



**Provider Checklist for Medi-Cal Site Certification
of Community Based Organizations**

Step 1: National Provider Identifier (NPI) and Fire Clearance

- Verify valid NPI¹ number (Note: Provider name and address in the Department of Health Care Services (DHCS) Provider Information Management System ([PIMS](#)) must match what is in the U.S. Centers for Medicare & Medicaid Services (CMS) National Plan and Provider Enumeration System ([NPPES](#)).
- Verify the Legal Entity (LE) Name on NPPES matches the LE Name on the California (CA) Secretary of State (SoS) website, <https://bizfileonline.sos.ca.gov/search/business> (Note: Any discrepancies must be corrected by providers and reflected in NPPES prior to ACBHD's submission of site certification documents to DHCS.)
- Obtain valid fire clearance^{2 3}
- Submit above items to SiteCertification@acgov.org. Subject line should include "Medi-Cal Site Certification" along with agency name, program name and 4-digit Medi-Cal provider #

Step 2: Policies and Procedures and Head of Service (HOS) License

- Policies on confidentiality, Health Insurance Portability and Accountability Act (HIPAA), and protected health information
- Policies on emergency evacuation
- Policy on verification of licenses, monitoring for license expiration and limitations on licenses, and what is done if anyone is found with limitations
- Personnel policies specific to screening of all personnel, pre-hiring and ongoing checks
- Policy on general operating procedures, e.g., hours of operation and disaster preparedness
- Maintenance policy and/or maintenance agreement for ongoing and emergency services
- Policies for service delivery specific to the site (types of services, who provides the services, intake & assessment processes, referral & linkage, length of service, discharge, & discontinuation of service)
- Policy on Unusual Occurrences
- Policy on referring individuals to a psychiatrist when necessary, or to a physician when a psychiatrist is not available
- Policy on who can perform assessments and diagnosis for medication support, if applicable
- Policy on dispensing, administering, and storing medications, if applicable
- Fraud, waste and abuse / whistleblower policy
- Policy or operating procedure document that details an organization's training plan (refer to Alameda County Behavioral Health Department (ACBHD) Provider Training Requirements Policy [# 1603-7](#) regarding the specific information the document should include)

¹ Click [here](#) for NPI information from ACBHD.

² For sites that have a room/office number listed on the fire clearance, include the room/office number in the primary practice site address section in NPPES.

³ See [Fire Clearance Requirements for Medi-Cal Site Certification of Mental Health Programs](#) in Section 16 of the QA Manual.

- Head of Service⁴ (HOS) license (current)
- Submit above items to SiteCertification@acgov.org. Subject line should include “Medi-Cal Site Certification” along with agency name, program name and 4-digit Medi-Cal provider #

Step 3: Preparation for Site Visit

- Ensure the capability to electronically access the Provider Directory⁵ ⁶ and the Integrated Member Handbook (both in English and non-English languages), and non-English versions of the NPP on one’s computer and to print current versions of these documents for members, as needed. (Note: This will be assessed by ACBHD QA staff during the site visit.)
- Grievance and appeal forms⁷ (English and non-English languages) and self-addressed envelopes must be on display
- The most recent version of grievance and appeal poster⁸ must be on display
- ACBHD Language Assistance poster⁹ must be on display, informing members that language assistance is available and how to access this service
- Evacuation map(s) must be on display by doorway(s) and/or exit sign(s)
- “Copies available upon request” notice if provider does not have available onsite hard copies of the following: the Provider Directory, the Integrated Member Handbook (See 2.b. in Additional Information section below), and/or the Notice of Privacy Practices (NPP) in non-English languages.
- Most recent Consumer Notice must be on display 30 days prior to the date of updated Integrated Member Handbook, per DHCS regulations, and for one full month thereafter
- The NPP¹⁰. (Note: The NPP, in English and non-English languages, can be found on the ACBHD QA [Informing Materials](#) page. If the NPPs in non-English languages are not on display, the current “Copies Available Upon Request” notice must be posted in a visible and accessible area of the lobby indicating that the NPP in non-English languages is available upon request.)

