

# MHIL Provider Memo

Molina Healthcare of Illinois, Inc. | May 16, 2024

## 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 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.

CCSOs provide coordination of services within the **Pathways to Success** program for eligible members. Pathways to Success offers a model of intensive care coordination and additional HCBS for Medicaid members under the age of 21 who meet eligibility criteria and demonstrate complex behavioral health needs requiring intensive services. These services include care coordination and support, respite, intensive home-based support, family peer support, and therapeutic mentoring.

Pathways to Success has been live since early 2023. Molina is supporting the program and encouraging providers to participate as CCSOs.

### What does a CCSO do?

CCSOs are providers that serve as hubs for a designated service area. They are responsible for delivering high-quality care coordination, Mobile Crisis Response (MCR) services, and facilitating access to other support services for children with significant behavioral health needs across a range of HFS-administered programs, including MCR services and Pathways to Success. CCSOs work closely with MCOs like Molina to ensure continuous communication and collaboration, which is essential for delivering effective services.

Providers can reference this [memo dated October 31, 2022](#). Providers may also review the CCSO section on page 16 of the [2024 Molina Medicaid Provider Manual](#).

### How can I learn more about the program?

Providers should refer to the [Care Coordination and Support Organization \(CCSO\) Provider Handbook](#) located on the HFS website's [Medical Provider Handbooks page \(Chapter 200\)](#). The handbook contains information and guidance for providers designated as CCSOs on providing community mental health and care coordination services to eligible members, pursuant to 89 Ill. Adm. Code 140.453 and 89 Ill. Adm. Code 141.

To participate as a CCSO, please contact the Bureau of Behavioral Health at **(217) 557-1000** or [HFS.Pathways@illinois.gov](mailto:HFS.Pathways@illinois.gov). The bureau can also answer any questions about the CCSO program.

### Questions?

We're here to help. Contact your dedicated Provider Relations Manager or email the Provider Network Management team at [MHILProviderNetworkManagement@MolinaHealthcare.com](mailto:MHILProviderNetworkManagement@MolinaHealthcare.com). For help identifying your dedicated Provider Relations Manager, visit our [Service Area page](#) at [MolinaHealthcare.com](http://MolinaHealthcare.com).

## **Provider portal alert**

Providers no longer have direct access to the Molina Legacy Provider Portal. Ensure that you and your staff have access to streamlined claims management, authorizations, eligibility/benefit verification, and more. Get started with the [Availity Essentials Portal](#) today!

## **Get critical updates**

Receive news and updates about Molina services and plan requirements delivered straight to your inbox! [Click here](#) to receive updates curated for Molina's Illinois providers.

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