



DEPARTMENT OF MENTAL HEALTH

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DMH CalAim Update – Follow-Up from September 21, 2023 Presentation

Update on the issues DMH is negotiating with the State

The State was working on the ability to claim for group services. On October 16, 2023, DMH notified providers they may now claim for all group services. The State is also working on the ability to claim for students. The State provided “interim” instructions on how to claim for students. However, this would require massive system changes and the suggestion has been for large counties to wait for the final plan for students. DMH is in contact with the State and are still working on a viable plan.

What are challenges to the program? What challenges are legal entities having related to CalAIM? Can they be surveyed to assess the challenges?

The legal entities (LEs) are having claiming challenges resulting in denials. The claiming rules under CalAIM are very complicated and can be simplified by LEs electronic medical record (EMR) vendors applying proper software updates to their systems. DMH is supporting the LEs and their EMR Vendors by doing the following:

- Readily responding/addressing LE emails/calls reporting a problem/issue;
- Providing information on most common denial and rejection reasons, in addition to several tips for important things to remember (see attached);
- Using the LE Monthly Meeting and QA on the Air meeting to respond to questions;
- Changing the LE Monthly Meeting to bi-monthly; and
- Scheduling individual meetings with LEs as requested and when DMH identifies a need.

In addition, on October 17, 2023, DMH held a meeting with all LEs who are not claiming and/or whose all claims denied and the EMR vendors to address issue and provide technical support for the claiming of services for reimbursement.