

Shasta County Public Health  
California Children's Services (CCS)

# Handbook For CCS Families



**CCS Administration Office**

2660 Breslauer Way  
Redding, CA 96001  
Phone: (530) 229-8107 or  
(530) 229-8436  
Fax: (530) 225-5355

**CCS Medical Therapy Unit**

2750 Wixon Lane  
Redding, CA 96001  
Phone (530) 225-5574  
Fax: (530) 225-5563

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 # \_\_\_\_\_

Si usted necesita de un interprete o alguien quien pueda traducirle por favor llame a su oficina local de C.C.S. para que se le pueda asignarse a una persona al (530) 229-8107 o (530) 229-8436.



Shasta County  
**Health & Human  
Services Agency** | **Public Health  
Branch**

# 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 8:00 a.m. – 4:00 p.m.  
We are closed on weekends and holidays.

## The Administrative Office is located at:

California Children's Services  
2660 Breslauer Way  
Redding, CA 96001  
Phone: (530) 229-8107 or  
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## OTHER WEB SITES

[Federation for Children with Special Needs \(fcsn.org\)](http://fcsn.org)

Federation for Children With Special Needs



[Council for Exceptional Children | The premier association for special education professionals](#) Council for Exceptional Children

[Disability Resources: Empowering Inclusive & Independent Living | Disability Resources](#) Many different links

[Special Needs Resource - eParent provides practical advice, emotional support and educational information for families of children and adults with disabilities and special healthcare needs as well as to the physicians, allied health care professionals, and educational professionals who are involved in their care and development](#)

Exceptional Parent Magazine is an ongoing resource for families

[Family Voices](#) A national grassroots network of families and friends speaking on behalf of children with healthcare needs.

[Client Assistance Program \(CAP\) | Disability Rights California](#)

Legal and civil rights for people with disabilities.



[www.ca.gov](http://www.ca.gov) | [California State Portal](#) Type CCS in search box for information on California Children's Services, state information.

[Home \(uscucedd.org\)](http://uscucedd.org) E-newsletter and information with a focus on children with special health care needs.





Physician Referral (24-Mercy) .....	888-628-1948
Physician Referral (Shasta Regional) .....	530-244-5400
Redding Rancheria Indian Health (American Indians Only) .....	530-224-2700
Shasta Community Dental Clinic .....	530-246-5894
Shasta Community Health Center .....	530-246-5710
Shasta County Public Health .....	530-225-5591
Shasta County Women Infant & Children (WIC).....	530-225-5168
Shasta Regional Medical Center .....	530-244-5400
Shingletown Medical Center .....	530-474-3390
Women’s Health Specialists .....	530-221-0194

**Special Needs Services:**

California Children’s Services .....	530-229-8107
Far Northern Regional Center .....	530-222-4791
IHSS (in-home support services) .....	530-225-5507
Hooves for Harmony (Therapeutic Riding Program) .....	530-410-4422
Rowell Family Empowerment .....	530-226-5129
Shriners Hospital (Referral line) .....	800-237-5055
SLATE (Successful Living with Autism Through Training and Education) .....	530-226-5129
Therapy Station .....	530-242-1511
Triple Creek Ranch (Therapeutic Riding) .....	530-524-8426

**Special Needs Websites**

**LOCAL SITES**

[Home - Far Northern Regional Center \(farnorthernrc.org\)](http://farnorthernrc.org)

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

[California Childrens Services \(CCS\) Case Management/Physical and Occupational Therapy Services | Shasta County California](#)

[Home - Rowell Family Empowerment \(rfenc.org\)](http://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.

[Shriners Children's | Shriners Hospitals for Children \(shrinerschildrens.org\)](http://shrinerschildrens.org)

**The Medical Therapy Unit (MTU) is located at:**

2750 Wixon Lane  
 Redding, CA 96001  
 Phone: (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. 9).

**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 branch of the County’s Health and Human Services Agency. CCS clients are called “direct” members at Partnership Health Plan (PHP).

\* \* \*

**CCS works with:**

- Private insurance
- Managed Medi-Cal (Partnership Health Plan) and fee for service Medi-Cal.

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

**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 as an “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.

**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.

**Definitions of terms used:**

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

**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 outside of Shasta County.

**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.

**\*\*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 Service s.....	530-225-2999
Redding Rancheria Head Start.....	530-225-8925
Shasta County Office of Education (SCOE).....	530-225-0200
Shasta Head Start and Early Head Start.....	530-241-1036
Special Education Local Plan Area (SELPA).....	530-222-4791
State Preschool Programs.....	530-225-2999

**Health/Medical Services:**

California Children’s Services.....	530-225-8107
Maternal, Child, and Adolescent Health Program.....	530-225-5850
Medi-Cal for Children.....	877-541-5555

Mercy Medical Center.....	530-225-6000
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A Social Worker/Case Worker will mail you an interview letter so an appointment can be made to update your case record.



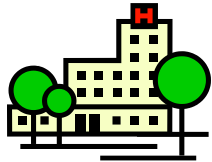
You will need to bring or mail copies of the required paperwork to our administration office for review.

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 known 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.**

If you have any questions about residential or financial eligibility, you can call your local CCS office at (530) 229-8107 or (530) 229-8436.

### **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.

**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 clients that are determined to be medically eligible by the state.

**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 form that is signed yearly and proves eligibility for the CCS program in some circumstances.

**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.

### **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 [Medical Eligibility](#) 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 transfer your child to that county's CCS program.

4. **Financial Eligibility:** If your child has:

- Medi-Cal 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 income on medical services for the child's CCS eligible condition without CCS.

You will be contacted by your Social Worker/Case Worker to complete the financial and residential eligibility process to receive services not covered by Medi-Cal. 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.

Your Social Worker/Case Worker will ask you to provide the following::

- 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. Please keep us updated.**

## **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. MTP is not income based.

CCS Medical Therapy Program serves children with qualifying physical conditions. The Medical Therapy Program (MTP) provides physical and occupational therapy to help client achieve maximum level of independence and 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.

## **The Annual Review Process**

Each year we 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 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 previous page for information about the appeal process.

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





- Special Equipment & Supplies
- Medical Therapy Program

### **SPECIAL CARE CENTERS**

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. Your child **must be seen yearly** to maintain CCS eligibility. Depending on your child's medical 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
- Medical Therapy Clinic (MTC)
- Musculoskeletal/Neuromusculoskeletal Center
- NICU
- 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, UCSF Benioff Children's Hospital, Sutter, Shriners, Stanford) 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.

#### **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"
- Diagnostic Services only (see page 9)
- CCS Medical Therapy Program (MTP) 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.

A parent can get an application form by calling their local CCS administrative office at (530) 229-8107 or (530) 229-8436. You may also go online to

[www.dhcs.ca.gov/formsandpubs/forms/Forms/ChildMedSvcForms/dhcs4480.pdf](http://www.dhcs.ca.gov/formsandpubs/forms/Forms/ChildMedSvcForms/dhcs4480.pdf) and print an application.



#### **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