

**LOS ANGELES COUNTY  
DEPARTMENT OF MENTAL HEALTH**

**MEDI-CAL CERTIFICATION**

**REQUIREMENTS FOR NEW PROVIDERS**

***BRIEF OVERVIEW***

**Quality, Outcomes & Training Division | QA Unit**

**Medi-Cal Certification & Credentialing Team**

*Revised: May 2023*

# WHAT IS MEDI-CAL CERTIFICATION?

- In order for a Provider to provide and be reimbursed for Specialty Mental Health Services provided to a Medi-Cal beneficiary, the Provider must first be Medi-Cal Certified by the Department of Health Care Services (DHCS) or the Los Angeles County Department of Mental Health (LACDMH)
- A Medi-Cal Certification onsite review is conducted by DHCS Staff for Directly Operated (DO) Providers, and by LACDMH Certification Liaisons for Contracted Legal Entity (LE) Providers, using the DHCS Certification Protocol, LACDMH Medi-Cal Certification Checklist, and submitting the required documents to DHCS for approval

# WHAT IS MEDI-CAL CERTIFICATION?

*(CONTINUED)*

- LACDMH is responsible for enrolling, certifying, re-certifying (triennially/every 36 months), and monitoring all of its DO Providers as well as Contracted LE Providers per the following:
  - California Code of Regulations, Title 9, Section 1810.435-436
  - Contract between DHCS and LACDMH
  - DMH Letter No. 10-04
  - DMH Information Notice No. 02-06
  - DMH Letter No. 03-03

# ACTIVATING A NEW MENTAL HEALTH PROVIDER

1. Obtain a National Provider Identifier (NPI) number through the Federal National Plan and Provider Enumeration System (NPPES)
  - Each NPI number is uniquely associated with only one active Provider Number
  - Ensure that the Organization Name (Legal Business Name), Provider Name, and Provider's Primary Practice Address on NPPES accurately reflects the name of the Provider and their address
  - This information must be consistent across all documents during the Certification process
2. Obtain a Provider Number from the State, requested by LACDMH Chief Information Office Bureau (CIOB)

# ACTIVATING A NEW MENTAL HEALTH PROVIDER

(CONTINUED)

3. Submit a current Fire Clearance
  - Dated within one year of the scheduled onsite review by the Certification Liaison or DHCS Staff
  - School sites are exempt at this time per DHCS
4. Submit a Head of Service License (HOS)
  - HOS must meet head of service requirements i.e. a licensed mental health professional (LACDMH)
5. Complete a Short-Doyle Application Form and Program Description (*applicable to DO Providers only*)

# ACTIVATING A NEW MENTAL HEALTH PROVIDER

(CONTINUED)

- A **Certification onsite review** must be conducted for Contracted LE Providers or **submission of the Certification request packet to DHCS** for DO Providers within 6 months of the proposed activation date
- The Certification Liaison will conduct the onsite visit for Contracted LE Providers using the following:
  - The most current DHCS Certification Protocol
  - The most current LACDMH Medi-Cal Certification Checklist
- DHCS Staff will conduct the onsite visit for DO Providers
- The Certification Liaison will ensure the Provider meets all program and contractual requirements
- If any items are found out of compliance, a Plan of Correction (POC) will be issued to the Provider. The Provider will have 30 days to correct any deficiencies found
- Once a Provider is in compliance, all appropriate documents are submitted to the Certification Liaison or DHCS Staff for approval

# DETERMINING THE MEDI-CAL ACTIVATION DATE

- The Medi-Cal **Activation Date** is the first service date claims for services rendered can be submitted to the State.
- The State determines this date by the following:
  1. **Date the Provider requested certification:** This is the date LACDMH and LE Provider entered into an agreement. For DO Providers, date application was accepted by DHCS.
  2. **Date the site was Operational:** Date client received their first service
    - For sites that are required to be Certified *before* providing services, date that Provider can demonstrate they have the minimum staffing pattern required for the Mode of Services they are requesting to be Certified
  3. **Date of Fire Clearance:** Date the Fire Clearance was granted
    - Onsite review must be conducted within one year from date of approved Fire Clearance
    - Fire Clearances must be obtained and verified by the Certification Liaison ***prior*** to delivering services
    - School sites are exempt at this time per DHCS

# DETERMINING THE MEDI-CAL ACTIVATION DATE

(CONTINUED)

- The Medi-Cal Activation Date is the *latest* of these three dates:
  - Date the Provider requested Certification
  - Date the site was Operational
  - Date the Fire Clearance was granted (school site is exempt)
- For Contracted LE Providers, the onsite review must be completed by the Certification Liaison within 6 months of the Activation Date
- For DO Providers, submission of the Certification request packet to DHCS must be completed by the Certification Liaison within 6 months of the Activation Date. Then DHCS Staff will schedule and inform their upcoming onsite review



# SUBMITTING CLAIMS

- Claims can be submitted according to the Provider's Medi-Cal **Activation Date** of Certification
- Contract Management and Monitoring Division (CMMD) will inform the Provider that the Medi-Cal **Activation Date** has been entered into the LACDMH Integrated Behavioral Health Information System (IBHIS)
- The Certification Team will mail the Consolidated Medi-Cal Certification Approval Letter to the Provider. The **Activation Date/Effective Date** will be indicated on the letter
- The Permanent Medi-Cal PIN is mailed directly to the Provider by the State
  - The Provider needs the PIN to check for Medi-Cal eligibility
  - A temporary Medi-Cal PIN can be used while waiting for a Permanent PIN

## **CERTIFICATION RECAP: PROCESS AND TIMELINES**

1. The Medi-Cal Certification Liaison will coordinate an onsite visit to review Contracted LE Provider's Policies and Procedures (P&Ps) and conduct a physical plant inspection
2. DHCS Staff will perform onsite visit to review P&Ps and conduct a physical plant inspection for DO Providers
3. The Certification Liaison submits required documents to DHCS for approval while DHCS Staff completes documents for DO Providers
4. DHCS can take up to 4 weeks to complete the approval process

## CERTIFICATION RECAP: PROCESS AND TIMELINES (CONTINUED)

4. When approval is received from DHCS, the Certification Liaison will inform CMMD and CIOB, and provide confirmation that the Provider has been activated in the DHCS Provider Information Management System (PIMS) database
5. CIOB completes the activation process in IBHIS
6. The Provider will be able to submit their claims retroactive to the Medi-Cal **Activation Date/Effective Date** indicated on the Consolidated Medi-Cal Certification Approval Letter (sent to the Provider by LACDMH Certification Team)

# LACDMH MEDI-CAL CERTIFICATION TEAM CONTACT INFORMATION

- Email: [PSBMCCertification@dmh.lacounty.gov](mailto:PSBMCCertification@dmh.lacounty.gov)
- Phone Number: 213-943-8274
- Website: <https://dmh.lacounty.gov/qa/qampc/>
  - current DHCS Certification Protocol
  - current LACDMH Medi-Cal Checklist
  - Medi-Cal Certification Bulletins
  - Medi-Cal Certification Resources