



WESLEY FORD, MA, MPH
Director

CHILDREN'S MEDICAL SERVICES

California Children's Services

9320 Telstar Avenue, Suite 226, El Monte, California 91731
Telephone: (800) 288-4584 Fax: (800) 924-1154



EDWARD BLOCH, M.D.
Medical Director

January 11, 2010

Dear CCS Provider:

RE: CCS PROVIDER NOTICES AND UPDATES

This is to provide you with the following updates related to Los Angeles County's California Children's Services (CCS):

- CMS Net:** Our November 23, 2009 correspondence notified you of the latest changes to the CCS Program as we transition to the State's CMS Net CCS case management system. At the time of that letter, we anticipated completing the transition in mid-January 2010. Due to several technical issues, our county's transition date has been delayed. We will continue to keep you updated as to the final transition date and any other process changes resulting from the transition to CMS Net.
- Provider Mailings/Notifications:** Currently, all provider notifications about policies, procedures, and practices are sent via U.S. Mail using the provider's address associated with their NPI numbers on file. As we all know, this is not the most optimum way to communicate important information about CCS because very often the information is not sent to the appropriate offices/contact people, the items are lost in the mail, etc. Therefore, **effective March 1, 2010, all provider notifications will be transmitted to providers/provider staff via email and will be posted on the CCS website. We will no longer be mailing provider notifications via U.S. mail effective March 1, 2010.** This change does NOT affect communication about individual CCS cases. Providers will continue to receive printed letters about SARs, etc.

To facilitate this process, you and/or anyone on your staff needing to receive CCS provider notifications must complete and submit a Provider Contact Information Update on our CCS website at http://publichealth.lacounty.gov/cms/For_Pro.htm. Once there, click on the "Provider Contact Update" link in the Provider Update box on the left side of the website page. Complete the update information for each person that is to receive future provider notifications. You may add as many recipients as you like, but each must be entered separately. Complete each of the sections:

- Section I: Select each area of interest based on the user's needs. You may select as many areas as you like, including the "ALL" option if you wish to receive all notifications.
- Section II: Select the type of request you are making. You may use this website to add a new recipient, update existing information (e.g., change of address), add a new site location for an existing recipient, or to unsubscribe from future notifications.
- Section III: Complete each field correctly to ensure we have the most up-to-date information for each person you would like to receive future notifications.
- Section IV: Include the NPI Number associated with the recipient/CCS provider.

In addition to the email notifications, effective March 1, 2010, all provider notifications will be posted on our CCS website at http://publichealth.lacounty.gov/cms/For_Pro.htm. Please ensure

that you/your staff regularly check the website for updates and to bring the Provider Contact Information up to date as well.

If you have any questions, please contact our office directly, Monday through Friday from 8am-5pm at (800) 288-4584.

Sincerely,

Wesley Ford, Director
Children's Medical Services

c: CMS Executive Staff