TABLE OF CONTENTS

Section I - Purpose, Principles And Goals	PAGE
Purpose	1
Principles	1
Goals	1
Section II - The Provider Network	Page
Credentialing	1
Group Network	1
Contract with the LMHP	2
National Provider Identification and Taxonomy	2
Individual vs. Incorporation Providers	3
Registration as a County of Los Angeles Vendor	3
On-Line Vendor Registration Requirements	3
Pave	4
Network Adequacy: Provider and Practitioner Administration (NAPPA)	4
Cultural Competence Requirements	5
Complaints to the Board of Behavioral Sciences (BBS)	5
Onboarding	6
Sexual Misconduct Liability	6
Changes in Provider Status and Contract Information	6
Transition from Individual to Group Provider	7
Retirement or Other Life Event	7
Contract Termination	7
SECTION III - THE PROVIDER RELATIONS UNIT	PAGE
Technical Assistance	1
Administrative Assistance	1
Clinical Assistance	1
Section IV - Access to Services	Page
Access to Services	1
SECTION V - CONFIRMATION OF MEDI-CAL ELIGIBILITY AND ELECTRONIC MEDI-CAL BENEFICIARY ENROLLMENT	PAGE
Eligibility Verification	
Beneficiary Enrollment	3
Section VI - The Beneficiary Services Program and Requirements for Providing Medi-Cal Beneficiary Material to	
CLIENTS	PAGE
Medi-Cal Beneficiary Material	1
The Beneficiary Services Program	2

Beneficiary Information	2
Beneficiary Assistance	2
Clinical Assistance	3
Statistical Reporting/System Change	3
Training and Education	3
Patient Rights	3
Section VII - Consents and Authorization	
STANDARDS FOR CLIENT ACCESS TO HEALTH	
INFORMATION AND USE/DISCLOSURE OF HEALTH	D
INFORMATION	PAGE
Consents	1
Consent For Services	1
Defined	1
Minimum Consent Required	1
Consent of Minor	2
Defined	2
Minimum Consent Required	3
Informed Consent for Psychotropic Medication	3
Defined	3
Minimum Consent Required	3
Authorization Standards	4
Client Access to Protected Health Information	 4
Definitions	 5
Minimum Content Required	 5
Authorization for Request or Use/Disclosure of Protected Health Information	5
Definitions	 5
Minimum Content Required	 5
SECTION VIII - DOCUMENT STANDARDS, TREATMENT STANDARDS AND MED	ICAL _
NECESSITY CRITERIA	PAGE
Documentation Standards	1
Outpatient Medical Necessity Criteria	 1
Assessment	
Problem List	 5
Treatment Plan	6
Network Provider Progress Note	6
Timeliness/Frequency of Progress Notes	
Requirements for Claiming for Service Function	
Medication Services	9
Discharge Summary	
Outpatient Treatment Standards	10

SECTION IX - PROCEDURE CODES, DIAGNOSIS CODES AND RATES	PAGE
Procedure Codes	1
Clarification of Family Therapy, Group & Plan Development	1
Family Therapy	1
Group Therapy	2
Plan Development	2
Telehealth Services	2
Authorized Video Telehealth Applications	3
Procedure Code Rate	3
Diagnosis Codes	3
SECTION X - QUALITY IMPROVEMENT	PAGE
Network Provider Responsibilities	1
Compliance Program Review and Program Integrity	2
Provider Appeal Related to Onsite Review of Clinical	3
Documentation	
Reporting Beneficiary Complaints	4
SECTION XI - FINANCIAL SCREENING	PAGE
Financial Folders	1
Uniform Method of Determining Ability to Pay	2
Payor Financial Information Form	3
Client Information	3
Third-Party Information	3
Payor Preferences	5
Completion of Payor Financial Information Form for CalWORKs Medi-Cal Beneficiaries	7
Other	11
Distribution	11
Verification	12
Financial Obligation Agreement	12
Medi-Cal Eligibility Requirement	12
Supplemental Security Income Requirements	13
Liability Adjustment Therapoutic Foe Adjustment	13 13
Therapeutic Fee Adjustment Insurance Authorization and Assignment of Benefits	13
Lifetime Extended Signature Authorization	14
Authorization for Request or Use/Disclosure of PHI	14
Annual Re-Evaluation	14
Department of Mental Health Policy Manual	14
Financial Screening	
Glossary of Terms	15
SECTION XII - CLAIMING INFORMATION	PAGE
Background	1
Claiming and Accuracy of Claims Data	1

Valid Characters	2
Supplemental Network Provider Claiming Information	3
Denial Reason Edit Codes	4
Reimbursement Timeline	5
Certification of Medi-Cal Claims	5
On-line Vendor Registration Requirements	5
Attestation Regarding Federally Funded Programs	6
Resource Information Documents and Online Resources	6
Special Bulletins	6
Internet Reports	6
Section XIII – Provider Fiscal Problem Resolution Process	PAGE
Steps in the Fiscal Problem Resolution Process	1
Documentation Requirements for an Appeal	2
Instructions for Completion of the Appeal Form	3
Section XIV - Care Coordination Between Physical Health and Mental	
HEALTH PROVIDERS	PAGE
Clinical Evaluation and Consultation Procedures	1
L.A Care and L.A Care Plan Partners	3
Health and Health Net Plan Partners	3
Section XV - Over-Threshold and Inpatient Professional Services	PAGE
Over-Threshold Services	1
Inpatient Professional Services	
inpatient i Tolessional Gervices	'
Section XVI - Psychological Testing Services	PAGE
Goals of the Psychological Testing Process	1
Responsibilities of the Central Authorization Unit	1
Criteria for Psychological Testing	1
Guidelines for Review of Psychological Testing	2
Facilitating Psychological Testing	3
Appeals Process	5
Psychological Testing Report	9
Quality Assurance Process for Psychological Testing Reports	10
Communication to Network Providers Concerning Quality of Reports	11
SECTION XVII - NOTICE OF AVERSE BENEFIT DETERMINATION	PAGE
What is a Notice of Adverse Benefit Determination?	1
The Beneficiary Grievance	2
State Fair Hearing	2
Aid Paid Pending	3
Section XVIII - Medication, Pharmacy, Laboratory and Medicare Part D	PAGE

Drug Formularies	1
Local Mental Health Plan Contracted Pharmacies	2
Laboratory	3
Medicare Part D	3
L.A Care and L.A Care Plan Partners	5
Health and Health Net Plan Partners	5
SECTION XIX - MEDICAL TRANSPORTATION SERVICES	Page
Transportation Authorization Medi-Cal Beneficiaries Enrolled in Pre- Paid Health Plans	1
Transportation Authorization Medi-Cal Beneficiaries Not Enrolled in Pre- Paid Health Plans	2
Clients without Medi-Cal/Indigent Clients	2
Clients Who Must Be Returned to County Of Residence	2
Section XX - Out-Of-County Services	PAGE
Authorization of Routine Services	1
Children and Adolescents and Non-Minor Dependents	1
Adults	2
Services Provided to Out of County Medi-Cal Beneficiaries within Los Angeles County	3
GLOSSARY OF TERMS	
ACRONYMS & ABBREVIATIONS	
TABLE OF ATTACHMENTS, POLICIES AND FIGURES	