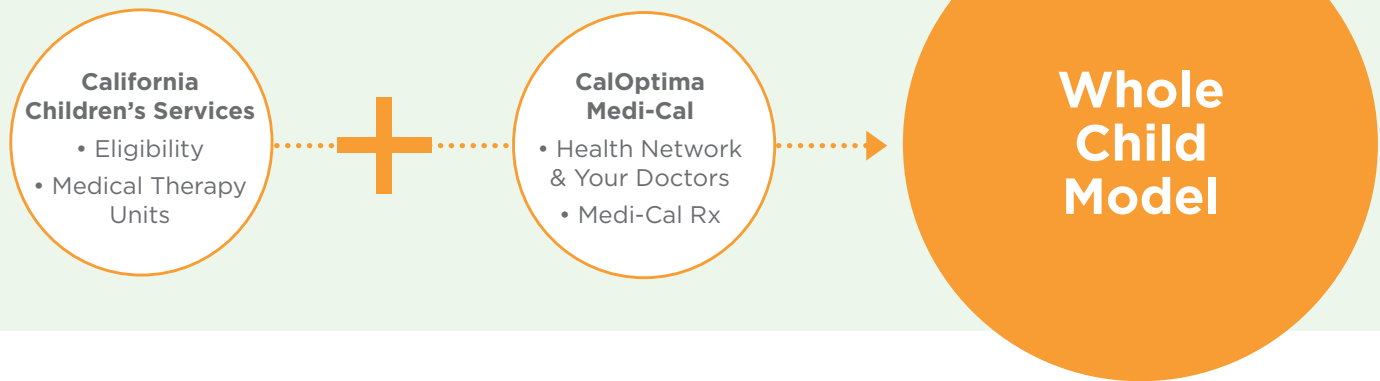


# Helping Parents Navigate the Whole Child Model



## California Children's Services (CCS)

(714) 347-0300

Helps You With:

### ELIGIBILITY:

- Whether or not your child can get CCS services based on eligible condition
- CCS therapy services in locations known at Medical Therapy Units or MTUs

## CalOptima Whole Child Model (WCM)

(888) 587-5088; Select prompt for WCM

Customer Service Helps You With:

### ISSUES YOU MAY HAVE:

- Changing health networks
- Filing a complaint (i.e. if you are unhappy with a Medi-Cal service)
- Filing an appeal

### ACCESSING SUPPORT YOU MAY NEED:

- Getting interpreter services
- Getting transportation to medical appointments
- Transfer to Behavioral or Mental Health benefit (you can also call Behavioral Health directly at 855-877-3885)

### GENERAL INQUIRIES:

- Any general questions about WCM
- Any questions regarding Medi-Cal programs and services

**Your Health Network** (e.g. CHOC Health Alliance, CalOptima Community Network, Monarch Family HealthCare, etc.)

See other side of this handout for Health Network customer service phone numbers

Helps You With:

### CHANGING DOCTORS:

- Changing primary care physicians

### FINDING SUPPORT YOU MAY NEED:

- Authorizations questions or claims related to referrals from your child's doctor
- Finding out who is your Patient or Personal Care Coordinator (PCC)
- Requesting interpreter services
- Requesting care management

### CONCERNS OR ISSUES YOU MAY HAVE:

- Concerns about in-home nursing
- Issues or concerns with current vendor or nursing agency

**Your Child's Doctor** Helps You With:

- Your child's care
- Referrals or to check on the status of a referral (e.g. specialists, durable medical equipment or DME, pre-op authorizations, other equipment, incontinence supplies, g-tube supplies, formula, etc.)

## Medi-Cal Rx

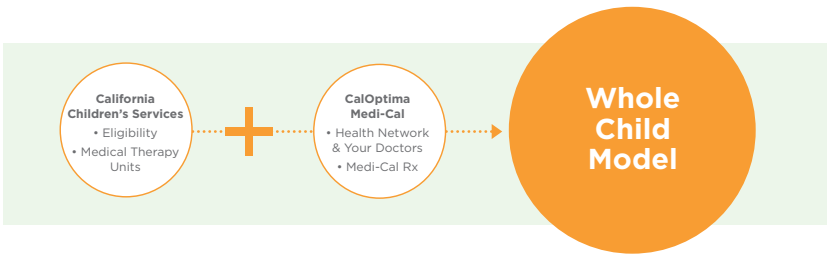
(800) 977-2273

Helps You With:

- Pharmacy-related issues
- Durable medical equipment (DME) that may be connected to a prescription (e.g. breathing equipment, oxygen concentrators, etc.)



Orange County  
Care Coordination  
Collaborative  
for kids



**What is California Children's Services (CCS)?**

A statewide program that determines eligibility for CCS and provides diagnostic and treatment services, medical case management, and physical and occupational therapy services for children and young adults up to age 21 who have certain serious medical conditions. Examples of CCS-eligible conditions include, but are not limited to, chronic medical conditions such as cystic fibrosis, hemophilia, cerebral palsy, heart disease, cancer, traumatic injuries, and infectious diseases producing major sequelae. CCS provides medical therapy services delivered in the Medical Therapy Units or MTUs located at school sites. For more information about CCS: <https://www.dhcs.ca.gov/services/ccs/>

**Who is CalOptima Health (CalOptima)?**

CalOptima is the Medi-Cal public health insurance plan in Orange County. There are 13 health networks that are part of CalOptima such as CHOC Health Alliance, CalOptima Community Network, Monarch Family HealthCare, and Kaiser Permanente.

**What is Whole Child Model?**

The Whole-Child Model (WCM) is a program that aims to help CCS children and their families get better care coordination, access to care, and health results. The WCM program combines your child's Medi-Cal and CCS benefits under CalOptima. For more information about Whole Child Model: <https://caloptima.org/en/ForMembers/Medi-Cal/WholeChildModel.aspx>

**Who is OCC3 for Kids?**

The Orange County Care Coordination Collaborative for Kids (OCC3 for Kids) is a partnership of more than 30 organizations working to improve systems of care for children with special health care needs. Funding for this partnership is provided by a grant from the Lucile Packard Foundation for Children's Health, along with in-kind contributions of staff time from participating partner organizations. For more information: <https://www.helpmegrowoc.org/occ3-for-kids/>.

**Health Network Customer Service Phone Numbers**

- AltaMed Medical Group**  
(866) 880-7805
- AMVI Care Medical Group/AMVI Prospect** (888) 747-2684
- CalOptima Community Network & COD**  
(888) 587-5088
- CHOC Health Alliance**  
(800) 424-2462
- Family Choice Medical Group**  
(800) 611-0111
- Heritage Provider Network - Regal Medical Group**  
(800) 747-2362
- Kaiser Permanente**  
(800) 464-4000
- Noble Mid-Orange County**  
(888) 880-8811
- Optum Care Network - Arta**  
(800) 780-8879
- Optum Care Network - Monarch**  
(888) 656-7523
- Optum Care Network - Talbert**  
(800) 297-6249
- Prospect Medical**  
(800) 708-3230
- United Care Medical Group**  
(877) 225-6784

For more information on Health Networks: <https://caloptima.org/en/Resources/HealthNetworkResources.aspx>

**Your Child's Doctors:**

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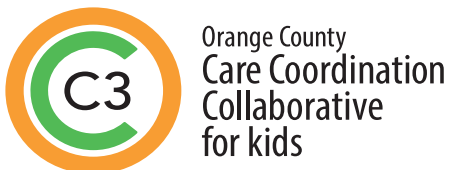
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Scan for more information