



<p style="text-align: center;">Alameda County <small>ac</small>  Behavioral Health Care Services <small>bh</small></p> <p style="text-align: center;">MENTAL HEALTH & SUBSTANCE USE SERVICES</p>	<p>DocuSigned by:</p> <p>By:  _____</p> <p style="text-align: center;">Karyn L. Tribble, PsyD, LCSW, Director</p>
<p>POLICY TITLE</p> <p>Medi-Cal Site Certification for Providers of Mental Health Services</p>	<p>Policy No: 1603-5-1</p> <p>Date of Original Approval: 4/25/16</p> <p>Date(s) of Revision(s): 8/15/2022</p>

PURPOSE

Alameda County Behavioral Health Care Services (ACBH) requires all contracted and County-Operated mental health programs that claim to Medi-Cal to be site certified in accordance with California Code of Regulations (CCR) Title 9, CCR Section 1810.435 and the authorities listed below. In accordance with these requirements, this policy establishes the guidelines and procedures for Medi-Cal Site Certification which is required in order to claim to Medi-Cal and establishes the departmental procedures to control and monitor the Medi-Cal Site Certification process within ACBH.

AUTHORITY

- California Code of Regulations (CCR) Title 9, CCR, §1810.435 Mental Health Plan (MHP) Individual, Group and Organizational Provider Selection Criteria
- California Department of Mental Health (DMH) Letter No. 10-4: Recertification/Certification Procedures for County-Owned or Operated Short-Doyle Medi-Cal Providers
- ACBH MHP Agreement with the California Department of Health Care Services (DHCS) No.17-94572 Exhibit A - Attachment 8 Provider Network

SCOPE

All County-Operated programs, in addition to entities and programs providing mental health services under a contract with ACBH that claim to Medi-Cal, are required to adhere to this policy. This policy does not apply to individual or group MHP fee-for-service Network Providers.

POLICY

It is the policy of ACBH that all entities and programs that claim for mental health services funded by Medi-Cal must have a current Medi-Cal Site Certification ('Certification') as well as a current fire clearance certificate.

PROCEDURE

- I. Who must obtain Medi-Cal Site Certification
 - A. County Owned and/or Operated Programs that provide mental health services that are being claimed to Medi-Cal regardless of whether the program site is owned or leased by County.

- B. Contracted Provider Programs that provide mental health services that are being claimed to Medi-Cal regardless of whether the program site is owned or leased by provider.
- C. Individual and Group MHP fee-for-service Network Providers are not required to be Medi-Cal Site Certified but are required to be credentialed by ACBH. (Refer to ACBH Policy 1603-3-2, Credentialing and Re-Credentialing Verification for ACBH Mental Health and Substance Use Service Providers)

II. When must a program obtain Medi-Cal Site Certification

- A. Upon opening a new program site
- B. Upon relocating a program site
- C. Upon adding additional modes of service in a program contract
- D. When there are significant changes to the physical plant of the site (e.g., a remodel); some physical plant changes may require a new fire clearance and new site certification

Recertification is required at a minimum every three years.

III. ACBH bases its Medi-Cal Site Certification criteria on a template provided by the California DHCS titled "Provider Site Re/Certification Protocol." Regardless of the modes of service provided, each contracted and County-Operated program site must have all of the relevant items listed in the protocol.

IV. Contracted Provider Programs within the County

- A. A request for an initial Certification is initiated by ACBH's Contracts Unit Contract Managers.
- B. If there are program-related changes, the provider must notify their ACBH Contract Managers who will submit an approved Program Change Request Form (PCRF) to the ACBH Quality Assurance (QA) Office if a new site certification is needed. Program changes to be reported include all circumstances listed under 'II' above, as well as the following:
 - 1. When a provider makes major staffing changes, makes organizational and/or corporate structure changes;
 - 2. When there is a change of ownership
- C. Site visits for initial Medi-Cal Site Certification and Recertifications are conducted by the ACBH QA Office.
- D. For recertification, Provider must notify the ACBH QA Office a minimum of three (3) months prior to expiration of their current Certification indicating they want to start the recertification process. The ACBH QA Office shall send a courtesy notice approximately six (6) months prior to expiration of the current Certification.
- E. An on-site visit is required as part of the Certification process.
 - 1. As part of the Medi-Cal Site Certification process for public school sites, ACBH performs "virtual" site visits. ACBH reserves the right to perform an actual onsite visit at any time in lieu of, or in addition to, a "virtual" site visit.