Step 4: Schedule Site Visit

Once Steps 1-3 are completed and the required documents are submitted to SiteCertification@acgov.org, send an email to SiteCertification@acgov.org to schedule the site visit. Subject line should include “Medi-Cal Site Certification” along with agency name, program name and 4-digit Medi-Cal provider #

Additional Information for a Successful Medi-Cal Site Certification/Re-Certification

⁴ HOS is a licensed mental health professional or other appropriate individual as described in [CCR, Title 9, § 622 through 630](#).

⁵ The Provider Directory and the Integrated Member Handbook must be offered to members when they first receive a specialty mental health service AND upon request.

⁶ Please click [here](#) for instructions on how to print the ACBHD provider directory.

⁷ Grievance and appeal forms must be posted for members in a visible and accessible area of the office or lobby without having to make a request.

⁸ Grievance and appeal poster must be posted for members in a visible and accessible area of the office or lobby without having to make a request.

⁹ Language Assistance poster must be posted for members in a visible and accessible area of the office or lobby without having to make a request.

¹⁰ Per [45 Code of Federal Regulations \(CFR\) § 164.520\(c\)\(2\)\(iii\)\(B\)](#), a covered health care provider that has a direct treatment relationship with an individual must, if the covered health care provider maintains a physical service delivery site, post the notice in a clear and prominent location where it is reasonable to expect individuals seeking service from the covered health care provider to be able to read the notice.

1. Emails should not be encrypted when sending required documentation to ACBHD, as protected health information (PHI) is not being shared.
2. Informing Materials – Provider Directory, grievance and appeal forms, Integrated Member Handbook, Language Assistance poster, grievance and appeal poster, and the NPPs – can be found on the ACBHD QA [Informing Materials](#) page.
 - a. To request the 9-page cascading grievance and appeal poster (should not be printed), the [Language Assistance poster](#) (should not be printed) or self-addressed envelopes, submit the request via [this online form](#).
 - b. For the Provider Directory, Integrated Member Handbook, and non-English versions of the NPP: Providers are not required to maintain current copies of these documents onsite. Providers can have a notice displayed onsite, written in English and non-English languages, that indicates, “Copies available upon request.” The notice must be posted for members in a visible and accessible area of the office or lobby.
 - i. The most recent “Copies Available Upon Request” notice can be found on the ACBHD [Informing Materials page](#) in sections 1 and 3.
3. Contact the ACBHD Site Certification Team three (3) months prior to expiration of current certification and send all needed documents to SiteCertification@acgov.org. (Note: ACBHD Site Certification Team will send by email a courtesy notice four (4) months prior to expiration.)
4. Review the [ACBHD Short-Doyle/Medi-Cal Provider Program Site Certification Protocol](#) (in Section 16 of the QA Manual) for additional guidance on the site certification process.
5. Review ACBHD policy # [1603-5-1](#), Medi-Cal Site Certification for Providers of Mental Health Services, for the guidelines and procedures for Medi-Cal site certification which is required in order to claim to Medi-Cal.
6. The Medi-Cal certification date will be the date that all requirements are met.
7. Complete an ACBHD [Program Change Request Form](#) (under Organizational and/or Program Changes Forms) to request changes such as new location, change in service days/hours, or change in the type of service modalities. These changes require prior ACBHD approval.
8. Complete an ACBHD [Provider/Program Change Notification Form](#) (under Organizational and/or Program Changes Forms) to report routine changes in Executive Director, Chief Financial Officer, other contract signatory, billing contact, board member, programmatic contact, program names, organizational name, ownership, tax ID, and/or organizational headquarter. These changes do not require prior ACBHD approval.

Revision Date	Section Changed	Brief Summary of Change(s)	Staff Member Making the Change
4/18/2022	As Noted	Changed BHCS to ACBH and Non-School Sites to Community Based Organizations (throughout); Steps 1-4 added language to provide further clarity re: requirements (throughout); Added footnotes with	Torfeh Rejali, QA Administrator

