

Fresno County Mental Health Plan



Organizational Provider Manual

August 2018

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Managed Care Contact Information

Providers (currently contracted or interested in contracting) seeking information about services or processes regarding the Fresno County Mental Health Plan (FCMHP) may contact the Managed Care Division Monday through Friday, 8:00 A.M. to 5:00 P.M. (except holidays). Please ask for a Provider Relations Specialist. Contact information for Managed Care is listed below. For any questions related to your specific contract/contract terms, please contact your assigned staff analyst.

Managed Care Division

Address: **1925 E. Dakota Ave Suite G, Fresno, CA 93726**

Main Phone: **(559) 600-4645**

E-mail: mcare@FresnoCountyCA.gov

Fax: **(559) 455-4633**

If your clients have inquiries about other services or information about the FCMHP, please direct them to the FCMHP Access Line, **1 (800) 654-3937**. This access line is available 24 hours a day, 7 days a week.

Please see Section 16, County Resources, for additional useful phone numbers. Other contact information and phone numbers are provided throughout this manual as appropriate.



FRESNO COUNTY DEPARTMENT OF BEHAVIORAL HEALTH MISSION STATEMENT

The Department of Behavioral Health is dedicated to supporting the wellness of individuals, families and communities in Fresno County who are affected by, or are at risk of, mental illness and/or substance use disorders through cultivation of strengths toward promoting recovery in the least restrictive environment.

Welcome, and thank you for your decision to become a provider for the Fresno County Mental Health Plan (FCMHP). With your participation, Fresno County's Medi-Cal beneficiaries who need mental health services will enjoy improved and expanded access to care. Our beneficiaries are the reason for the existence of the FCMHP, and so are regarded as the most important people in the FCMHP. With this in mind, the FCMHP commits to the delivery of the community oriented, culturally sensitive, least restrictive and high quality mental health care that our Fresno County Medi-Cal beneficiaries deserve.

This Provider Manual contains important information about the FCMHP. It outlines the process through which a Medi-Cal beneficiary seeking mental health treatment can access our services, as well as the processes a provider must follow in order to submit claims for payment. This manual also describes the problem resolution and appeal process, the FCMHP's Quality Improvement Standards, HIPAA observance, Fresno County's cultural and linguistic standards, and other resources and information valuable to a new provider.

Again, thank you for choosing to become one of our providers. If you have any questions or need assistance, please feel free to call the Managed Care Division at (559) 600-4645, and a Utilization Review Specialist or a Provider Relations Specialist will be happy to assist you. We look forward to working with you.