- F. Prior to scheduling a site visit, Provider must submit all requested materials to the ACBH QA Office which includes, but is not limited to, the following:
 - 1. A current fire clearance certificate for the Provider's program site address.
 - a. For public school sites, ACBH accepts official memos from Alameda County unified school districts regarding site clearances as evidence of fire clearance for Medi-Cal Site Certifications.
 - 2. National Provider Identification (NPI) number which reflects the Provider's correct program name and program site address.
 - 3. A copy of the Provider's current policies and procedures as listed in the DHCS Provider Site Re/Certification Protocol.

- G. After the site visit is conducted, Provider will receive a letter from the ACBH QA Office indicating the outcome of the site visit.
 - 1. If Certification of the County program is successfully completed, the letter will indicate such and will include the expiration date of the Certification.
 - 2. Any non-compliant items will be listed in a Corrective Action Plan (CAP) which the Provider must rectify by a specified date in order to receive Certification. (Refer to ACBH Policy 1302-1-1, Contract Compliance and Sanctions for ACBH-Contracted Providers)

- H. Provider must maintain a current fire clearance certificate in order to continue to claim to Medi-Cal and shall submit proof of a current fire clearance to the ACBH QA Office within 30 days prior to expiration.

- I. Non-compliance with Medi-Cal Site Certification requirements shall result in any of the following:
 - 1. A CAP
 - 2. The inability of the provider to claim to Medi-Cal
 - 3. Stopping of new client referrals to the provider
 - 4. A 30-day Notice to hold payment to Provider for services rendered per Exhibit B in Provider contract with ACBH
 - 5. Recoupment of monies paid to Provider for the period of non-compliance

- J. During a period of non-compliance, Provider is responsible, at its own cost, for continuing to provide care to ACBH beneficiaries that they are currently providing treatment for and/or for transitioning beneficiaries' care to another contracted ACBH Medi-Cal provider/program or to a County-run program.

- K. In the case of continued non-compliance after any of the actions stated above, the ACBH Executive Team shall determine whether to terminate Provider's contract, in which case a 30-day Notice of Termination shall be sent to the Provider.

V. Out-of-County Contracted Provider Programs

- A. For Out-of-County Contracted providers, in lieu of ACBH conducting the Certification process, ACBH may choose to "piggy-back" off of the provider's current valid Medi-Cal Site Certification conducted by the host County in which the program is located. In this case, the Certification is only valid for the period of time and for the modes of service function codes that the host County designates.
- B. Sections IV. I - K. above apply to Out-of-County Contracted Providers
- C. Contracted Out-of-County providers are required to obtain and submit to ACBH QA Office a copy of their host County's program Certification letter and fire clearance for the program site, along with any additional license or certification as required by local, County, State or Federal regulations (e.g. Community Care Licensing, short-term residential therapeutic program license).
- D. The host County's Certification must contain the same service modalities in the contract with ACBH; if it does not, the ACBH QA Office may request that the host County, if agreeable, conduct an additional program Site Certification for ACBH's use; ACBH may choose to conduct its own site visit to certify the Out-of-County program.
- E. Upon any re-certification by a host County, Out-of-County providers must submit proof of the program Certification and current fire clearance to the ACBH QA Office.

VI. County-Owned and/or Operated Programs

- A. A request to the ACBH QA Office for an initial Certification for a County-Owned and/or Operated program is initiated by either designated staff in the ACBH Finance Office or the System of Care Director responsible for the program.
- B. If there are program-related changes to an existing certified site, the County program shall contact the ACBH QA Office.
- C. For recertification, the designated County program staff must notify the ACBH QA Office a minimum of three (3) months prior to expiration of their current Certification indicating they want to start the recertification process. The ACBH QA Office will send a courtesy notice approximately six (6) months prior to expiration of the current Certification.
- D. An on-site visit is required as part of the Certification process.
 - 1. As part of the Medi-Cal Site Certification process for public school sites, ACBH performs "virtual" site visits. ACBH reserves the right to perform an actual onsite visit at any time in lieu of, or in addition to, a "virtual" site visit.
- E. Requests for initial Medi-Cal Site Certifications are sent to DHCS by the ACBH QA Office. The initial Certification site visit is conducted by DHCS.
- F. Site visits for subsequent recertifications are conducted by the ACBH QA Office.

