



CCMHP

CMU/Provider Services Newsletter

October 2021 | Volume 12



IN THIS ISSUE

- ❖ September was National Suicide Prevention Month
- ❖ Claim Submittal
- ❖ General Updates
- ❖ COVID 19 Updates
- ❖ Announcements / Reminders
- ❖ Outreach Calls
- ❖ Meet an ACCESS Line/CMU Team Member

CONTACT US

CMU/Provider Services
 1330 Arnold Drive # 143
 Martinez, CA 94553
 925 372 4400
 Fax 925 372 4410
cmuprovider.services@cchealth.org



Contra Costa Mental Health Plan is dedicated to championing awareness of mental health issues in the community.

Feel free to click on any of the logos below to access valuable information regarding suicide prevention resources.





Training sessions were provided on

- Tuesday September 28th
- Wednesday, September 29th
- Wenesday, October 6th

**The new process will
also be reviewed during the
next CMU Review training
Friday, October 22, 2021
9:00 a.m. – 12:30 p.m.**

New Claims Entry Process is LIVE Now!

Our new Claims Entry Process officially began on Monday, September 20, 2021.

Providers now have 3 options on how to submit Behavioral Health claims.

They include:

1) Provider Portal

- This option is ideal for most providers (quickest, real-time ability to review status, etc).
- If not registered on the Provider Portal, please contact cmuprovider.services@cchealth.org for an application.
- For Provider Portal questions, please contact bhs.support@cchealth.org

2) Submit electronic file directly to Availity (must have the ability to create an 837 file)

- This option is ideal for high volume business and those who already have EHR and the ability to create 837 files.
- Enroll with Availity
- Contact <https://www.availity.com/provider-portal-registration>
- Contra Costa Behavioral Health Plan – Payer ID: CCMHP
- For questions please contact: <https://www.availity.com/ediclearinghouse>

3) Submit paper claims

- We are hopeful most, if not all, of our providers will use options 1 & 2. Paper claims have the risk of not making it to the destination and will be the slowest to process.
- Print claim on 1500 form
- Mail to: P.O. Box 5143, Lake Forest, CA 92609

If you have any questions, please contact cmuprovider.services@cchealth.org

Follow up on Denied claims submitted through Provider Portal:

- 1) **DO NOT** resubmit the claim through Provider Portal
- 2) Create a new CRM using subtopic: Informal Appeal...
- 3) Attach the denied claim to the CRM
- 4) Provide the corrections needed in the “Details” section of CRM
- 5) Then, click submit

SEE EXAMPLE ON NEXT PAGE

EXAMPLE

The screenshot shows the 'New Customer Service Request' form in the ccLink Provider Portal. The form is titled 'In Basket Customer Service Request'. It includes the following sections:

- Topic:** Behavioral Health Portal Communication
- Subtopic:** BHS Informal Appeal-Provider Portal
- Summary:** (Empty text box)
- Priority:** Radio buttons for High, Routine (selected), and Low.
- Associated Site:** Site: Heftsi Assaf, MFCC - Patient
- Member:** Member: Bhstest, Km [800101026] with 'Change' and 'Clear' buttons.
- Attachments:** 'Attach Referrals' and 'Attach Claims' buttons.
- Details:** A text area containing the message: 'Please correct my Place of Service address from nothing to: 1330 Arnold Drive, Suite 2, Martinez, CA.'
- Additional Documents:** A section with an 'Add files' button and a note '10.0 MB Total Allowed'.

At the bottom right of the form, there are 'Submit' and 'Cancel' buttons.

- **CMU is requesting you wait until you receive an official denial notice before submitting an informal appeal. There are claims that will initially show as denied that we are able to clear.**
- **Please DO NOT submit claims to DocuStream anymore.**

GENERAL UPDATES



Partnership Plans Again Require Client Signatures

Intakes and Annuals for your moderate/severe clients, signed by you on or after June 30, 2021, will again require a client (or authorized representative) signature.

If you are unable to obtain a signature, make sure to check the “unable to obtain signature prior to submission” box and document the reason in your progress note:

Unable to obtain signature prior to submission. Document reason in progress note. Date of progress note:

Note: Continued efforts to obtain signature should be documented in every progress note until signature is obtained. Failure to obtain signature will result in disallowances in the event of an audit.

Prior Authorization Requests

- ***There must be a date identified for “Date additional units will be needed:”.***
- ***The “Date Initial Units Will be Needed cannot be backdated more than 180 days from the day the form is received by CMU.***

Resources

Teen Transgender Support Group (Online)

Ages 13-17

Every other Monday, 6-7:30pm

We will be using CBT, Solution Focused, Play Therapy, and Expressive Arts Therapy

*Facilitator: Ryann DeSouza LMFT:
ryanndesouza@gmail.com*

1 650 720 5263

Trauma Informed Parenting Group (Online)

Ages Any age for those with children

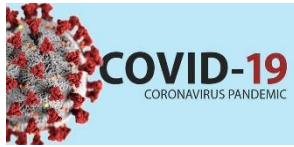
Starts 10/11/21, Mondays, 6-7:30pm; Closed 10-week Group, accepting new clients in the first two weeks.

