



CCMHP

CMU/Provider Services Newsletter

January 2021 | Volume 10



Happy New Year!

As we say goodbye to 2020 and look ahead to 2021, it can be easy to focus on the trials and tribulations of the past year. However, out of the myriad of problems and devastation brought on by the unprecedented Covid 19 Pandemic, arose the true spirit of teamwork, patience, and selfless giving demonstrated by you, our Network Providers.

As essential frontline workers, you gave (and continue to give) selflessly of your time, energy, and compassion to the most vulnerable of populations in our county. You countered anxiety and fear with support and understanding, providing desperately needed stability during such an unpredictable and everchanging time.

Many of you began working from home in makeshift workstations at kitchen tables, dens, and home offices. You took on the challenge of providing therapy safely by offering telehealth services, oftentimes patiently navigating through new and unfamiliar remote service platforms.

For this, we want to say “thank you” for everything you have done and are continuing to do for your clients into the New Year. We truly appreciate you, and the invaluable work that you do.

Your CMU/Provider Services Team

IN THIS ISSUE

- ❖ **Happy New Year!**
- ❖ **Mild/Moderate Changes**
- ❖ **Claims Corner**
- ❖ **Required Trainings**
- ❖ **Meet an ACCESS Line/CMU Team Member**

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Authorization/Documentation Requirement Changes for Mild/Moderate Population



By now, you should all have received the recent email outlining the changes in the authorization and documentation requirements for our ***Mild/Moderate*** population. You can find a copy of it, along with our Info Session PowerPoint Presentation & FAQ's on our [website](#).

In a nutshell, the main changes will be:

1. The standard authorization will be 8 units, based upon the level of distress or impairment.
2. The "Annual" form is no longer required.
3. The 5 page "Intake" form will be replaced with a 1 page "Prior Authorization" form.

Other important notes:

1. The Initial Authorization process will remain the same.
2. All current authorizations will be grandfathered in after the program changes. Meaning, if you have an existing authorization in place, you will submit the "Prior Authorization" form, not the "Annual" form when the annual is due.
3. Remember that this new procedure is for your clients with ***Mild/Moderate*** acuity only. There is no change in procedure for your clients with Moderate/Severe acuity



Remember to check the CMU [website](#) regularly for updates, forms, and training information.

Claims Corner



Be sure to verify Medi-Cal eligibility monthly through the Provider Portal or by calling the AEVS line at 1 800 456 2387.

There has been an increase in the number of claims being submitted with the total charge being left blank (Box 28). If you are using an older version of Adobe Reader, the program will not allow you to provide a total in the box for the total charges being billed. Please make sure you are using the most recent version of Adobe Reader when completing your claims' forms. Also, please ensure the total amount being billed is an accurate total of the charges above.

Regarding modifiers, you can use multiple modifiers when necessary. When using more than one modifier, please make sure to put 95 first.

Please review your claims for accuracy before pressing send. Mistakes take time to figure out and correct causing a delay in your payment.

| 1 | 04 11 19 | 11 | 99205 | A | 100 80 2 | NPI | 1234567890 |
|--|---|---------------------------|---|------------------|-----------------|-----------------------|------------|
| 2 | 04 14 19 | 11 | 90834 | AB | 50 40 1 | NPI | 1234567890 |
| 3 | 04 14 19 | 11 | 90847 | 95 59 A | 25 20 .5 | NPI | 1234567890 |
| 4 | 04 16 19 | 11 | 90887 | AB | 8 40 1 | NPI | 1234567890 |
| 5 | 04 16 19 | 11 | 90887 | 76 A | 8 40 1 | NPI | 1234567890 |
| 6 | Must match W9 | | Client's MRN | You do the math | | NPI | 1234567890 |
| 25. FEDERAL TAX ID NUMBER | SSN EIN | 26. PATIENT'S ACCOUNT NO. | 27. ACCEPT ASSIGNMENT? | 28. TOTAL CHARGE | 29. AMOUNT PAID | 30. Read for NUCC Use | |
| 123456789 | <input checked="" type="checkbox"/> | 007654321 | <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO | 193 20 | 0 0 | | |
| 31. SIGNATURE OF PHYSICIAN OR SUPPLIER INCLUDING DEGREES OR CREDENTIALS (If cert. or reg. apply) | 32. SERVICE FACILITY LOCATION INFORMATION | | 33. BILLING PROVIDER INFO & PH | | Address on W9 | | |
| Type full name | SERVICE LOCATION PRACTICE NAME ADDRESS LINE CITY, STATE ZIP | | PAY TO NAME ADDRESS LINE CITY, STATE ZIP | | | | |
| SIGNED | DATE | PL 1234567890 | NPI for Place of Svs. | | APPROVED OR | NPI for Vendor we pay | |

Fun Fact:

In 2020, you all provided 65,811 units of service to 3956 clients. That's quite an accomplishment!

Required Trainings



Contract Renewals are coming up. Be sure to check your email and return any required documentation as soon as possible!

➤ **Cultural Competency**

- Required annually.
- Can be completed on your own or through CCHP's online training [here](#).
- Upon completion, please submit your training certificate to cmuprovider.services@cchealth.org.

➤ **Beneficiary Protection**

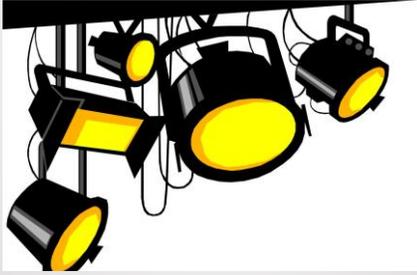
- Required every 3 years.
- This is a PowerPoint presentation that is emailed to Providers at their initial contract, then every 3 years after that.

➤ **CMU Review**

- Required annually.
- Monthly trainings will resume in March.
- Check the [CMU website](#) for upcoming trainings.

If you have a sublet that you would like to advertise, please let us know. We maintain a list of sublets available and share with our current and prospective network providers.

Staff Spotlight



Regina “Gina” Griffiths



This newsletter we wanted to highlight our anchor and fearless, compassionate leader of CMU/Provider Services, Gina Griffiths. I recall while I was out on maternity leave in spring of 2018 our supervisor at the time was giddy with joy at her new hire. Gina was somewhat reluctant to accept the job, as it would be a long commute and unique in that there is no direct client contact. However, Gina brought with her years of experience with Utilization Review and audits, so we knew she'd be perfect for the job. Gina says the reason she decided to work for CMU was ultimately our team culture. It is true – we have an exceptional team, and we hope that you feel that too when you reach out to us.

We are so fortunate to have Gina guiding the way as we navigate constant changes and try to evolve and improve. Gina brings with her tremendous knowledge of regulations, a keen eye to detail, as well as holding the bigger picture, buoyancy, humor, innovation, and a commitment to the providers and clients we serve. Please join me in acknowledging Gina!

-Katy White, Program Manager

Q&A

1. If given a chance, who would you like to be for a day?

“I really do enjoy my life, but I often wonder what it would be like to be a pampered pet. I would like to be a pampered dog for a day.”

2. If you had to eat one meal, every day for the rest of your life, what would it be?

“Pizza!”

3. What aspect of your role do you enjoy the most?

“Being able to support the team.”

4. What do you like to do in your spare time?

“I enjoy bike riding, hiking, shopping, and lounging by the pool in the summer.”

5. What is on your bucket list?

“I really want to travel to Europe. I have never been there and was scheduled to visit right when the pandemic hit. My flight was scheduled for March 13th 2020 and that is the same day they started to cancel flights.”

6. What places have you lived in?

“California, Hawaii, Maryland, Texas, and Florida.”