

Access to Care Through California Children's Services During COVID-19

Children can still get CCS services during COVID-19!


You can keep getting medically necessary California Children's Services (CCS) during the COVID-19 Public Health Emergency (PHE). The Department of Health Care Services (DHCS) has put in place temporary flexibilities for both Medi-Cal and CCS, to make sure children get services easily and safely during the PHE. Children can still get their CCS annual medical review, well-child visits, High Risk Infant Follow-Up Services, physical therapy (PT), occupational therapy (OT), durable medical equipment (DME) and supplies, and all other CCS-qualified services.

How can we get CCS services safely during COVID-19?

Right now, services are available through telehealth. Your child still has the right to get an in-person appointment if the CCS service cannot be provided via telehealth. CCS providers must discuss your child's options with you to find the safest way to get CCS services. CCS providers are required to follow all CDC and county safety protocols, and you cannot be charged any COVID-19 administrative fees. If you do not feel safe going to an in-person appointment, ask the CCS provider to do it via telehealth.


Note: The in-person requirement for SCC Annual Team Conferences (ATCs) is waived during the PHE and can be done via telehealth.

What are some examples of telehealth?



Cell phone or electronic device to send health information to a doctor or speak with the provider by telephone, video conference, or e-mail (Ex. video chat, Facetime, text message).

Online patient system to send messages to a doctor, view test results, and request prescription refills



E-mail, text, or telephone for important health updates or reminders

What if my child needs CSS supplies?

Request a 100-day supply for covered medications, medical supplies, or prescription formulas and covered

enteral supplements. Prescriptions for therapy or DME that expire during the PHE can also be extended without the face-to-face physician visit.

Medical Therapy Program (MTP) vendors, pharmacies, and prescribing specialists should contact you if CCS-approved supplies are low. You can also contact your child's county CCS case manager, or MCP case manager, if you live in a Whole Child Model (WCM) county.

Is prior authorization required to get CCS services?

Prior authorizations are suspended for all Medi-Cal benefit categories because of COVID19, including CCS services. CCS providers must still submit the authorization and medical necessity forms, but may do so **after** your child receives the service(s), including services at Medical Therapy Units (MTUs).

What if my child is in a Medical Therapy Program?

Right now, while schools are closed, MTPs can provide PT and OT services in non-school settings. As of 9/17/20, MTPs that closed may reopen MTUs for in-person appointments for children with a "critical" (post-surgical/procedural) or urgent condition. Providers and MTUs must comply with all county and CDC safety protocols. MTPs should work with you to arrange alternatives for routine therapy appointments, including telehealth when possible. Medical therapy conferences (MTCs) should be held remotely instead of in-person.

Can we still appeal or request a State Fair Hearing?

You have the right to appeal any delay, denial, or reduction to any CCS eligibility or benefits. State fair hearings are available via video conference or telephone right now. If you have any issues with accessing a hearing, please contact your child's county CCS agency or CCS regional office.

For free legal assistance, call the Health Consumer Alliance at 888-804-3536/TTY 877-735-2929

For information and support, contact Family Voices of California at 415-282-7494 or www.familyvoicesofca.org