



# County of Fresno

DEPARTMENT OF BEHAVIORAL HEALTH

SUSAN L. HOLT

DIRECTOR

PUBLIC GUARDIAN

May 18, 2023

Dear Valued Providers:

RE: Claiming Processes and Payments to Providers Under CalAIM

This communication is intended to convey the department's commitment to providing organizational, individual and group providers with training and written procedures regarding claim submissions and payments, as well as expressing our commitment to making timely payments for services rendered in accordance with the terms of our contracts, as we operate under the new CalAIM payment structure commencing July 1<sup>st</sup>.

The department continues to attend webinar trainings provided by CalMHSA who is assisting the department with its migration to the new electronic health record (EHR), SmartCare, and there are forthcoming claiming and payment procedures and trainings that the department will be able to roll out to the network of providers. These materials will be customized to address the different EHR access types that each provider has.

The department understands the importance of ensuring that the provider network as well as our internal operations understand the claiming and payment processes in a timely manner. Mitigating payment issues is a top priority for the department and as such, the abovementioned training and written procedures will be provided to you as soon as the department confirms those with CalMHSA, which is imminent. The department will provide weekly updates during the office hour sessions on Wednesdays from 8:00am to 9:00am for Organizational providers, and Fridays at 8:15 am or 4:00pm for Individual and Group providers via Microsoft Teams.

With our focus on simplifying processes where possible and sharing guidance and support to the system of care, we are confident this transition will be successful, together. Once the procedures for claiming and payments are finalized, the department will administer those procedures and workflows to Organizational providers and the Individual and Group providers during the Wednesday office hour sessions at 8:00am for Organizational Providers, and at the Individual and Group providers weekly office hour sessions on Fridays at 8:15am and 4:00pm, respectively. The department will notify each of you once the procedures and workflows are complete, so you have advance notice of the administration dates during the dates and times noted above.

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In addition, please be advised that payment for services rendered during the month of June 2023 will not be impacted by the department's transition to the new SmartCare EHR. The department appreciates the partnership with our network of providers and is committed to working together as we shift to the new CalAIM structure. As we move forward together, if you have questions or need clarification on material provided or discussed, please send those inquiries to our Department of Behavioral Health's Compliance inbox at: [dbhcompliance@fresnocountyca.gov](mailto:dbhcompliance@fresnocountyca.gov) . The department will answer your inquiries in a CalAIM Q & A document to be published to the system of care so we can ensure shared understanding of all new CalAIM processes.

Lastly, we would like to reiterate that we will be monitoring Medi-Cal claimable and approved units of services throughout your provider agreement term. If it is determined that Medi-Cal service units are trending at a rate higher than anticipated and placing a Fee for Service contract in a position that it may exceed contract maximum, it is the intent of the department that we would draft a Board Agenda Item for consideration and subject to approval by our Board of Supervisors to amend the contract to increase the contract maximum accordingly. Such recommendations would be based on actual units of service and trended data.

We remain grateful for the fast-paced work and collaboration by all involved as together we undertake this monumental shift of CalAIM and payment reform. If you have any questions, please contact your assigned contract analyst. We also encourage all parties to participate in our DBH Office Hours as scheduled.

Thank you,



Susan L. Holt, LMFT  
Director of Behavioral Health