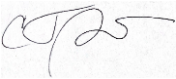


- MEMORANDUM -

DATE: September 5, 2023

TO: ACBH Mental Health Plan (MHP) Fee-for-Service (FFS) Providers

FROM: Cecilia Serrano, Finance Director 

SUBJECT: **Fiscal Year 2023-24 Contract Amendments; Delays with the First Quarter Claims**

MHP FFS Provider Partners:

**Due to technical delays with transitioning to the new SmartCare billing system**, our department is experiencing challenges processing contract amendments to align with the new Current Procedural Terminology (CPT) codes mandated by California Advancing and Innovating Medi-Cal (CalAIM). As a result, this delay is also impacting processing of the July 2023 claims. ACBH understands that this situation creates a hardship for many of our providers, and we are working tirelessly to identify solutions. This memo recognizes this delay, communicates the status, and informs our provider partners of the next steps.

ACBH is currently processing the Fiscal Year (FY) 2023-24 contract amendments, and many of you have already signed them – thank you for your prompt attention to minimize delays. For those of you who have yet to receive your contract amendment, it will be in your inbox within the next few days. **If you have not received your amendment for signature by September 6, 2023, please contact your ACBH Contract Manager.**

In addition, please review these contract amendments closely, as they contain your new rates. After you sign the contract, please submit the July claims using the new rates and procedure codes. **If you have already submitted your July claims using the old rates and procedure codes, you must submit a new, updated claim and applicable supporting documentation as needed.** These claims will be prioritized and expedited according to the original submission date. For more details, please refer to the Procedure Code Crosswalk released with the July 29, 2023 memo. The updated Utilization Tables are located on the MHP FFS tab of the Provider Website.

The goal of ACBH is to process payments as efficiently as possible and within 45 days of the receipt of invoice, e.g., by September 15, 2023, for July services submitted by August 1, 2023. After this transition period, estimated for the first quarter of this fiscal year, ACBH anticipates invoice processing time will return to the previous expedited schedule.

ACBH recognizes the hardship of payment delays and sincerely apologizes for the impact on our providers. We appreciate the ongoing partnership, collaboration, and the quality services that you provide to support our shared clients and the community.

cc: Contracts Unit  
Operational Leadership  
Executive Leadership  
ACBH Fee-For-Service (FFS) Workgroup Members

