



Medi-Cal Provider Site Certification/Re-Certification Preparation Checklist
For 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](#)))
- 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 Visit

- Ensure the capability to electronically access the Provider Directory^{4 5} and the Guide to Medi-Cal Mental Health Services (aka the Beneficiary Handbook) (both in English and all threshold languages) 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 forms⁶ (English and all threshold languages) and self-addressed envelopes must be on display

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 The Provider Directory and the Guide to Medi-Cal Mental Health Services must be offered to beneficiaries when they first receive a specialty mental health service AND upon request.

⁵ Please click [here](#) for instructions on how to print the ACBHD provider directory.

⁶ 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.

- Most recent version of grievance and appeal poster⁷ must be on display
- “Copies available upon request” notice must be 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)
- Most recent 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

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/Re-Certification” along with agency name, site name and 4-digit Medi-Cal provider #

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. Providers can simply 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.
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. The Medi-Cal certification date will be the date that all requirements are met.
7. 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.
8. 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
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⁷ 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.

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 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
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 Additional Information	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. 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.	Torfeh Rejali, QA Division Director

5/28/2024	As Noted	<p>Updated branding and replaced beneficiary with member (throughout).</p>	Torfeh Rejali, QA Division Director
	Step 3	<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>	
	Additional Information	<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>	