

# Provider Memorandum

## CCSO System for Children with Behavioral Health Challenges

Molina Healthcare of Illinois (Molina) is reminding Medicaid providers about **Care Coordination and Support Organizations (CCSOs)**, a new facet of the Pathways to Success program developed by the Department of Healthcare and Family Services (HFS) to bolster access to high-quality Home and Community-Based Services (HCBS) for children with significant behavioral health challenges.

Pathways is a program that provides a model of intensive care coordination and additional Home and Community-Based Services for Medicaid members 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 go-live date of **January 1, 2023**.

### What Is a CCSO?

CCSOs are providers that serve as hubs 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 Pathways to Success and Screening, Assessment, and Support Services (SASS).

[Providers can reference this memo dated October 31, 2022.](#)

[Providers may also review the CCSO section of the 2023 Molina Medicaid Provider Manual.](#)

### 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](mailto: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](mailto:MHILProviderNetworkManagement@MolinaHealthcare.com). For help identifying your Provider Network Manager, visit [Molina's Service Area](#) page at [MolinaHealthcare.com](http://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.