



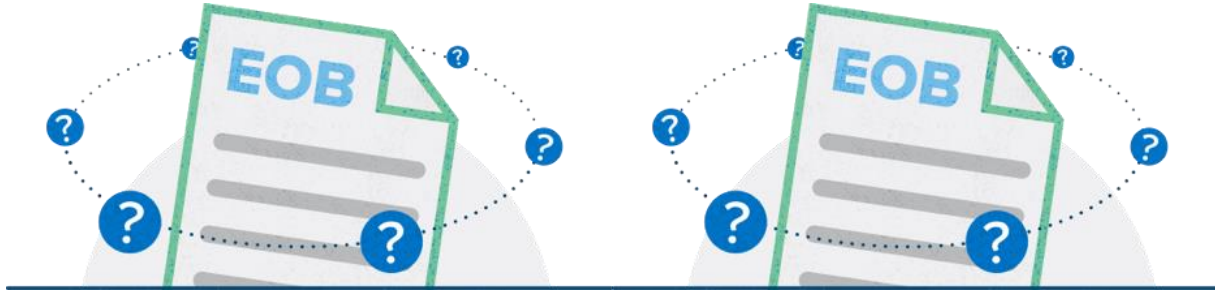
# CBO DISPATCH

The “B” means BUSINESS

CBO Dispatch No.: NGA 19-004

Issue Date: April 4, 2019

## 835s for April 2019



Around the time of the March cutoff, the Integrated Behavioral Health Information System (IBHIS) experienced a delay in processing 837 claim files. This delay caused some files submitted close to the cutoff date and time to be processed after the Explanation of Benefits (EOB) for payment was created. These files finished processing after the initial payment EOB was created. As a result, a second payment EOB was created to capture these delayed claims. Although each Legal Entity will receive one payment for April, some agencies might receive two (2) payment 835s for each fiscal year for claims that were submitted before the March cutoff.

The Department of Mental Health (DMH) is working with our vendor to minimize the chance of another processing delay. Although DMH is addressing this delay, processing typically slows near the cutoff date as the number of files submitted increases to meet the deadline. To avoid the impact of any processing delay, the best business practice is to submit claim files multiple times within the month and ensure that each claim file is submitted well before the cutoff date.

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

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: [Mental Health SSLVPN](#).



**DOES NOT APPLY TO FEE-FOR-SERVICE PROVIDERS**