



Behavioral Health Department

Alameda County Health

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Medi-Cal Provider Site Certification/Re-Certification Preparation Checklist

For Public School Sites

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](#))
- ☐ Obtain valid fire clearance^{2 3}
- ☐ Submit above items to SiteCertification@acgov.org. Subject line should include "Medi-Cal Site Certification/Re-Certification" along with agency name, site 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
- ☐ Fraud, waste and abuse / whistleblower policy
- ☐ HOS license (current)
- ☐ Submit above items to SiteCertification@acgov.org. Subject line should include "Medi-Cal Site Certification/Re-Certification" along with agency name, site name and 4-digit Medi-Cal provider #

Step 3: Preparation for Site Visit⁴

- ☐ Pictures of grievance & appeal forms⁵ (English & all threshold languages) & self-addressed envelopes
- ☐ Picture of most recent version of grievance and appeal poster⁶
- ☐ Pictures of room set up showing entire room and compliance with a safe service area
- ☐ Picture(s) of informing materials display in room (1st 2 items above)

¹ See <https://www.acbhcs.org/providers/npi/npi.htm> for NPI information.

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](#).

⁴ As part of the Medi-Cal site certification process for public school sites, ACBHD performs "virtual" site visits for both County and contractor sites. ACBHD reserves the right to perform an actual onsite visit at any time in lieu of, or in addition to, a "virtual" site visit. For purposes of this checklist "public school site" is defined as a school facility that is regulated by the California Department of Education (e.g. schools in unified school districts, charter schools).

⁵ Grievance and appeal forms must be posted for beneficiaries in a visible and accessible area of the office or lobby without having to make a request.

⁶ Grievance and appeal poster must be posted for beneficiaries in a visible and accessible area of the office or lobby without having to make a request.

- ☐ Picture(s) of evacuation map displayed in room by doorway or exit signs
- ☐ Picture of “Copies available upon request” notice on display if provider does not have available onsite hard copies of the Provider Directory and Guide to Medi-Cal Mental Health Services (aka the Beneficiary Handbook (See 2.b. in Additional Information section below)
- ☐ Picture of most recent Consumer Notice on display 30 days prior to the date of updated Beneficiary Handbooks, per DHCS regulations, and for one full month thereafter
- ☐ Submit above items to SiteCertification@acgov.org. Subject line should include “Medi-Cal Site Certification/Re-Certification” along with agency name, school site name and 4-digit Medi-Cal prov. #

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

1. Emails should not be encrypted when sending required documentation to Alameda County Health Behavioral Health Department (ACBHD), as PHI is not being shared.
2. Informing Materials – Provider Directory, grievance and appeal forms, Guide to Medi-Cal Mental Health Services, and grievance and appeal poster – can be found at ACBHD Quality Assurance’s (QA) Informing Materials page at <https://www.acbhcs.org/providers/QA/General/informing.htm>.
 - a. To request the 9-page cascading grievance and appeal poster (it should not be printed), email ACBHD’s QA Department at QAIM@acgov.org or call 510-567-8233.
 - b. For the Provider Directory and Guide to Medi-Cal Mental Health Services (aka the Beneficiary Handbook): Providers are not required to maintain current copies of these documents onsite. Instead, providers can have a [notice](#) displayed onsite, written in English and the threshold 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.
 - c. Providers and/or Community Based Organizations (CBOs) providing services in a school setting should ensure that Informing Material documents are posted in the appropriate places and that they are able to provide hard copies, upon request.
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 six (6) months prior to expiration.)
4. Review the [ACBHD Short-Doyle/Medi-Cal Provider Program Site Certification Protocol](#) for additional guidance on the site certification process.
5. Review the [ACBHD policy](#), 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. For Medi-Cal certification purposes, the site visit date will be the date that the provider submits pictures of the site and they are approved by the ACBHD certifier.
7. The Medi-Cal certification date will be the date that all requirements are met.
8. Complete an ACBHD [Program Change Request Form](#) 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.
9. Complete an ACBHD [Provider/Program Change Notification Form](#) 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 (throughout); Steps 1-3 added language to provide further clarity re: requirements (throughout); Added footnotes with additional relevant information; Added bulleted section, Additional Information for a Successful Medi-Cal Site Certification/Re-Certification; Revised formatting.	Torfeh Rejali, QA Administrator
8/18/2022	Step 3	Footnote added to first bullet referencing instructions on how to print the ACBHD Provider Directory.	Torfeh Rejali, QA Administrator
	Additional Information	Removed the statement indicating hard copies of the Provider Directory and Guide to Medi-Cal Mental Health Services must be available onsite when site visits are conducted by ACBHD (only relevant for CBOs).	
1/17/2023	Step 3	Removed the ACBHD requirement to provide pictures of current versions of the Provider Directory and the Guide to Medi-Cal Mental Health Services (both in English and the threshold languages) during the “virtual” site visit.	Torfeh Rejali, QA Administrator
	Additional Information	Added a bullet emphasizing that emails should not be encrypted when sending required documentation to ACBHD, as PHI is not being shared; added a bullet reminding providers and/or CBOs providing services in a school setting to ensure that Informing Materials documents are posted in the appropriate places and that they are able to provide hard copies, upon request; 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.	
2/5/2024	Step 3	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	Clarified that the Guide to Medi-Cal Mental Health Services is also known as the Beneficiary Handbook; 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	Updated branding and replaced beneficiary with member (throughout).	Torfeh Rejali, QA Division Director
	Step 3	<p>In the sixth 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 seventh 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>	
	Additional Information	In #8, 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).	