



County of Fresno

DEPARTMENT OF BEHAVIORAL HEALTH
SUSAN L. HOLT, LMFT
DIRECTOR
PUBLIC GUARDIAN

Re: Private Insurance Coverage

Dear Valued Network Providers,

The Department of Behavioral Health (DBH) would like to address questions regarding the private insurance only and dual coverage (Private Insurance and Medi-Cal) populations.

As stated in executed Agreement, Contracted Providers are responsible for billing other health coverage (OHC) prior to billing DBH for submitting claims to Medi-Cal. Appropriate documentation is required to allow services to be claimed to Medi-Cal and reimbursed by DBH. Please see the attached process for OHC Explanation of Benefits (EOB) submission.

Medi-Cal is the payor of last resort. Following protocols, DBH will track services that involved dual coverage (Private Insurance and Medi-Cal). These services will be paid after DBH receives a denial, Explanation of Benefits (EOB) or Remittance Advice (RA) document. Subsequently, the department will submit the claims to Medi-Cal.

Certain Full-Service Partnership (FSP) and Early Intervention providers may have the ability to serve private insurance only individuals with review and approval by DBH. A process for these requests is currently being developed; however, the required approval is effective immediately and inquiries can be directed to your assigned Analyst.

If you have any questions, please contact your assigned Analyst. Thank you for your continued partnership.

Respectfully,

[Susan Holt \(Nov 21, 2023 17:39 PST\)](#)

Susan L. Holt, Director
Department of Behavioral Health