



# CCMHP

## CMU/Provider Services Newsletter

February 2022 | Volume 13



Happy  
New Year

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### CONTACT US

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CMU web Page:  
<https://cchealth.org/mentalhealth/network-provider>

We continue to be amazed and grateful for the way our network has rallied during such a challenging period, ensuring the mental health needs of the community continue to be met. Thank you to everyone for answering our calls and accepting new clients in an effort to meet the increased of our community.

**Over the past year, 212 network providers delivered services to approximately 3,576 Medi-Cal beneficiaries.**

Additionally, you have continued to provide unwavering and exceptional services throughout the many changes within CMU over the past year. Changes started with the mild/moderate authorization process in January 2021 and ended with the new claims process in September 2021. Through all these adjustments you persevered and stayed with us. ***For that we are truly grateful.***

***Your CMU /Provider Services Team***



## *Training sessions were provided:*

- Tuesday September 28<sup>th</sup>
- Wednesday, September 29<sup>th</sup>
- Wednesday, October 6<sup>th</sup>

**The claims process training will continue in our monthly CMU Review training**

## **Claims Entry Process is full steam ahead!**

**Our new Claims Entry Process** officially began on Monday, September 20, 2021, and has been rolling on through the new year!

You all have been tremendously flexible and patient as we made this huge transition, and we commend you! Thank you for your attendance at the CMU Claims Trainings as well as the ongoing CMU Review Trainings where we continue to provide support to your FAQ's, including inquiries around claims.

As a reminder: Providers now have three options for submitting Behavioral Health claims.

They include:

### **1. Provider Portal**

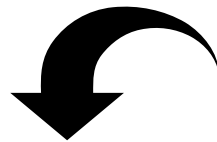
- If not registered on the Provider Portal, please contact [cmuprovider.services@cchealth.org](mailto:cmuprovider.services@cchealth.org) for an application.
- For Provider Portal questions, please contact [bhs.support@cchealth.org](mailto:bhs.support@cchealth.org)

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

- Contact <https://www.availity.com/provider-portal-registration>
- For questions please contact: <https://www.availity.com/ediclearinghouse>

### **3. Submit paper claims**

**Note the claims' new mailing address**



- **Mail to: P.O. Box 5143, Lake Forest, CA 92609**

If you have any questions, please contact [cmuprovider.services@cchealth.org](mailto:cmuprovider.services@cchealth.org)

## **INFORMAL APPEAL PROCESS through Provider Portal:**

- 1) **DO NOT** resubmit the claim a second time 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 Epic system. The form is titled 'New Customer Service Request' and includes the following fields and options:

- Topic:** Behavioral Health Portal Communication
- Subtopic:** BHS Informal Appeal-Provider Portal
- Summary:** (Empty text box)
- Associated Site:** Heftsi Assaf, MFCC - Patient
- Member:** Bhstest, Km (800101026) with 'Change' and 'Clear' buttons.
- Attachments:** Attach Referrals, Attach Claims
- Details:** Please correct my Place of Service address from nothing to: 1330 Arnold Drive, Suite 2, Martinez, CA.
- Additional Documents:** Add files (10.0 MB Total Allowed, 0 Files)
- Priority:** High, Routine (selected), Low
- Buttons:** Submit, Cancel

- **CMU requests that you wait until you receive an official denial notice before submitting an informal appeal. There may be claims that initially show as denied but we may actually be able to clear them.**
- **Please DO NOT submit claims to DocuStream anymore.**



### Claims Update:

**As of 4/1/2022 there is a new Place of Service Type to use on your claims.**

- The new POS type is: **10 Telehealth services provided to a patient who is in their home**
- New definition for POS type **02** from Telehealth to: **Telehealth Provided Other than in Patient's Home**
- **You will continue to use modifier 95 for when using POS Type 10 and 02.**



## COVID 19 UPDATES

**COVID 19  
Vaccinations  
Mandatory  
for Network  
Providers**

### Vaccination Requirement

On December 22, 2021, the California Department of Public Health updated three Health Orders requiring all workers eligible for boosters to be “fully vaccinated and boosted” for COVID-19. **All workers who provide services or work in facilities described in these Health Orders and are eligible for booster doses must receive their booster dose no later than March 1, 2022.** Workers not yet eligible for boosters must be in compliance no later than 15 days after the recommended timeframe for receiving the booster dose. \*

The full order may be reviewed here:

<https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/COVID-19/Order-of-the-State-Public-Health-Officer-Health-Care-Worker-Vaccine-Requirement.aspx>

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.

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

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

*Previous source documents:*  
[Public Health Order –Public Health Healthcare Worker Vaccine Requirement](#)  
[Q & A – Healthcare Worker Vaccine Requirement](#)



## GENERAL UPDATES/ANNOUNCEMENTS/REMINDERS

### Provider Availability

Please notify CMU/Access Line if you are accepting new clients:

- In Person, Telehealth or BOTH!
- There is a dire need for in-person sessions at this time (especially for children). We understand the hesitation to resume in person sessions, however, are hopeful with the recent decline in cases (from the recent Omicron spike) providers will begin to open their doors again.

We are also seeing an increase need for providers with specializations in:

- Working with the Transgender Population
- Working with Dual Diagnosis

### REGISTRATION & ADMISSION FORM

**Please remember to submit your client registration form for all clients (including mild-mod) after your first session.**

### ENHANCED CARE MANAGEMENT (ECM)

With the start of CalAIM, CCHP is now managing the Enhanced Care Management benefit for members. This was previously under Public Health.

There are 3 main areas of focus for ECM.

