of care. This includes but is not limited to coordination between the member's primary care physician, CCS specialty services, and if applicable, Non-Specialty Mental Health Services (NSMHS) and Regional Center Services.

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

Review APL 24-015 here:

<https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL%202024/APL24-015.pdf>

Read our notification about APL 23-034, which was distributed last November:

https://www.hpsm.org/docs/default-source/provider-notices/important-updates-to-california-s-whole-child-model-program.pdf?sfvrsn=be117a9a_5

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

Thank you,

The Health Plan of San Mateo