

**LEA Medi-Cal Billing Option Program  
CRCS Submission Process Webinar - March 10, 2010  
Frequently Asked Questions**

**Audits**

**Q1. Will there be audits done on the CRCS?**

A. The Department of Health Care Services (DHCS) Audits and Investigations (A&I) will reconcile the LEA's actual costs of providing LEA services to the interim Medi-Cal reimbursement paid for those services. Fiscal Audits Branch of A&I may conduct a desk and/or field review on each submitted CRCS to complete the final settlement.

**CRCS Certification Page**

**Q2. On the CRCS Certification page, is the "NPI" required as a prefix to the number, or not required?**

A. If your LEA has a National Provider Identifier (NPI) assigned to your LEA, you must include your LEA's 10-digit NPI and no text (e.g., "1234567890" and not "NPI 1234567890").

**Claims Processing**

**Q3. Has all the claim reprocessing been completed up to the current fiscal year?**

A. All claims reprocessing for known system issues have been completed and corrected. Note that interim reimbursement rates are inflated each year. LEAs are currently being reimbursed at the Fiscal Year (FY) 2008/09 inflated reimbursement rates. The FY 2009/10 inflation has yet to be implemented in the claims processing system (timing to be determined), subsequently, FY 2009/10 claims will be reprocessed at the inflated rates.

**Contact Form**

**Q4. Where do I find the contact information sheet on the LEA website?**

A. The LEA Program Contact Information Form is located at <http://www.dhcs.ca.gov/provgovpart/Pages/LEAContactInformationForm.aspx>. LEAs should complete this form and send it back to DHCS to ensure program information, correspondence, and required documents are directed to the appropriate LEA contact. The LEA Program website also includes information on updating the physical address with the California Department of Education and updating the billing and/or mailing address with DHCS Provider Enrollment Branch.

**Q5. How can we check if the contact information was changed? I submitted a change, but I have yet to see the new contact information on correspondence.**

A. The document you are referring to is for DHCS staff use only. We collect this information specifically for DHCS documents or correspondence. The contact information we collect is not utilized by HP/EDS. If you would like HP/EDS to update your contact information you should contact them directly.

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**CRCS Acceptance and Rejection Letters**

**Q6. How do I know if my LEA has a rejection letter and who is the CRCS letter addressed to?**

A. The CRCS rejection letters and acceptance letters were addressed and recently e-mailed to the person identified as the contact on the Certification page of the CRCS. If your LEA did not include a contact on the Certification page of the CRCS, you will need to submit a completed LEA Program Contact Information Form (see the answer to Q4).

**Q7. Will there be any e-mail communication on errors or only a letter?**

A. The CRCS rejection letters and acceptance letters were addressed and recently e-mailed to the person identified as the contact on the Certification page of the CRCS. CRCS rejection letters were e-mailed to those LEAs that need to review and/or correct their CRCS forms. CRCS acceptance letters were e-mailed to those LEAs that have no reporting errors and no further action from the LEA is necessary.

**Q8. Will we get a notice that the CRCS submission is complete and contains no errors?**

A. The CRCS acceptance letters were e-mailed to notify LEAs that have no reporting errors and DHCS has accepted the LEA's CRCS as complete. No further action by the LEA is necessary.

**Q9. If my LEA has not received any further communication from DHCS or any notification of errors; can we assume there are no errors? Or has DHCS not finished reviewing all reports submitted?**

A. Your LEA should receive either a CRCS rejection letter or acceptance letter if you submitted your CRCS for FY 2006/07 and/or 2007/08. DHCS will be notifying all LEAs that have submitted a CRCS if they have been accepted or require additional revisions/corrections.

**Q10. Will the CRCS rejection letter specify exactly what is required to make the CRCS submission correct?**

A. The CRCS rejection letter will identify the error(s) that require your review and/or correction prior to DHCS accepting your CRCS as complete. Review the CRCS information posted on the LEA Program website (<http://www.dhcs.ca.gov/provgovpart/Pages/LEACRCSTraining.aspx>) for information on how to complete your CRCS. If you have specific questions regarding the errors on your CRCS, submit questions to [lea@dhcs.ca.gov](mailto:lea@dhcs.ca.gov).

