

Frequently Asked Questions *(January 3, 2011)*



**PURPOSE AND USE**

To provide a consistent and expedited procedure for rapidly triaging **Referrals for New and Closed Cases** and for notifying the referral source if the referral was inappropriately made for a non-CCS eligible condition, is ineligible, or needs additional information. The RED UNIT's preliminary review also enables us to more efficiently route eligible cases to our nurse case managers.



**RED UNIT PROCEDURE**

All incoming Referrals for New or Closed Cases are reviewed by the RED UNIT. Documents appropriate for CCS case management are then processed by our nurse case manager. Referrals determined to lack key information, and/or that are inappropriate are rejected, and a rejection notice is faxed or mailed back to the referral source. **Please wait 24 hours before contacting the CCS office with additional questions or concerns to ensure information regarding the rejection is accessible to our CCS Customer Care Advocates.**



**WHY WAS THIS REFERRAL RETURNED?**

There are multiple reasons why a referral could be returned to you. The reason will be indicated on the rejection notice. For example, documentation that clearly shows a non-eligible condition for a CCS referral (such as uncomplicated pneumonia, bronchiolitis, acute gastroenteritis, conjunctivitis, strep throat, and other common childhood infections) or referrals that do not contain any medical information will lead to a rejection. Other possible reasons for rejection include duplication of a previously denied referral with no new relevant information or residence outside of Los Angeles County. Occasionally, a case with full coverage by a commercial payer will be rejected and deferred to that payer.



**I HAVE ADDITIONAL PAPERWORK, WHAT DO I DO NOW?**

If there is new documentation that clearly establishes the presence or likelihood of a CCS-eligible condition, for example, the new information may be resubmitted along with a copy of the CCS rejection notice. The fax number used for this purpose is **(626) 572-2360**. Please note that all other faxes should be sent to the usual LA County CCS FAX number to avoid delays in the processing of those types of requests: (800) 924-1154.



**WILL YOU HONOR THE ORIGINAL STAMP DATE?**

If the appropriate information is submitted that supports a CCS-eligible condition or a reasonable suspicion of one, the original stamp date will be considered as timely notification. If there is an inappropriate referral with no basis to assume that there is a CCS-eligible condition or if there is no established objective basis for the referral, then the rejected referral cannot be used to establish a "clock-in" date.



**DO I HAVE TO RESUBMIT THE ORIGINAL REFERRAL?**

If you submit the CCS Rejection Notice, the original request does not need to be resubmitted. The RED UNIT holds the original referral for a limited period of time to allow for the submission of new information on a previously rejected case. Please do not submit duplicate materials or more information on a case that is not appropriate for CCS referral.



**WHY HAVE YOU CHANGED THE WAY REFERRALS ARE PROCESSED?**

Primarily, the RED UNIT is expected to guarantee rapid determination of eligibility and improve feedback to the referring providers on what is needed to process a referral. We also believe that providers will learn from this experience and help reduce the number of referrals for inappropriate conditions or ones with insufficient information. Providers can help expedite the process by submitting new referrals using a **NEW REFERRAL CCS/GHPP SAR** and by using **ESTABLISHED CCS/GHPP SAR** with the client's CCS number for patients open or previously open to CCS.