



CHILDREN FIRST MEDICAL GROUP

# California Programs for Managed Medi-Cal

- California Children's Services (CCS)
- Medi-Cal for Kids and Teens
- Early Intervention (EI)/Early Start (ES)
- Developmental Services (DDS)
- Regional Centers
- Initial Health Appointment (IHA)
- Language Assistance Programs and Transportation

# California Children's Services (CCS)

- California Children's Services (CCS) is a statewide program for children 0-21 years old.
- CCS financial eligibility is automatic with their Medi-Cal coverage.
- Treats children with certain physical limitations and chronic health conditions or diseases <https://www.dhcs.ca.gov/services/ccs/Pages/default.aspx>
- Specific medically eligible conditions include but are not limited to chronic medical conditions such as cystic fibrosis, hemophilia, cerebral palsy, etc).
- Providers who know the CFMG member has a CCS-eligible condition and/or an open case should obtain authorization for services for that condition directly from CCS.
- **CCS can be contacted directly at:**
  - **Alameda County: (510) 208-5970**
  - If the condition is not CCS medically eligible or if CCS eligibility is uncertain, providers follow the CFMG authorization procedures.

## Coordination of Care

- Children with CCS-eligible conditions should still see their PCP for primary case management, routine care, urgent care of non-eligible conditions, and for preventive care, including immunizations.
- CFMG relies on PCPs to coordinate services with CCS specialty providers. If the member is eligible for CCS services, CCS will provide medical case management for the specific CCS condition.



# Early Intervention- Early Start

## What is Early Intervention-Early Start?

California's Early Intervention Program, is known as Early Start, is a program for infants and toddlers from birth to three years of age at risk for developmental delays or with special developmental needs and their families. For children under three diagnosed with a hearing loss there is a simplified referral process for the California Early Start Program.

[Early Start : CA Department of Developmental Services](#)

## How Does it Work?

- **CFMG Primary Care Physicians can refer members for this program.** The physician or hospital will initiate the referral directly to the Regional Center.
- The point of entry to early intervention services is the Regional Centers. Regional Center for the East Bay works in partnership with other agencies to coordinate and support the children.
- All infants and toddlers potentially eligible for a regional center program will be evaluated by the Regional Center to determine eligibility for Early Start. For Alameda and Contra Costa counties these go to the Regional Center of the East Bay <https://www.rceb.org/>

**Locations?** • Regional Center Early Start Intake

[Regional Center Early Start Intake and Family Resource Centers : CA Department of Developmental Services](#)

- **Alameda County** – Early Start Intake: (510) 618-6195. Family Resource Center: Family Resource Navigators: (510) 547-7322 email: [info@familyresourcenavigators.org](mailto:info@familyresourcenavigators.org) <http://www.familyresourcenavigators.org/>



# Medi-Cal for Kids and Teens

**Medi-Cal for Kids and Teens**, formerly called Early and Periodic Screening, Diagnostic and Treatment (EPSDT)

Federal law enacted in 1967 established this program guaranteeing all medically necessary services to children under 21 enrolled in Medi-Cal. In 2023 California refers to this program as: ***Medi-Cal for Kids and Teens***

- Provides Age-appropriate health care services to all Medi-Cal enrolled children under 21 years old
- These services include preventative screening, diagnostic and treatment services
- Medi-Cal for Kids and Teens follows Bright Futures/American Academy of Pediatrics Periodicity Schedule including comprehensive health and developmental history, developmental screening, and referrals to dentist beginning age one or eruption of first tooth)
- Blood Lead Screening Services – at 12 months and 24 months of age
- Developmental Screenings (at 9 months, 18 months and 30 months per BF/AAP periodicity)
- Autism Spectrum Disorder Screening Services
- Depression Screening Services and Dyadic Services
- Vision and Hearing Screening Services
- Oral Health Screening and Assessment Services
- Initial Health Appointments
- Primary Care Physicians are required to complete this training every two years:

Please refer to this link below for the complete training:

<https://www.dhcs.ca.gov/services/Medi-Cal-For-Kids-and-Teens/Documents/EPSDT-Provider-Training-BD-June-2024.pdf>



# Department of Developmental Services (DDS) and Regional Centers

- **California Department of Developmental Services is an agency through which California provides services and supports individuals with Developmental disabilities.**
- These disabilities include intellectual disability, cerebral palsy, epilepsy, autism and related conditions. Services are provided through developmental centers and regional centers. The regional centers serve as a local resource to help find and access services and support.
- **Regional Centers**

## **Alameda County/Referrals**

500 Davis Street, Suite 100

San Leandro, CA 94577

(510) 618-6100 Videophone: (510)394-1835

FAX: 510-678-4100

Website: <http://www.rceb.org>





# Initial Health Appointment (IHA)

## How the IHA's are Distributed to CFMG Providers?

- Once a month, CFMG emails and faxes the IHA reports for Alameda Alliance for Health to primary care physician offices.
- The PCP is responsible for checking eligibility, contacting the member and scheduling the IHA within 120 days.

