

CBO E-MAIL ADDRESS CHANGE

The Los Angeles County Department of Mental Health's (DMH) Central Business Office (CBO) has updated its e-mail address through which providers sometimes request technical support as well as answers related to financial operations and other revenue related concerns. CBO's central message telephone hotline remains the same.

Contract providers should create a HEAT ticket when DMH assistance is needed. However, in the event contract provider staff are not able to create a HEAT ticket, questions and requests for CBO assistance should be submitted to the new central e-mail address or existing message telephone hotline.

- **NEW E-mail Address:** CBO@dmh.lacounty.gov
- **Phone Number:** (213) 480-3444

Please note that contract providers should not create a HEAT ticket when requesting financial screening, insurance billing, or Medi-Cal eligibility training. Continue to send requests for training on financial operations to the CBO training mailbox (RMDTraining@dmh.lacounty.gov).

Providers unable to submit questions through HEAT Self Service may contact CBO with any questions at the new e-mail address effective immediately. All telephone hotline and email messages are distributed to the appropriate CBO unit for assistance and requests continue to be logged and tracked to ensure that each question and request is responded to in a timely manner.

Make sure to update our contact information with CBO's new e-mail address. The RevenueManagement@dmh.lacounty.gov mailbox will be deactivated soon.