**Q11. If my LEA found errors on our CRCS after submission, do we resubmit in the process discussed earlier, or do we need to contact DHCS first?**

A. The CRCS rejection letters and acceptance letters were recently e-mailed. If you identified errors on your end, review the letter you received to determine if additional errors require your review and/or correction. If your CRCS contained errors noted on the CRCS rejection letter, correct all specified errors, in addition to the identified errors on your end and resubmit your revised CRCS form with the appropriate Excel naming convention. Include the Revision Date (Year.Month.Day), "RESUB", CRCS Fiscal Year, and Provider Name (Example: 2010.03.01RESUB.FY0607.SACRAMENTO.CRCS.XLS). If you received a CRCS acceptance

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letter, correct your existing CRCS with the correct information you identified as incorrect and resubmit your CRCS form.

**Q12. Will there be a "helpline" once we receive notification that there are errors, if we have questions regarding our specific errors?**

**A.** There are currently no plans to set up a telephone helpline. If you have received a CRCS rejection letter, review the CRCS information posted on the LEA Program website (<http://www.dhcs.ca.gov/provgovpart/Pages/LEACRCSTraining.aspx>) for information on how to complete your CRCS. If you require further clarification or have questions about your specific situation once you have identified your specific error(s), e-mail DHCS at [lea@dhcs.ca.gov](mailto:lea@dhcs.ca.gov).

**CRCS Review and Processing by the Department of Health Care Services**

**Q13. What submission date are you currently working on?**

**A.** DHCS is currently working on CRCS forms submitted for FYs 2006/07 and 2007/08.

**Q14. What is the status of the CRCS submission that my LEA sent to DHCS before the October 30, 2009 deadline? How long does it take DHCS to identify errors?**

**A.** The CRCS rejection letters and acceptance letters were recently e-mailed. The CRCS rejection letters were e-mailed to those LEAs that need to review and/or correct their CRCS forms. The CRCS acceptance letters were e-mailed to those LEAs that have no reporting errors and no further action by the LEA is necessary. CRCS forms are logged and processed as batches after submission deadlines (i.e., October 30, 2009, April 23, 2010, etc).

**Q15. Are you processing CRCS' in the order that they were received?**

**A.** Note answer to Q14 above.

**CRCS Submissions and Resubmissions**

**Q16. What happens if there are no reimbursements for a given fiscal year? Does the LEA submit a blank form?**

**A.** As required in the LEA Medi-Cal Billing Option Provider Participation Agreement, if your LEA is enrolled in the LEA Program, you must complete and submit a CRCS regardless if your LEA submitted claims for reimbursement. If your LEA did not receive any Medi-Cal reimbursement, your LEA must still submit a CRCS and complete the Certification page and sign under penalty of perjury and certify to the accuracy of the information reported on the CRCS. No cost or time information for providing LEA services is required to be reported.

**Q17. What if you discover through this process that you didn't claim something that is reimbursable, can you resubmit for that?**

**A.** LEAs have 12 months following the month in which services were rendered to submit claims for processing by the DHCS fiscal intermediary.

**Q18. Is it possible to get an extension to the April 23, 2010 due date? LEAs are very busy working on the budget process for Fiscal Year 2010/11.**

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**A.** The original LEA CRCS due date for FYs 2006/07 and 2007/08 was October 30, 2009. LEAs should have already submitted their CRCS forms to DHCS and should be actively working to correct/revise their CRCS forms based on any outstanding errors on the CRCS rejection letter. DHCS will not technically grant CRCS “extensions.” This first submission period has been extended to April 23, 2010 to those LEAs who have not submitted any CRCS and LEAs that have submitted a CRCS, but require revisions.

**CRCS Trends**

**Q19. What is the error rate for the CRCS so far? How are schools doing in general and did any LEAs get it completely right the first time?**

**A.** Some LEA CRCS forms had no reporting errors and DHCS has accepted the CRCS as complete. However, the majority of CRCS forms submitted have errors.

**Q20. We had large underpayments in both years, was this common?**

**A.** Based on the preliminary screening process of the submitted CRCS forms, LEAs have both overpayments and underpayments (large and small).

**Function Codes**

**Q21. In the CRCS instructions, it states applicable function codes. If we have applicable expenses in other functions, can they be included as well?**

**A.** The Function and Object fields in Standardized Account Code Structure (SACS) are tools that can be useful for distinguishing costs and practitioner categories. However, LEAs must verify that costs they include on the CRCS are eligible. Only those costs related to the direct provision of health services can be included in the CRCS. Any SACS codes that identify federal funds must be excluded. “Restricted” SACS codes should be reviewed for appropriateness before completing the CRCS. For example, if your LEA ran a SACS report to identify all costs associated with Function Code 3120 (Psychology Services), the results may include Resource Code 7155. This Resource Code identifies Instructional Materials, Grades K-8. No instructional expenses can be included in the CRCS, as they are not direct health care services costs. Refer to the CRCS instructions and training materials on the LEA Program website (<http://www.dhcs.ca.gov/provgovpart/Pages/LEACRCSTraining.aspx>) for more detailed CRCS information.