## Screening Tools

For children, the IHA must consist of the elements found in the most recent periodicity schedule recommended by the Bright Futures Guidelines of the American Academy of Pediatrics (AAP). PCPs must provide preventative health visits for all members up to the age of 21 years of age.

For more detailed guidelines please visit:

[https://www.childrenfirstmedicalgroup.com/\\_files/ugd/0abdd2\\_a56413de4c4a4c2eac9377f013a6a795.pdf](https://www.childrenfirstmedicalgroup.com/_files/ugd/0abdd2_a56413de4c4a4c2eac9377f013a6a795.pdf)



# Alameda Alliance Transportation Services

At Alameda Alliance for Health (Alliance), we are here to help our members stay healthy and active. Alliance Medi-Cal members can get a ride to their medical appointments and services at no cost. The Alliance covers two (2) types of ride services:

1. Non-medical transportation (**NMT**)
2. Non-emergency medical transportation (**NEMT**)

Alliance members who have Medi-Cal coverage can use NMT when they need to:

Pick up prescriptions and medical supplies. Travel to and from a medical appointment authorized by a provider. The Alliance NMT benefit covers the use of a car, taxi, bus, or other public/private way to get to a medical appointment.

**(NEMT)** is for members who are not able to get to their medical appointment (medical, dental, mental health, or substance use disorder) by car, bus, train, taxi, or other **NMT** level of service.

**NEMT** uses the following levels of service: Air transport, Ambulance, Litter/gurney van, Wheelchair van

The doctor must complete and submit the Physician Certification Statement (PCS) Form to the Alliance before a **NEMT** request. After the form is sent to the Alliance, the member or doctor can schedule transportation using the number below. The PCS Form can be found on the Alliance website at [www.alamedaalliance.org](http://www.alamedaalliance.org).

For more information on Transportation services: [https://www.childrenfirstmedicalgroup.com/files/ugd/0abdd2\\_d49888cd5fa843e5a5fadba62b24777b.pdf](https://www.childrenfirstmedicalgroup.com/files/ugd/0abdd2_d49888cd5fa843e5a5fadba62b24777b.pdf)



# Alameda Alliance Transportation Services

## Scheduling

Please schedule the ride request at least three (3) business days before the appointment. For urgent appointments, please call as soon as possible. Please have the Alliance member ID card ready when you call.

If you are...	Phone Number
An Alliance member	Toll-Free: 1.866.791.4158
An Alliance provider calling on behalf of an Alliance member	Toll-Free: 1.866.529.2128
An Alliance provider who needs to report real-time concerns	Toll-Free Escalation Line: 1.866.779.0569

To schedule a ride, Alliance members can also download and use the **Modivcare App** from Google Play® or the Apple App Store® on a smartphone or tablet.

## Questions?

Please call the Alliance Member Services Department

Monday – Friday, 8 am – 5 pm

Phone Number: 1.510.747.4567 • Toll-Free: 1.877.932.2738

People with hearing and speaking impairments (CRS/TTY): 711/1.800.735.2929

[www.alamedaalliance.org](http://www.alamedaalliance.org)





# Alameda Alliance Interpreter Services

At Alameda Alliance for Health (Alliance), we are committed to continuously improve our provider and member customer satisfaction. The Alliance provides no-cost interpreter services including American Sign Language (ASL) for all Alliance-covered services, 24 hours a day, 7 days a week.

**Please use this guide to better assist Alliance members with language services.** You have an important role in ensuring your patients with limited English proficiency (LEP) have an interpreter available for appointments and anytime they communicate with your clinic. Please confirm your patient's eligibility before requesting services.

