



**CRISS**

Children's Regional Integrated Service System

# **CCS Claims Webinar**

**Understanding and Navigating the  
CCS Claims Process**

**CRISS**

**May 3, 2017**

## Disclaimer:

The following is a collection of tips and information CCS staff have collected while helping providers resolve basic billing issues.

It should not be considered an official manual. Conduent is the authority to whom providers should be referred.

# What is California Children's Services?

- **Statewide program** that coordinates, provides case management, and pays for medical care, equipment, and rehabilitation services if program eligibility criteria met
- **Authorizes care for subspecialists** appropriate for the child's CCS-eligible condition
- **Provides oversight and paneling for children's subspecialty care network** of providers and hospitals to ensure meet appropriate standards
- Goal is to allow for children with special health care needs to be able to access the **appropriate provider at the right place and time.**

# CCS Program: How and Why Did It Begin?

- **1927:** Began as a program to care for children disabled by Polio = Crippled Children's services
- **1935:** Franklin Roosevelt's New Deal established grants to states for maternal and child health programs
- **1965:** Lyndon Johnson's Great Society expanded health care benefits to all children of lower income levels
- **Now** California Children's services manages many health care conditions that meet our criteria

# How Is CCS Program Organized?

- Statewide oversight of the CCS program comes from the **Department of Health Care Services**
- Larger counties are considered “**independent**” and manage the program through their county Public Health departments for authorizations and case management
- Smaller counties are considered “**dependent**” and share management with the State DHCS and CCS regional offices

# Who is Eligible for CCS?

## Four Major Criteria

1. Age: Must be under 21 years old
2. Residence: Must be a permanent resident of the California County where you apply
3. Income: If the child is not already enrolled in Medi-Cal, then family income must be less than \$40,000 per year or the child's CCS condition is expected to cost more than 20% of family's annual income. No financial requirement for the diagnostic authorizations or Medical Therapy Program
4. Medical Conditions: In general CCS covers medical conditions that are physically disabling or require medical, surgical or rehabilitative services. Medical eligibility is determined at the county or state level by physician review.

# Children's Regional Integrated Service System (CRISS)

- Established in 1996 to create a regional seamless system of care for the CCS children in the **27 county region** in Northern California.
- CRISS brings together the **three major CCS stakeholder groups** in a cohesive regional coalition for collaboration and planning
- These stakeholder groups are the
  - CCS county programs
  - Providers: Children's hospitals and pediatric providers
  - Families

# Goals of CRISS

- Maintain a consistent regional vehicle for coordination and collaboration in the CRISS region.
- Promote family-centered care and medical homes for children with special health care needs.
- Reduce cross-county barriers posed by different eligibility and authorization interpretation and processes.
- Improve regional information sharing with members and other groups regarding the CCS program, best practices, and quality standards



# CRISS Activities

- Convene quarterly meetings with representatives from our 3 core constituencies: families, providers and CCS county programs
- Share information and practices, identify barriers to timely and appropriate care, and design strategies to promote a strong, effective and efficient CCS program.
- Four Workgroups help focus the activities of CRISS as follows
- **Medical Eligibility Workgroup:** Review CCS medical eligibility regulations and their local interpretation on a regular basis, recommend clarifications and updates to the state, and agree on consistent interpretation and implementation in our region
- **Family Centered Workgroup:** Promote family-centered care for children with special health care needs Provide technical assistance to support local CCS program efforts toward family centeredness
- **Medical Therapy Program group:** Address DME and therapy issues
- **Claims Activities Workgroup:**
  - This webinar...to address difficulties with payment and discrepancies in billing and family issues regarding billing