- G. Prior to scheduling a site visit, the County program must submit all requested materials to the ACBH QA Office which includes, but is not limited to, the following:
 - 1. A current fire clearance certificate for the County's program site address.
 - 2. NPI number which reflects the County program's correct program name and program site address. The ACBH Billing and Benefits Support department obtains the NPI number for County Clinics.
 - 3. A copy of the County program's current policies and procedures as listed in the DHCS Provider Site Re/Certification Protocol.

- H. After the site visit is conducted, the County program will receive a letter from the ACBH QA Office indicating the outcome of the site visit.
 - 1. If Certification of the County program is successfully completed, the letter will indicate such and will include the expiration date of the Certification.
 - 2. Any non-compliant items will be listed in a CAP, which the County program must rectify by a specified date in order to receive Certification.

- I. Each County program must maintain a current fire clearance certificate in order to continue to claim to Medi-Cal and shall submit proof of a current fire clearance to the ACBH QA Office within 30 days prior to expiration.

- J. Non-compliance with Medi-Cal Certification requirements shall result in any of the following:
 - 1. A CAP
 - 2. The inability of the County program to claim to Medi-Cal
 - 3. Stopping of new client referrals to the program
 - 4. Repayment to Medi-Cal of any paid claims for services rendered during a period of non-compliance
 - 5. Closing of the County program

- K. Upon the closing of any County program due to non-compliance with this policy, ACBH is responsible for continuing to provide care to ACBH beneficiaries that the program is currently providing treatment for and/or for transitioning beneficiaries' care to another Medi-Cal provider as needed.

VII. Voluntary Closure of Program Sites

- A. Contracted providers who are required to be Medi-Cal Site Certified shall notify the ACBH Contracts Office if a program is to be voluntarily closed so that steps can be taken to notify DHCS of the closure.

- B. The System of Care Director of a County-run program shall notify the ACBH QA Office of any planned program closure so that steps can be taken to notify DHCS of the closure.

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VIII. Involuntary Closure of Program Sites

A. ACBH shall automatically terminate a program's Certification and contract upon discovery of any of the following:

1. Provider/entity files for bankruptcy
2. Provider/entity is convicted of any acts of fraud, waste, or abuse of Federal funds

CONTACT

ACBH Office	Current Date	Email
Quality Assurance Office	04/25/2016	QAOffice@acgov.org

DISTRIBUTION

This policy will be distributed to the following:

- ACBH Staff
- ACBH County and Contracted Providers
- Public

ISSUANCE AND REVISION HISTORY

Original Authors: Donna Fone, LMFT, LPCC, QA Administrator and Shannon Benson, MPA, Medi-Cal Site Certification Program Specialist

Original Date of Approval: 4/25/16 by Karyn L. Tribble, PsyD, LCSW, Behavioral Health Director

Revision Author	Reason for Revision	Date of Approval by (Name, Title)
Torfeh Rejali, LMFT, Quality Assurance Administrator	Policy revised to align with current ACBH policies and to update outdated language.	8/15/2022 by Karyn L. Tribble, PsyD, LCSW, Behavioral Health Director

DEFINITIONS

Term	Definition
Corrective Action Plan (CAP)	A Corrective Action Plan may be issued due to contracted provider's failure to follow-up with site certification issues in a satisfactory and/or timely manner as defined by ACBH.
Current Fire Clearance	For purposes of this policy "current" is defined to mean a fire clearance certificate issued within the last twelve (12) months (per California DHCS standards) unless otherwise indicated on the fire clearance certificate or in a letter from the City or County fire jurisdiction.
Medi-Cal	The name of California's Medicaid program which provides health coverage to people with low-income, the aged or disabled and those with asset levels who meet certain eligibility requirements.
Medi-Cal Site Certification	A Medi-Cal Site Certification is a review of a program that provides mental health services billable to Medi-Cal to evaluate compliance with local, County, State or

	Federal regulations. This Site Certification is required of any program that claims to Medi-Cal for services provided to Medi-Cal beneficiaries.
MHP Provider Network	The Mental Health Plan (MHP) Provider Network is a pool of fee-for-service mental health individual providers or group providers who contract with ACBH to provide outpatient mental health services to children and adults.
Mode of Service	A mode of service identifies the different kinds of services or activities provided to clients in the local mental health program, e.g., 24-Hour Services, Day Services, Outpatient Services, etc.
Out-of-County	Areas outside of Alameda County's jurisdiction.
Piggy-Back	Using another host County's Medi-Cal Site Certification for a program located outside of Alameda County.
Public School Site	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).

APPENDICES

NONE