Training Module 1

Becoming a CCT Provider

Becoming a CCT Provider

To become a CCT Lead Organization (LO), interested organizations must:

1. Become a Medi-Cal home and community-based services (HCBS) waiver provider

   – A CCT project team member can assist eligible organizations with this process

2. Agree to the terms and conditions detailed in the CCT Lead Organization (LO) provider contract

   – A copy of the CCT LO Provider contract is available on the DHCS – CCT website at: http://www.dhcs.ca.gov/services/ltc/Pages/CCT.aspx

General Process Overview

1. Obtain a unique National Provider Identifier (NPI)
2. Download and complete the required Medi-Cal enrollment forms, and mail the originals to the Long-Term Care Division
3. Download and complete the following forms and mail the originals to the recipients listed on the forms:
   – The electronic treatment authorization (e-TAR) request system, and
   – The Internet Professional Claim Submission to obtain a valid Computer Media Claims (CMC) submitter ID and password
4. Contact the Small Provider Billing Unit for training assistance
5. Access the CCT home page and download and review the terms and conditions in the CCT Lead Organization Provider Agreement

Step 1

Organizations enrolling into the Medi-Cal program for the ***first*** time (or as a <u>new</u> provider type), will need to obtain a unique National Provider Identifier (NPI) through the federal *National Plan and Provider Enumeration System* (NPPES):

To do so:

1. Log on to:
   https://nppes.cms.hhs.gov/NPPES/StaticForward.do?forward=static.npistart

2. Follow the instructions, and the Centers for Medicare & Medicaid Services (CMS) will issue a unique NPI

3. And attach a copy of the NPI confirmation with your completed application package

Step 2

1. Download and complete the required Medi-Cal forms using the direct links below:

   – Medi-Cal Provider Application (DHCS 6204)

   http://files.medi-cal.ca.gov/pubsdoco/Publications/masters-other/provappsenroll/07enrollment_DHCS6204.pdf

   NOTE: <u>Disregard</u> the letter from Provider Enrollment for this part of the application. Send all application forms to CCT Project Staff (next slide).

   – Medi-Cal Disclosure Statement (DHCS 6207)

   http://files.medi-cal.ca.gov/pubsdoco/Publications/masters-other/provappsenroll/03enrollment_DHCS6207.pdf

   – Medi-Cal Provider Agreement (DHCS 6208)

   http://files.medi-cal.ca.gov/pubsdoco/Publications/masters-other/provappsenroll/02enrollment_DHCS6208.pdf

Step 2 Continued

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2. Have all three (3) completed documents notarized.

3. Mail the original, completed packet of documents to the Long-Term Care Division, at:

Department of Health Care Services
Long-Term Care Division
1501 Capitol Avenue
P.O. Box 997413, MS 0018
Sacramento, CA 95899-7413
Attn: California Community Transitions

Step 2 Continued

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4. Upon approval of the application, the Fiscal Intermediary (FI), currently HP Enterprise Services, will mail each new Medi-Cal provider a welcome letter containing a provider identification number (PIN).

   The PIN will be used in conjunction with the NPI so do not lose the letter.

For more information on the Medi-Cal Provider Application, visit: http://files.medi-cal.ca.gov/pubsdoco/Publications/masters-other/provappsenroll/PED_Tips_General.pdf

Step 3

This step can be completed before receiving a PIN from HP Enterprise Services

Gain access to the electronic treatment authorization (e-TAR) request system and the Internet Professional Claim Submission systems.

1. To request e-TAR access, download and complete the Medi-Cal Point of Service Network/Internet Agreement located at: http://files.medi-cal.ca.gov/pubsdoco/newsroom/newsroom_11265.asp
   - Complete section 1(a). Leave the third line (Owner Number) blank.
   - Complete section X.
   - Sign the form, and mail the completed form to the address listed on page 3.

2. To receive an access number to submit claims over the internet, Medi-Cal providers must sign a *Medi-Cal Telecommunications Provider and Biller Application/Agreement*, located at: http://files.medi-cal.ca.gov/pubsdoco/publications/masters-MTP/part1/cmcenrollform6153_z01.doc
   - Complete the form, and verify all necessary steps have been completed using the checklist available at: http://files.medi-cal.ca.gov/pubsdoco/publications/masters-MTP/part1/cmcenrollcheck_z01.doc
   - Mail the original form to the address indicated on the last page of the Application/Agreement.
   - Once processed, the CMC Unit will assign a unique three-character submitter number, which is required on all claim submissions.

Step 4

Contact the Small Provider Billing Unit for assistance with training, available training options include:

- Recipient eligibility verification
- CMS-1500 claim form completion
- Treatment authorization requests (TARs)
- Claim denials
- Guidelines for appeals, claims follow-up and Claims Inquiry Forms

To obtain one year of free support services:

1. Call the SPBU at **(916) 636-1275.**
2. Explain that you are a new Medi-Cal HCBS waiver provider would like to enroll to receive free support services for one year.

Step 5

Upon approval of the Medi-Cal application, CCT Project Staff will:

1. Generate a formal provider contract, and

2. Email the contract signature page (Std. 213) to the Provider for signature

Upon receipt of the Std. 213, the provider must:

1. Print, sign, and date two (2x) Std. 213s, and

2. Return two (2x) Std. 213s with "wet" signatures, including the date of signature

   ("Wet" signature = original signature in **blue** ink)

Final Approval

Upon execution of the contract, DHCS will send a copy of the contract to the new provider. At this point, the Provider:

1. Is entered into the Provider System to bill using HCBS billing codes,

2. May begin to work with the assigned CCT nurse,

3. Submit TARS to receive approval to bill for CCT services and supports,

Contract Terms

- The current contract term ends December 31, 2016

- The 2017-2019 contract draft will be made available for public comment in late 2016

- All providers in good standing will have the option to continue to provide CCT services under the new contract

Additional Resources

1. eLearning tutorials available on the Medi-Cal website, at
   http://files.medi-cal.ca.gov/pubsdoco/eo/elearning.asp ;
   Available Tutorials include:
   - Recipient Eligibility Tutorial
   - Treatment Authorization Request (TAR) Tutorial
   - Faxing e-TAR Attachments Tutorial
   - TAR Inquire Only Tutorial
   - Common Denial Tutorials
   - CMS-1500 Claim Form Tutorial

2. Customer service representatives are available to help with all Medi-Cal related issues, at **(800) 541-5555**

   - Before contacting Customer Service, visit the Medi-Cal website at http://www.medi-cal.ca.gov/contact.asp, to review support options