		additional relevant information; Added bulleted section, Additional Information for a Successful Medi-Cal Site Certification/Re-Certification; Revised formatting.	
8/18/2022	Step 3	Footnote added to first bullet referencing instructions on how to print the ACBHD Provider Directory.	Torfeh Rejali, QA Administrator
1/17/2023	Step 3 Additional Information	Removed the ACBHD requirement to have hard copies of the Provider Directory and the Guide to Medi-Cal Mental Health Services (both in English and the threshold languages) available for viewing by ACBHD QA staff during the onsite site visit, and replaced it with ACBHD QA staff's assessment, during the onsite site visit, of a provider's capability to electronically access these documents on the provider's computer and to print current versions of these documents for beneficiaries, as needed. Added a bullet emphasizing that emails should not be encrypted when sending required documentation to ACBHD, as PHI is not being shared; updated the link for ACBHD's Medi-Cal Site Certification policy which was updated 8/15/22; updated the ACBHD QA email address for requesting informing materials.	Torfeh Rejali, QA Administrator
2/5/2024	Step 3	Clarified that the Guide to Medi-Cal Mental Health Services is also known as the Beneficiary Handbook; added the requirement that: 1) the "Copies available upon request" notice be on display; and 2) the most recent Consumer Notice be on display.	Torfeh Rejali, QA Division Director

	Additional Information	Changed the process by which ACBHD sends its courtesy letters from mail to email; changed formatting from bullets to numbers and letters for easier reference.	
5/28/2024	As Noted Step 3 Additional Information	<p>Updated branding and replaced beneficiary with member (throughout).</p> <p>In the fourth bullet, added clarifying language that the “Copies available upon request” notice must be on display if provider does <u>not</u> have available onsite hard copies of the Provider Directory and Guide to Medi-Cal Mental Health Services.</p> <p>In the last bullet, added clarifying language that the Consumer Notice must be on display 30 days prior to the date of updated Beneficiary Handbooks, per DHCS regulations, and for one full month thereafter, and removed reference to Section C.3. on the Informing Materials page since the Consumer Notice has been removed from that section.</p> <p>In #7, removed “program closures” as an example of when providers must submit a Program Change Request Form to ACBHD (a PCR Form is not the process to follow for program closures).</p>	Torfeh Rejali, QA Division Director
9/4/2024	Step 2	<p>Added to the list of policies, the policy on dispensing, administering, and storing medications, if applicable.</p> <p>Added information clarifying what constitutes a Head of Service.</p>	Torfeh Rejali, QA Division Director

5/20/2025	As Noted	<p>Added to Step 2 a policy or operating procedure document that details an organization’s training plan (refer to ACBHD Provider Training Requirements Policy # 1603-7 regarding the specific information the document should include); added to Step 3 display of ACBHD Language Assistance poster informing members that language assistance is available and how to access this service; added to #1 in the Additional Information section the Language Assistance poster as part of the Informing Materials; replaced Guide to Medi-Cal Mental Health Services (aka the Beneficiary Handbook) with Integrated Member Handbook (throughout); added to 2.a. in the Additional Information section how to request the Language Assistance poster; updated the hyperlink for the “copies available upon request” notice in 2.b. in the Additional Information section.</p>	Torfeh Rejali, QA Division Director
3/30/2026	As Noted	<p>Added a step in Step 1 for providers to verify the LE Name on NPPES matches the LE Name on the SoS website and to correct if needed; added in Step 3 that the NPP must be on display; updated Step 2.a. in the Additional Information section to reflect the new process for requesting certain informing materials (via submission of an online form rather than via email or phone); added Step 2.b.i. in the Additional Information section to reflect the location of the most recent “Copies available upon request” notice; in Step 3 in the Additional Information section, changed the frequency of dissemination of courtesy letters to providers from six months to four</p>	Torfeh Rejali, QA Division Director

		months prior to expiration of current certification; updated hyperlinks.	
6/9/2026	As Noted	In Step 3, clarified that the NPP in English must be posted and on display for members to access, modified the “Copies Available Upon Request” notice to include the NPP in non-English languages if the provider does not have available onsite hard copies of the NPP in non-English languages, and added non-English versions of the NPP as documents that ACBHD QA staff will assess during the onsite site visit for a provider’s capability to electronically access on their computer and to print current versions of these documents for members, as needed; changed “threshold languages” to “non-English languages” throughout; within #2 in the Additional Information section, added the NPPs as an informing material that can be found on the ACBHD QA Informing Materials page.	Torfeh Rejali, QA Division Director