CBO DISPATCH

The "B" means BUSINESS

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CalWORKs Clients Missing Referrals

Participants in the California Work Opportunities and Responsibilities to Kids (CalWORKs) program who are in need of mental health services are referred to the Department of Mental Health (DMH) for services by the Department of Public Social Services (DPSS). The primary way CalWORKs clients get initial appointments is through the referral process. Typically, DPSS provides a Clinical Assessment Referral (GN 6006A) form to the provider for each CalWORKs participant referred to DMH when the appointment is scheduled.

Sometimes, however, the GN 6006A referral form is not received by the provider or is lost or misplaced. Providers must never turn a CalWORKs client away because the paperwork has not been sent. If a CalWORKs client has an appointment, then she or he has been referred by DPSS. The client should be seen; the paperwork can be tracked down after the client is seen. If providers have difficulty obtaining the paperwork from the Greater Avenues for Independence (GAIN) Service Worker (GSW), contact DMH's CalWORKs Administration (CalWORKs4U@dmh.lacounty.gov or (213) 251-6817) to intervene.

In the event a new CalWORKs client is missing a referral, admit the client and follow the steps for setting up a financial profile of a Medi-Cal client:

- ✓ Verify eligibility on the Medi-Cal website
- ✓ Financially screen the client
- ✓ Verify eligibility of other payers for the client and obtain authorization as appropriate
- ✓ Create the financial profile for a Medi-Cal client based on results of financial screening

Once you've received the CalWORKs referral, you can submit the claim to DMH using a CalWORKs P-Auth. DMH's CalWORKs Administration will provide the missing referral within two weeks of receiving the request. As CalWORKs services are not billable to Medi-Cal, be sure to use non-Medi-Cal procedure codes when submitting the claim to DMH.

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IBHIS providers, if you have any questions or need additional information, please use the following link create a HEAT Ticket using the HEAT app available on the LACDMH secure website: DMH SSLVPN.

DOES NOT APPLY TO FEE-FOR-SERVICE PROVIDERS