Flowchart – California Children’s Services (CCS) Annual Medical Review (AMR) Process

X: Denotes a Bottle Neck in the Process

1. Monthly AMR List Generated
2. CSS’s Receive List
3. CSS’s Create At-A-Glance
4. CSS Determine if Client Residential and Financially Eligible
5. Family Contacted
6. CSS Identify or Request Medical Reports
7. If Online
   a. CSS Receives and Processes / Case Narrative Scanned to OMAR
8. If Physical
   a. Provider Sends Records
   b. CSS Receives and Processes / Case Narrative Scanned to OMAR
9. Outreach
10. Case Closed
11. No
12. EMR There
13. No
14. Recheck 24-48 hours
15. Yes
16. Yes
17. No
18. Nurses Evaluate Records
19. If Online
20. X
21. If Physical
22. X
24. Yes
25. Yes
26. No
27. Eligible
28. Authorization Issued
29. Out of Program
30. No
31. Yes

September 2016