Can be used as a parenting class-can get a completion certificate.

New group is expected to begin January 2022.

Facilitator: Felecytie ("Fey") Rosen-Hanson LMFT:

1 925-325-4239



COVID 19 UPDATES

**COVID 19
Vaccinations
Mandatory
for Network
Providers**

***Those Providers who are offering Telehealth Only Services (no In-Person Services) are NOT REQUIRED to be vaccinated against COVID 19 or perform weekly testing.**

Please refer to the source documents below for more information:

[Public Health Order –Public Health Healthcare Worker Vaccine Requirement](#)
[Q & A – Healthcare Worker Vaccine Requirement](#)

Vaccination Requirement

Recently issued public health order (August 5, 2021) directly relates to California’s behavioral health delivery system, which includes all of CCMHP Network Providers.

This order mandates that those working in behavioral health clinics/offices be vaccinated against COVID 19 by September 30, 2021*.

There are exemptions for religious or medical reasons.

The intent of the order is to protect the health and well being of both staff and clients.

Please read the order carefully and establish procedures and protocols that will ensure compliance.

Records of vaccination verification must be made available, upon request, to the local health jurisdiction for purposes of case investigation.

We will not be providing written guidance regarding your processes or procedures to achieve compliance with these orders. We recognize that you are independent legal entities that have your own legal counsel, staff, personnel policies etc.

Please be aware all contracts with Behavioral Health Services stipulate adherence to all state and local requirements.

Directives will continue to change based on the status of COVID infections in our communities and across the state.

Telehealth

Existing telehealth-related public health emergency flexibilities will be extended through December 31, 2022:

- Telephone Assessments
- Telephone & Telehealth Services, including Group Counseling
- Payment Parity for Telephone & Telehealth Services

ANNOUNCEMENTS/REMINDERS



PROVIDER AVAILABILITY

The Access Line is seeing an increased need for providers offering:

- In Person Sessions
- Specialization with the Transgender Population
- Specialization in Dual Diagnosis

CMU Review Training

General overview of Access/CMU, documentation requirements, claims, & Provider Portal. Upcoming Zoom training:

- Friday, October 22, 2021 9:00 a.m. – 12:30 p.m.
- Wednesday, November 17, 2021 9:00 a.m. – 12:30 p.m.

Cultural Competency Training

Required to be completed annually.

- Can be completed on your own or through CCHP's online training [here](#).
- If training is outside of CCHP - submit a certificate of completion to cmuprovider.services@cchealth.org.
- If training is through CCHP – CMU will receive verification of completion from CCHP

Free Self-Care ZOOM* Sessions!

- Offered by our Behavioral Health Services Team.
- Sessions include expressive arts, music, meditation, breathing, art & sound.
- Join us every Monday and Wednesday at 4:10 for 20 minutes of ZOOM self-care!

* Ctrl + Click on the word ZOOM to access link



Recent outreach calls

Service Verification Calls

CCMHP

As mandated by DHCS, Contra Costa Mental Health Plan must make random service verification outreach calls to their beneficiaries.

CCMHP Provider Services (not CMU) makes 600 calls monthly across all their behavioral health services (network providers/clinics/community-based organizations).

The beneficiary will be asked to verify that a service took place on a specific date.

If the beneficiary can verify that the service took place, they will be asked if they want to participate in a brief optional survey regarding services.

If the beneficiary cannot verify that the service took place, then Provider Services will reach out to the Provider requesting a progress note to verify the service date.

Any questions may be directed to CMU.

Annual Survey Calls

CCHP

The Department of Managed Health Care (DMHC) mandates an annual provider availability survey.

CCHP has partnered with QMetrics and Ansafone to make the outreach email and telephone surveys.

If you practice in more than one county, or offer telehealth, you may get more than 1 survey.

Surveys must be completed within 5 days of receipt.

If you ever have any questions about an incoming phone call, please reach out to CMU to verify the source.



CMU Spotlight: Leslie Wiggins

Account Clerk – Advanced Level

Leslie has been a rockstar with CMU/Provider Services for the past 4 years! She is an integral player on the CMU team, especially when it comes to claims. She always goes above and beyond and has a keen eye for detail.

Leslie is described by the team as hard-working, bright, reliable, fun, quick thinking, helpful, warm, and generous with her time. She is the definition of a “Team Player” and we are lucky to have her on our side!

(Since the Newsletter was first produced, Leslie has retired from CMU. We wish her well on her new journey! She is greatly missed!!)

Q&A

1. What are the top 3 highlights of your life?

“My husband, my kids, and my grandkids coming into my life.”

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

“Gardening, attending concerts, taking long drives to local places to explore them (Pre-Covid).”

3. What is the first concert you attended?

“Boz Skaggs.”

4. What is your hidden talent?

“Talking to other people.”

5. What was your most interesting job?

“Working as a homebuilder – so interesting, so fun, so challenging.”