

Accessing The World Around You

California Children's Services (CCS) June 2022 Transition Planning Virtual Workshop

Q&A

Q: I never know who pays for what with my daughter. When she turns 18 is that going to be clear to me?

A: Response provided by Blue Shield Promise Representative, Ysobel Smith

At the age of 18, if your child has CCS, it is important to remember that they do not age out until 21. When your child does age out at 21 and is no longer under CCS, they do not get disenrolled from their Medi-Cal Managed Care Plan (MCP). Your MCP is still responsible in paying for and delivering all medically necessary services for your child.

Q: What is your coverage on diabetes supplies?

A: Response provided by Aetna Representative, Aulina Bradley

In general, diabetic supplies for our members are covered. Specific questions regarding covered supplies will need to be directed to the appropriate MCP.

Additional response provided by Blue Shield Promise Representative, Ysobel Smith

Diabetic supplies are covered by the MCP and Medi-Cal RX, which specifically covers pharmaceuticals and prescriptions, so you do not have to pay for anything.

For more information refer to the [Medi-Cal Rx website](#). You can also sign up for the [Medi-Cal Rx Beneficiary Portal](#). If you click the [Forms and Information link](#) you can see a covered products list which includes diabetic supplies.

Q: Does a Release of Information (ROI) form need to be filled out by the parent or by a doctor? Regarding being a representative of a non-verbal adult

A: Response provided by Blue Shield Promise Representative, Ysobel Smith

The form can be signed by the parent and there are different ways that our nurses or coordinators will be reaching out to you to assist in this process. Completed ROIs can be received via mail or encrypted email and allows for coordination with consent to talk to doctors and exchange medical records for the member.

Q: If my child has straight Medi-Cal, turning 21 years of age, do we need to have a health plan and how do we find a primary care? Who do we call?

A: Response provided by Full-Scope Medi-Cal Representative, David Sagaz

If they have Straight Medi-Cal, they can reach out to Healthcare Options at 1(800) 430-4263. Maximus, our contractor for the County of San Diego with Healthcare Options, can answer any questions regarding an individual's eligibility to enroll in an MCP as enrollment will depend on their aid code with Medi-Cal.

Q: Is there a fee for when a child ages out of CCS to a managed care plan?

A: Response provided by CCS Health Services Social Worker and Human Services Specialist

No, there are no fees associated with a child aging out of CCS and into a MCP so long as they have Full Scope Medi-Cal.

Q: Are managed care plans able to provide parents with resources for physical therapy and how to obtain it?

A: Response provided by CCS Health Services Social Worker

Yes, simply call membership services for your MCP. Your Primary Care Provider or treating specialist will assist with creating a referral for the OT/PT services.

Q: If I am already enrolled in Community Health Group (CHG) and Medi-Cal, can I still receive the same coverage?

A: Response provided by CCS Health Services Social Worker & Human Services Specialist

Yes, you will continue to receive the same insurance coverage. Selecting a new Primary Care Physician may be required if your pediatrician does not provide service to adults over the age of 18.

Q: Is there funding for becoming Challenge Center patients?

A: Response taken from Challenge Center website

[Challenge Center – Restoring Health, Providing Hope, Transforming Lives](#)

Challenge Center is a 501(c)3 non-profit organization that fundraises year-round to help individuals with low income receive the care they deserve, after their health insurance covered rehabilitation ends. Our Scholarship Fund is available to seniors and or individuals with severe disabilities of any age, and low income, covering up to 75% of the service fees for qualifying members. We care about our clients and actively seek solutions to keep our facility and services accessible.

CCS Mission Statement

To provide comprehensive case management to CCS eligible clients and their families with a quality workforce, team collaboration and strong community partnerships.