



# CBO DISPATCH

The “B” means *BUSINESS*

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## Handling CIN Changes in IBHIS

Occasionally, Los Angeles County Department of Mental Health (DMH) directly operated and contract provider programs provide services to Medi-Cal recipients whose Medi-Cal number (Client Index Number or CIN) changes during the course of treatment. This typically happens in cases where a child is adopted into a new family, but a new CIN could be issued in other situations such as when the recipient’s gender changes, in some cases of identity theft, or when there is an identity change to help protect the recipient from domestic violence.

When a new CIN is issued, a new episode should be created for that client in order to set up Medi-Cal with the new CIN and appropriately claim for services under each CIN. This will allow claims to be submitted and worked under both CIN numbers. In order to create the new episode, providers must

- ✓ Discharge the client using ‘CIN Change’ as the Type of Discharge with a Discharge Date of the date prior to the effective date of the new CIN. Follow the below steps to ensure a successful client discharge:
  - If the provider has submitted any claims after the expected discharge date, the provider needs to void all of the claims before discharging the client.
  - If the State has denied a claim, the provider must submit an 837 to void the claim. Upon receipt of the 277 response for the successful processing of the void 837, the provider should be able to discharge the client.
  - If DMH has not been submitted a claim to the State (Unbilled CalPM status in SIFT report), the provider must submit an 837 to void the



- claim. Upon receipt of the 835 for the void, the provider should be able to discharge the client.
- If a claim is pending State adjudication, the provider must wait for the State adjudication and then void the claim before discharging the client. Refer to the SIFT report for the State adjudication status.
  - If the provider is unable to discharge the client after following the steps above, a HEAT ticket can be submitted for DMH assistance.
  - ✓ Create a new episode, including financial eligibility with the client's new CIN and new name (if applicable) with the effective date of the new CIN as the Admission Date *before submitting any claims that will use the new CIN.*
    - IBHIS does not allow for overlapping episodes for the same client for the same legal entity.
  - ✓ Submit a diagnosis record for the new episode.

### ***WE'RE WORKING FOR YOU...***

IBHIS providers, if you have any questions or need additional information, please create a HEAT Ticket using the following link:

<https://extra.dmh.lacounty.gov/SelfServiceSupport/Pages/SelfService.aspx>.

