

Provider BULLETIN



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FFS II Medi-Cal Providers

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IN THIS ISSUE

CLIENT INDEX NUMBER SEARCH

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Before registering a client or creating an episode, it is very important to ensure that the client does not already have an existing record in the Integrated Behavioral Health Information System (IBHIS) by searching for clients in multiple ways. Doing this helps prevent creating duplicate records and multiple “Client IDs” for the same individual.

ProviderConnect’s functionality has been enhanced to allow providers to search for a client by entering their Medi-Cal Client Index Number (CIN). Because the CIN is a unique Medi-Cal identifier, a match on that basis has a very high probability of accuracy. Failure to match a registered client by CIN should not, however, be assumed to mean that no record for that client exists in IBHIS/ProviderConnect. It remains best practice to search by multiple combinations of name, date of birth, Social Security Number, sex, and Department of Mental Health (DMH) Client ID before creating a new client record.

Multiple clients with the same CIN

Searching by CIN will also help identify when multiple clients have the same CIN occasionally, searching by CIN will return more than one client. This could be the result of the client being created more than once in IBHIS/ProviderConnect or the result of the client having more than one episode and there was an error when the CIN was added to Financial Eligibility on one of

the episodes (e.g., numbers were transposed on a client with a similar CIN, the CIN was entered on the wrong client, more than one person is using that number). After confirming the correct client and the CIN, open a HEAT ticket so that CBO (Central Billing Office) staff can research why more than one client is sharing a CIN and determine the best way to resolve the issue.

If you have any questions regarding this bulletin, please contact the FFS Hotline at (213) 738- 3311 or send an email to: FFS2@dmh.lacounty.gov

Provider Bulletins are posted on the DMH Website:

<https://dmh.lacounty.gov/pc/cp/ffs/>

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