



Provider Link

To: CPMG Providers

From: Children's Physicians Medical Group, Inc. (CPMG)

Date: July 27, 2018

Re: **Rady Children's Hospital San Diego- California Kids Care Plan**

Effective July 1, 2018, Rady Children's Hospital – San Diego has established a **new managed care plan, "Rady Children's Hospital – San Diego California Kids Care (CKC)"**, for children with certain CCS eligible conditions in support of the CCS Demonstration Pilot through the California Department of Health Care Services. Rady Children's Hospital California Kids Care will function as a full risk Medi-Cal managed care plan to provide both the CCS and non-CCS services.

The CCS qualifying medical conditions with coverage for health care services under Rady Children's Hospital California Kids Care are:

- Acute Lymphoblastic Leukemia (ALL)
- Cystic Fibrosis
- Diabetes (Type 1 and Type 2 for enrollees under 10 years of age)
- Hemophilia
- Sickle Cell Anemia

Medi-Cal CCS benefits coverage will now be through Rady Children's California Kids Care for CCS Beneficiaries enrolled through the new Rady Children's Hospital California Kids Care plan. This program will coordinate care for CCS Beneficiaries with one of the above CCS conditions. Through Care Navigators, the goal of the Rady Children's California Kids Care plan is to provide innovative care coordination in partnership with a patient's provider to improve health outcomes, and provider and patient satisfaction.

MEMBERSHIP/ELIGIBILITY:

Membership will begin to appear 8/1/2018. At the time of a patient encounter, a Member of the Rady Children's California Kids Care will need to show their new Rady Children's California Kids Care Member Identification Card (CKC Member ID Card) and their Medi-Cal ID Card. See the sample CKC ID card on the next page.





<p>MEMBER NAME Identification Number: XXXXXX PCP: Dr. Name PCP Phone: 999-999-9999</p>	<p>Member Services: 1-844-225-5430 (TTY 711)</p> <p>Card Issued: 07-01-2018 Effective Date: 07-01-2018</p>
---	--

www.cakidscare.org

California Kids Care (CKC) only covers care authorized and/or provided by CKC providers except for emergency services. In an emergency, call 911 or go to the nearest emergency room. For urgent care, call your Primary Care Provider. For questions about covered benefits, please consult the Member Handbook.

Pharmacy Services:
 1-844-225-5430 (TTY 711)
RxBIN:
 017142
RxPCN:
 ASPROD1
RxGroup:
 RCH01

Forward Claims to –
 3020 Children's Way, MC 5149, San Diego, CA 92123
OfficeAllly, Payer ID: CKC01

CONTRACT AMENDMENTS:

CPMG/RCHN PCPs will be receiving contract amendments shortly, adding this additional health plan product to your capitation compensation exhibits.

Contract agreements/rates for specialist physicians and ancillary providers will be forthcoming.

Please note the following:

- The County of San Diego CCS Program will continue to determine medical, financial and residential eligibility for the CCS Program.
- **Existing Service Authorization Requests:** Service authorization requests received by the County of San Diego CCS Program before June 30, 2018 are the responsibility of County of San Diego CCS Program to complete. Rady Children's California Kids Care will have access to the Provider Electronic Data Interchange (PEDI) system, and will be able to see the status of pending, completed and denied authorizations. All authorization requests for services after the coverage effective date for a new Member's enrollment in Rady Children's California Kids Care should be sent to Rady Children's California Kids Care.
 - For the purposes of Continuity of Care (COC), service authorization requests approved before the transition of Members to Rady Children's California Kids Care shall remain valid until the end date of the authorization. Services carved out of the contract between DHCS and Rady Children's are the responsibility of DHCS and will be authorized by DHCS. Authorization requests for carve-out services received by CCS Programs or CKC will be routed to DHCS for authorization.
 - For continued services under Continuity of Care, Rady Children's CKC Members will be able to receive COC with existing CCS provider(s) for up to 12 months.
- **Prior Authorization Requests:**
 - **Submission** - New requests for prior authorization should be submitted to the Rady Children's CKC program using the existing EZ-Net portal (eznet.rchsd.org), or by fax to (858)309-7977. All users with current access to the EZ-Net portal for Rady Children's Health Network will be granted access automatically for the CKC program.

- **Quick Reference Guide** – The Rady Children’s CKC Pilot Program has a Quick Reference Guide that includes a list of services that require prior authorization. Those services that are being managed by other organizations are listed at the bottom of the Quick Reference Guide. The services requiring prior authorization are very similar to those services required under Rady Children’s Health Network guidelines.
- Once a member has been identified as qualified for the Rady Children’s CKC Program and the parent or legal guardian has chosen to enroll, the member’s eligibility on the Medi-Cal site will reflect enrollment in the program. Once enrollment in the program is reflected on the Medi-Cal site, all requests for authorization should be submitted to the CKC Program directly, not to CCS.
- **Customer Service Inquiries:**
 - All Customer Service inquiries (whether from a Member or a Provider) should be directed to 844-225-5430.
 - Customer Service will be able to provide full Member Services assistance, including updates to PCP assignments, requests for translation services (free for CKC program members), requests for transportation assistance, or general information requests on authorization or claim processing.
- **Claims Submission**

Providers rendering services for Rady Children’s CKC Members shall submit their claims directly to Rady Children’s California Kids Care after the effective coverage date of a Member in CKC. Please follow the instructions on the back of the card to submit claims to Rady Children’s California Kids Care for services utilized following the Member’s coverage effective date. **The Office Ally Payor ID is: CKC01.**

Should you have any questions concerning this notification, please contact the CPMG/RCHN Provider Relations department as below:

Rhonda Kocher
(858) 634-4951
rkocher@rchsd.org

Taylor Neff
(858) 634-4954
tneff@rchsd.org