

Provider Bulletin

Molina Healthcare of California

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July 16, 2025

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REMINDER: Steps to Take When Non-CCS-Approved Hospitals Admit CCS-Eligible Children and Youth for Emergency Inpatient Care

This is an advisory notification to Molina Healthcare of California (MHC) network providers applicable to the Medi-Cal line of business.

What you need to know:

This is a reminder of Medi-Cal and California Children Services (CCS) rules to follow when a child or youth (ages 0 to 21) is admitted to a non-CCS-approved inpatient facility for emergency services.

California Children's Services (CCS):

CCS is a state-county-federal partnership program that authorizes health care for Medi-Cal children and youth with specific medical conditions. These are complex or have significant long-term effects on a person. Per California Code of Regulations, Title 22, Sections including 41510, 41515.1, 41770 and 51013, any Medi-Cal members ages 0-21 who have a CCS-medically-eligible condition as the cause for a hospital admission **MUST BE** referred to and cared for at a **CCS-approved facility. Care needs to be supervised by a CCS-paneled physician.**

Provider Action

Please see the following website for all information regarding CCS: dhcs.ca.gov/services/ccs/Pages/default.aspx

For assistance, contact the Molina Healthcare CCS Liaison:
Marlene Grosch at (562) 456-4410

Please also refer to the Molina Provider Manual for additional instructions.

Other helpful links:

- County CCS Offices:
dhcs.ca.gov/services/ccs/Pages/CountyOffices.aspx
- CCS Eligible Conditions:
dhcs.ca.gov/services/ccs/Pages/medicaleligibility.aspx
- Paneled Providers:
dhcs.ca.gov/services/ccs/Pages/CCSProviders.aspx

Molina Healthcare strongly urges you to apply to become a Paneled Provider:
dhcs.ca.gov/services/ccs/Pages/ProviderEnroll.aspx

Referrals:
dhcs.ca.gov/services/ccs/Pages/default.aspx



Child is Already Enrolled in CCS:

When a Molina Medi-Cal member with a CCS-medically-eligible condition presents to a non-CCS-approved facility with an emergency related to the CCS condition, and the patient needs admission, **the following steps NEED TO be taken:**

1. While the member is in the emergency room (ER) or as soon as feasible thereafter, the facility where the child usually gets their CCS care needs to be identified.
2. The CCS specialty physician/service caring for the member should be contacted for advice on whether the child needs inpatient admission to that CCS-approved facility for the current clinical circumstances. The physician spoken to and the advice given needs to be documented in the child's hospital record.
3. The ER/facility should be prepared so that, if admission is advised, the ER must attempt to transfer to the most appropriate CCS-approved facility, usually the child's regular CCS center.
4. **Notify Molina EDSU @ 844-966-5462** – The EDSU nurse can assist with identifying and transferring to the appropriate CCS-approved facility as soon as the member is stable.
5. If the hospital is making its own transfer efforts, contacting at least three such facilities is expected, as is documentation of the name of each facility and facility contact.
6. The patient can only remain at the current facility while transfer to a CCS-approved facility is pending/not available. If the transfer to a CCS-approved facility was not accepted, the reason the transfer was declined needs to be documented. Notations by utilization review staff are not acceptable without documentation of physician-to-physician discussions.

Child with New Diagnosis of CCS-Medically-Eligible Condition as Cause of Admit:

The child needs to be transferred from the ER to a CCS-approved facility. If a child is admitted to a non-CCS-approved facility, without any known CCS-paneled specialist identified/giving approval, because the child is not stable for transfer, the following steps **MUST BE** taken:

1. An authorization request for emergency services **must be submitted to the child's county CCS program by the close of the next business day** following the date of service. **THIS IS KEY TO THE HOSPITAL RECEIVING REIMBURSEMENT FOR THE ADMISSION!**
 - The child's county of residence is their CCS county. The CCS county agency is part of the county's local health department.
2. Hospital staff (case manager, physician) need to speak with the county program CCS Case Manager or CCS Medical Director for further advice about how and where to manage the child. (See CCS links in Provider Action.)
3. **NOTE: A child with a CCS-medically-eligible condition can only stay at a non-CCS approved facility with the approval of a CCS-paneled specialist or the local CCS Medical Director or designee.** These discussions MUST be documented in the hospital record. If no approval is obtained, the child needs to be moved to the nearest CCS-approved facility with an open bed as soon as feasible. Daily attempts at transfer are expected. The local county CCS program needs to be kept informed of all transfer attempts while awaiting an open bed.

NOTE: Molina Healthcare is NOT responsible for and DOES NOT authorize CCS-eligible stays at non-CCS-approved facilities. All CCS-eligible care is carved out of the Molina Medi-Cal contract.

If you are not contracted with Molina and your fax number is not shared with a contracted provider, and you wish to opt out of receiving the MHC Provider Bulletin, please email mhcproviderbulletin@molinahealthcare.com.

Please include the provider's name, NPI, county, and fax number, and you will be removed within 30 days.

Any hospital caring for Medi-Cal members is expected to follow Medi-Cal and CCS rules. If there is a question about whether or not admission could be CCS-eligible, the member's local county CCS program can assist and advise.

The above steps need to be followed so that hospitals can be appropriately reimbursed for the medically necessary care they provide.

What if you need assistance?

If you have any questions regarding the notification, please contact your Molina Provider Relations Representative below.

Service County Area	Provider Relations Representative	Contact Number	Email Address
Los Angeles County	Clemente Arias Elias Gomez Anita White	562-233-1753 562-723-9760 310-654-4832	Clemente.Arias@molinahealthcare.com Elias.Gomez@molinahealthcare.com Princess.White@molinahealthcare.com
Los Angeles / Orange County	Maria Guimoye	562-783-0005	Maria.Guimoye@molinahealthcare.com
Sacramento County	Johonna Eshalomi	916-268-1418	Johonna.Eshalomi@molinahealthcare.com
San Bernardino County	Luana McIver	909-454-4247	Luana.Mciver@molinahealthcare.com
San Bernardino / Riverside County	Vanessa Lomeli	909-419-3026	Vanessa.Lomeli2@molinahealthcare.com
Riverside County	Patricia Melendez	951-447-7585	Patricia.Melendez@molinahealthcare.com
San Diego / Imperial County	Lincoln Watkins Tan Do Rita Weldy	619-972-9860 858-287-4869 619-403-7773	Lincoln.Watkins@molinahealthcare.com Tan.Do@molinahealthcare.com Rita.Weldy@molinahealthcare.com

California Facilities (Hospitals, SNFs, CBAS, ICF/DD & ASC Providers)	Facility Representative	Contact Number	Email Address
Imperial Los Angeles Riverside San Bernardino Sacramento San Diego	Laura Gonzalez, Manager MiMi Howard	562-325-0368 562-455-3754	Laura.Gonzalez3@molinahealthcare.com Smimi.Howard@molinahealthcare.com

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