SECTION III – THE PROVIDER RELATIONS UNIT

The Provider Relations Unit provides technical, administrative and clinical assistance to Local Mental Health Plan (LMHP) network providers and their authorized representative (e.g., billing agent, group provider administrator) to aid in the delivery of quality specialty mental health services. The Provider Relations Unit may be contacted at (213) 738-3311 during the business hours of 8:00 a.m. to 5:00 p.m., or create a Self Service Support ticket at the following link: https://era.lacounty.gov/dmh/contractor/mfa or you can call (213) 351-1335 for assistance in creating a Self Service Support ticket to receive the following technical, administrative, and clinical assistance:

TECHNICAL ASSISTANCE

- Disseminate guidelines regarding changes to County's claims processing information systems technical requirements and the submission of HIPAA-compliant claims to the LMHP;
- Advise and resolve network providers' and billing agents' issues concerning electronic claiming, disputes and reports in the County's claims processing information systems;
- Provide assistance regarding electronic Medi-Cal beneficiary enrollment; and
- Direct network providers and billing agents to appropriate resources, internal and external to the LMHP.

ADMINISTRATIVE ASSISTANCE

- Provide information and assistance to mental health providers on the application, credentialing and contracting process;
- Disseminate LMHP guidelines, policies and State and Federal regulations;
- Compile, prepare and post the Network Provider Manual via the Department's outpatient website;
- Distribute bulletins and other network provider informational materials;
- Provide information regarding network providers' responsibility for obtaining forms for Medi-Cal beneficiary materials;
- Develop and administer the network providers' fiscal appeal process; and
- Provide administrative assistance to network providers and billing agents regarding Notices of Action.

CLINICAL ASSISTANCE

- Serve as liaison between Medi-Cal beneficiaries and network providers to facilitate access to services and care coordination;
- Provide guidelines regarding procedure and diagnosis codes;
- Assist with out-of-county provider services and psychological testing services;
- Coordinate the clinical appeal process; and
- Provide information to network providers regarding clinical records and consent standards

If you have any questions or need additional information, please contact the Provider Relations Unit at the following location:

Department of Mental Health
Provider Relations Unit
510 S. Vermont Ave., 20th Floor
Los Angeles, CA 90020
Phone: (213) 738-3311
Fax: (213) 947-4992
Email: FFS2@dmh.lacounty.gov