- Members experiencing Homelessness (or those at risk of homelessness)
- High utilizers (i.e., 5+ ED visits or 3+ unplanned hospital or SNF stays within a 6-month period)
- Members with Serious Mental Illness or Substance Use Disorder (members who use the County Specialty Mental Health (SMH) System AND/OR The Drug Medi-Cal Organization Delivery System (DMC-ODS) OR the Drug Medi-Cal (DMC) program)

**PROVIDERS/MEMBERS MAY CALL CCHP MEMBER SERVICES AT 877-661-6230 Option 2 to make a referral to ECM**

For more information on CalAIM in regard to ECM please see:



## **GENERAL UPDATES/ANNOUNCEMENTS/REMINDERS Cont'd**

### **CONTRACT RENEWALS**

For providers with contracts ending **6/30/22**, please be on the lookout for our renewal email being sent shortly. Attached to the email will be the contract renewal documents. We kindly request you complete the forms as soon as possible and return to CMU.

For your convenience, we will also attach a copy of our Change of Information form. If you will be updating your address/phone number, please also complete and submit the Change of Information form.

***PLEASE NOTE: if you have not started your DHCS registration through PAVE, your contract renewal may be delayed. To renew, you MUST be registered with DHCS. You must also be current with your Cultural Competency Training requirement.***

### **CULTURAL COMPETENCY TRAINING**

All Network Providers must complete an ANNUAL Cultural Competency Training. Once the training is completed, you may submit the training certificate to [CMUProvider.Services@cchealth.org](mailto:CMUProvider.Services@cchealth.org).

### **ALTERNATE TRAINING OPTION FOR CULTURAL COMPETENCY**

Contra Costa Health Plan (CCHP) offers an online training which takes about 30 minutes to complete. Once finished, you complete an attestation verifying completion of the online training. Submit the attestation to CMU as verification of completion of the Cultural Competency training requirement.

**Go to the Training Resources page for CCHP by hitting “ctrl + click”:**

**<https://cchealth.org/healthplan/provider-training.php>**

### **BENEFICIARY PROTECTION TRAINING**

This is a PowerPoint presentation emailed to all providers during the onboarding process and every 3 years thereafter. Please look out for an email soon for those of you who completed the training in 2019.

### **TRAINING**

#### **CMU REVIEW TRAINING**

CMU Review is offered monthly. Currently, sessions are being offered via Zoom.

**Upcoming Training Dates:  
Wednesday, February 16th,  
9AM – 12:30PM**

**Wednesday, March 9th,  
9AM – 12:30PM**




**VIA ZOOM**  
To Join Zoom Meeting: Join the link below  
<https://us06web.zoom.us/j/83166258546>  
Meeting ID: 831 6625 8546

**Mental Health Speaker Series Free and Open to the Public**  
**Film Screen of the Critically Acclaimed "2020 Kid" with a Conversation**  
**Around Supporting Young Students During the Pandemic**

**Support group for partners of Trans Folks who need safe non-judgemental connections (friends)**

Every 3rd Tuesday of the Month  
At 7 – 8:30pm  
on  
**ZOOM**  
NOVEMBER 16  
Contact: [cristina@rainbowcc.org](mailto:cristina@rainbowcc.org)



An Online Partnership Training Program to Raise Awareness and Educate  
1000 Mental Health Advocates on Using Cultural Humility  
to Better Serve  
the Asian American Community.

**Why 1000 Cranes for Recovery**

*“Based on an old Japanese tradition where community members unite to fold 1000 of these beautiful origami cranes to collectively wish for someone’s recovery, I founded 1000 Cranes for Recovery because Asian Americans have suffered too long of this pervasive disease of mental illness existing in secret and is endured in isolation”. -Naomi Mizushima, Certified Peer Specialist, NAMI ETS Presenter, and Family Member of Peer*

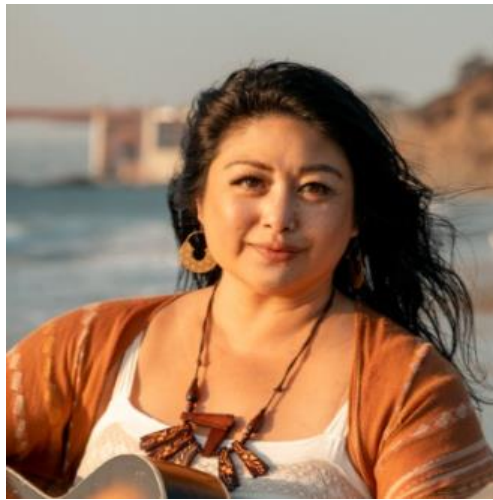
**Free Self-Care ZOOM\* Sessions!**

- Offered by our Contra Costa County Wellness 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



## *CMU Spotlight: Kimberly Nasrul, MFT*



### **CMU & Provider Services Clinician**

Many of you may already know Kimberly, as she has been with Contra Costa County Behavioral Health for nearly eight years! She began her county career as a clinician for the Care Management Unit in 2014, and then became the CMU & Provider Services Supervisor in 2015. She remained in that position for more than three years until she stepped into the unique role of Contra Costa County's sole Quality Improvement Coordinator.

Kimberly is absolutely thrilled to be back with the CMU and Provider Services Team! She looks forward to working with providers she's known since the beginning, as well as new providers who have joined the panel in recent years. In her free time, Kimberly is an avid traveler, podcaster, artist, and roller-skater.

### **Q&A**

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

*Having traveled to over 20 countries, having been a featured musician on several movie soundtracks, my nieces.*

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

*Write, compose music, practice yoga, and connect outside with natural elements.*

**3. What is the first concert you attended?**

*Tori Amos was my earliest, most significant concert experience.*

**4. What is your hidden talent?**

*Inviting people to open up about their hidden talents .*

**5. What was your most interesting job?**

*So, so many! A rollerblade salesperson, a country western bar waitress (I will line dance with you!)*