

Provider Memorandum

CCSO—New Statewide System for Children with Behavioral Health Challenges

The Department of Healthcare and Family Services (HFS) has developed a Pathways to Success (Pathways) program for Medicaid that strengthens access to high-quality Home and Community-Based Services (HCBS) for children with significant behavioral health challenges and their families. **Care Coordination and Support Organizations (CCSOs)** are a statewide system of care focused on improving outcomes within Illinois' community behavioral health service delivery system.

Pathways is a program that provides an evidence-informed model of intensive care coordination and additional Home and Community-Based Services for enrollees under the age of 21 who meet eligibility criteria demonstrating complex behavioral health needs requiring intensive services. These services include Care Coordination and Support (CCS), Respite, Intensive Home-Based (IHB), Family Peer Support, and Therapeutic Mentoring. Pathways to Success is the Home and Community-Based Service (HCBS) to be provided by CCSOs.

Molina Healthcare of Illinois (Molina) is embracing the CCSO program and encouraging providers to participate, with a live date of **January 1, 2023**.

What Is a CCSO?

CCSOs serve as hubs of accountability for a Designated Service Area (DSA), responsible for delivering high-quality care coordination, Mobile Crisis Response (MCR) services, and for facilitating access to other support services to children with significant behavioral health needs across a range of HFS-administered programs, including:

- The Pathways to Success program for Medicaid-eligible children under the age of 21 with complex behavioral health needs.
- The Screening, Assessment, and Support Services (SASS) program for children under the age of 21 in the fee-for-service delivery system who are experiencing a behavioral health crisis.

CCSOs operate within with the core values and guiding principles of Systems of Care and Wraparound, ensuring that services are delivered in a manner that is family-driven, youth-guided, individualized, strengths and community-based, trauma-informed, culturally and linguistically responsive, and data driven.

What Do Providers Need To Do?

Providers should refer to the new [Care Coordination and Support Organization \(CCSO\) Provider Handbook](#) located on the [Provider Handbook page of the HFS website: Chapter 200 | HFS \(illinois.gov\)](#). The

Handbook contains information and guidance for providers designated as a CCSO by HFS, providing community mental health and care coordination services, pursuant to 89 Ill. Adm. Code 140.453 and 89 Ill. Adm. Code 141, to eligible members in HFS programs.

Please contact the Bureau of Behavioral Health at **(217) 557-1000** or HFS.Pathways@illinois.gov with questions about the CCSO Program.

Questions?

We're here to help. Contact your Provider Network Manager or email the Provider Network Management team at MHILProviderNetworkManagement@MolinaHealthcare.com. For help identifying your Provider Network Manager, visit [Molina's Service Area](#) page at MolinaHealthcare.com.

Availity Provider Portal

We continue our transition to Molina's Availity Provider Portal, a tool that streamlines your claims management, authorizations, and eligibility/benefit verification. Are you registered? [Click here](#).

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Note: Molina's website and documents are best viewed in Google Chrome or Microsoft Edge.