## TELEPHONIC INTERPRETER SERVICES

Common uses for telephonic interpreter services:

- Administrative communications with patients
- Allied health services such as physical, occupational, or respiratory therapy
- Freestanding radiology, mammography, and lab services
- Ongoing allied health services such as physical, occupational, or respiratory therapy
- Routine and follow-up office and clinic visits

To access telephonic interpreters: [https://www.childrenfirstmedicalgroup.com/\\_files/ugd/0abdd2\\_c975294bae464dd1a534b21f734491f8.pdf](https://www.childrenfirstmedicalgroup.com/_files/ugd/0abdd2_c975294bae464dd1a534b21f734491f8.pdf)

1. Please call **1.510.809.3986**, available 24 hours a day and 7 days a week.
2. Enter your pin number:
  - Alliance providers – press **1004**
  - Alameda Health Systems (AHS) – press **1005**
  - Behavioral health care – press **1003**
  - Children First Medical Group (CFMG) – press **1002**
  - Community Health Center Network (CHCN) – press **1001**
3. Say or enter the language you need:
  - For Spanish – press **1**
  - For Cantonese – press **2**
  - For Mandarin – press **3**
  - For Vietnamese – press **4**
  - For all other languages – press **0**
4. Provide the nine (9)-digit Alliance member ID number.

For communication with a patient who is deaf, hearing, or speech impaired, please call the California Relay Service (CRS) at **711**.

## TELEHEALTH AND VIDEO INTERPRETER SERVICES

When you are ready to connect a telephonic interpreter during a telehealth visit, please follow steps 1-4 above. Provide the telehealth phone number and log-in information to the interpreter.

The interpreter will then call in to join your telehealth visit. For information about video interpreters, please email [interpreters@alamedaalliance.org](mailto:interpreters@alamedaalliance.org).

## IN-PERSON INTERPRETER SERVICES

Members can receive in-person interpreter services for the following:

- Sign language for the deaf and the hard of hearing.
- Complex courses of therapy or procedures including life-threatening diagnoses (e.g., cancer, pre-surgery instructions, and evaluation or reevaluation for physical or occupational therapy, chemotherapy, transplants, etc.).
- Highly sensitive issues (e.g., sexual assault/abuse, end-of-life, initial evaluation for behavioral health, etc.).
- Other conditions by exception. Please include your reason in the request.

If the appointment requires an in-person interpreter, please follow these steps to request:

1. You must request in-person interpreter services at least **five (5) business days** in advance. For ASL, **five (5) days** is recommended, but not required.
2. You can complete and submit the **Alliance Interpreter Services Request Form** via the **Alliance Provider Portal** or **fax**.  
Alliance Provider Portal  
Visit the Alliance website at [www.alamedaalliance.org](http://www.alamedaalliance.org). Click on the **Provider Portal** link in the top right corner and log in. Look up your patient's eligibility and then click on the link at the top of the eligibility page to access the online **Alliance Interpreter Services Request Form**.  
FAX: Visit the Alliance website at [www.alamedaalliance.org/language-access](http://www.alamedaalliance.org/language-access). Download and complete the **Alliance Interpreter Services Request Form** and fax it to the Alliance at **1.855.891.9167**.
3. The Alliance will notify providers by fax or phone if for any reason we *cannot* schedule an in-person interpreter.
4. If you need to revise a request, please cancel the original request, and submit a new one.
5. If needed, please cancel interpreter services at least **48 hours** prior to the appointment by calling the Alliance Provider Services Department at **1.510.747.4510**.

### Please note regarding using family and friends as interpreters:

The Alliance prohibits providers from relying on an adult or minor child accompanying an LEP patient to interpret, except when

- 1) there is an emergency threatening the safety or welfare of the individual or the public and no qualified interpreter is available, or
- 2) the patient specifically requests that an accompanying adult interpret, and they consent. The refusal of interpreter services or request to use a family or friend as an interpreter must be documented in the patient's medical record.

# Palliative Care

## **Alameda Alliance**

The Alliance covers in-home palliative care services for members with a life-threatening illness. Palliative care is a special service that helps relieve symptoms such as pain, nausea, or anxiety that can happen when someone has a very difficult illness. A palliative care nurse or social worker can come to your home to talk to you and your family about how to take care of your symptoms. Palliative care services can be given while you are getting regular medical care from your doctor or clinic. You do not have to stop getting care that might cure you.

Palliative care services can be given to children with any life-threatening diagnosis or illness.



# Thankyou! Questions?

Should you need any additional resources related to this information, please contact:

Sharon Wright, Provider Relations Manager at  
[Sharon.Wright@ucsf.edu](mailto:Sharon.Wright@ucsf.edu)

or

Claudia De Leon-Gabaldon, Provider Relations Coordinator at  
[Claudia.DeLeonGabaldon@ucsf.edu](mailto:Claudia.DeLeonGabaldon@ucsf.edu)