**Future CRCS Submission**

**Q22. What is the expected due date of the Fiscal Year 2008/09 CRCS report?**

**A.** The FY 2008/09 CRCS reports are due no later than November 30, 2010 to DHCS.

**Q23. How will different Federal Medical Assistance Percentage (FMAP) rates during the year be quantified with one annual CRCS form?**

**A.** The FY 2006/07 and 2007/08 CRCS forms that LEAs are currently working to submit are not impacted by multiple FMAP rates (both are 50%). Currently, the only relevant fiscal year

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impacted by multiple FMAP rates is FY 2008/09; specific instructions will be given at the time of submission for the CRCS fiscal year.

**Qualified Practitioners**

**Q24. Can my LEA claim the applicable portion of salary for employees that do not normally work in a specific category, such as a Health Technicians, but performs a claimable service?**

A. The job title does not need to match the practitioner title as long as the person providing LEA services meets the qualifications specified for that service as specified in the LEA Provider Manual (located here).

**Q25. If a practitioner type is 100% federally funded, then it would be expected that there would be no costs to offset reimbursements. There is nothing to prohibit a federally funded provider from participating. How would we notify you if this is the case in order to avoid the CRCS being sent back as an error?**

A. The CRCS error may denote that there is Missing Total Personnel Costs for practitioners with reported interim Medi-Cal units and reimbursement or Missing Total Hours Worked for practitioners with reported interim Medi-Cal units and reimbursement. If your LEA did not submit hours on Worksheet A-3/B-3 due to practitioners being 100% federally funded, you may ignore this particular error and resubmit your CRCS with missing Total Hours Worked, as is. However, if your LEA did not receive 100% federal funding for these practitioners, you must submit hours on Worksheet A-3/B-3, as specified in the CRCS instructions. We are requesting LEAs review their CRCS because several LEAs did not have matching costs and reimbursement. If you have reviewed your CRCS and the practitioners are 100% federally funded, resubmit your CRCS form and include the Revision Date (Year.Month.Day), "RESUB", CRCS Fiscal Year, and Provider Name (Example: 2010.03.01RESUB.FY0607.SACRAMENTO.CRCS.XLS). You may want to also make note of it in the e-mail, as well.

**Units and Reimbursement Report**

**Q26. What do we do if we have requested the information for Worksheets A-4/B-4 multiple times and have not received it?**

A. Some LEAs that have requested Units and Reimbursement Reports have system restrictions that restrict their receipt of large e-mail attachments. Contact DHCS at [lea@dhcs.ca.gov](mailto:lea@dhcs.ca.gov) to make alternative arrangements to receive your Units and Reimbursement Reports.

DHCS staff has modified the request process to correct the prior issue. Please resubmit your requests to LEA mailbox at [lea@dhcs.ca.gov](mailto:lea@dhcs.ca.gov). If you do not receive your report within 10 days please resubmit your requests indicating that you did not receive it.

**Use of Vendors**

**Q27. What is the penalty if a mistake is made on the CRCS by a third party service that is used to complete the CRCS report for us based on information we provided?**

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A. LEAs are responsible for ensuring proper billing and maintaining adequate supporting documentation. A&I audits LEA providers, not billing vendors. The LEA must sign under penalty of perjury and certify to the accuracy of total overpayments/(underpayments), including all the supporting information used in the calculation (e.g., practitioner costs and hours, indirect cost rate, interim reimbursement and units, etc.) on the CRCS.

**Q28. Can the LEA designate a third party as their point of contact?**

A. LEAs may choose a third party vendor as their point of contact; however, LEAs are ultimately responsible for the accuracy of the information reported on the CRCS. In addition, the point of contact will be directly receiving the LEAs acceptance and/or rejection letters via e-mail.

**LEA Non-Compliance and Withholds**

**Q29. When will LEAs be notified of errors if the deadline to resubmit is April 23<sup>rd</sup>? Will we receive a reminder notice prior to DHCS beginning withholds?**

A. Under departmental review

**Q30. What is the approximate timeline for expected payments or withholds?**

A. Under departmental review

**Q31. Will the state withhold on districts even though they have submitted, but are still awaiting review or need corrections?**

A. Under departmental review

**Q32. How many chances will an LEA have to resubmit their CRCS? For example, if we resubmit and it still comes back with additional errors or incomplete errors, will the withhold process take affect?**

A. Under departmental review