

## Behavioral Health Providers' Frequently Asked Questions (FAQs)

The administration of outpatient behavioral health care and Behavioral Health Treatment (BHT) are directly managed by CalOptima. The management of the administration of mental health (MH) and Applied Behavior Analysis (ABA) services into CalOptima operations with services provided by a network of private sector provider allows for increased opportunities to integrate behavioral health (BH) services with medical care.

### 1. Do CalOptima Medi-Cal members need to obtain a prior authorization before starting treatment?

A. CalOptima Behavioral Health is open access. This means that you do **not** need prior authorization for outpatient medication or therapy services. Although medication and therapy services are open access, CalOptima Behavioral Health does **require a prior authorization for ABA and Psychological Testing**.

- Any CalOptima Medi-Cal member seeking medication or therapy services can call the CalOptima Behavioral Health Line at **855-877-3885** or visit **www.caloptima.org** and find a mental health provider in the CalOptima Behavioral Health Network.
- Once the member is in treatment, it is the provider's responsibility to ensure the member is at the appropriate level of care. Treatment requires that it be **medically necessary**, and provider documentation for each member has to clearly indicate it.

### 2. What is the criteria for treatment with CalOptima Behavioral Health and is there a cap on the number of sessions allowed?

A. Members must present with mild-to-moderate impairments in daily functioning due to a mental health condition.

- Treatment requires that it be medically necessary and the frequency of visits clinically justified in provider documentation. Providers may be subject to periodic audits to ensure quality of services and appropriate level of care.

### 3. What is the credentialing requirement?

A. You must maintain credentialing status with CalOptima every three years.

### 4. What types of professional licenses or registrations are credentialed as billing providers in the CalOptima Behavioral Health Network?

A. Billing providers include:

- Medical Doctor (M.D.)
- Doctor of Osteopathic Medicine (D.O.)
- Nurse Practitioner (NP)

505 City Parkway West | Orange, CA 92868 | [www.caloptima.org](http://www.caloptima.org)

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- Doctor of Psychology (Psy.D.)
- Doctor of Philosophy (Ph.D.)
- Licensed Marriage and Family Therapist (LMFT)
- Licensed Clinical Social Worker (LCSW)
- Licensed Professional Clinical Counselor (LPCC)

**5. What types of providers are credentialed as rendering providers in the CalOptima Behavioral Health Network?**

A. Licensed providers can bill for services rendered by any non-licensed providers currently under billing provider's supervision. Rendering providers include:

- Physician Assistance (PA)
- Psychological Assistance
- Associate Marriage and Family Therapist (AMFT)
- Associate Clinical Social Worker (ASW)
- Associate Professional Clinical Counselor (APCC)

**6. Is CalOptima Behavioral Health the same as County Specialty Mental Health?**

A. There are different levels of care available to Medi-Cal members in Orange County.

- CalOptima providers render behavioral health services in the community to members who are mild-to-moderately impaired due to a mental health condition.
  - The member must have Medi-Cal **with** CalOptima.
  - CalOptima Medi-Cal members with the Kaiser health network who have mild-to-moderate impairments due to a mental health condition are referred to Kaiser at 800-464-4000.
- The County of Orange administers the Orange County Mental Health Plan (MHP) level of care that provides specialty mental health services provided in county or county-contracted locations for members who have significant impairments due to a mental health condition.
  - Orange County MHP level of care is not limited to just Medi-Cal members.

**7. Does CalOptima Behavioral Health cover inpatient professional fees if I am working in a psychiatric unit?**

A. Inpatient psychiatric services (professional fees) are the responsibility of the Orange County MHP with claims adjudicated by the Administrative Service Organization (ASO). If a Medi-Cal member or treating professional seeks an inpatient authorization, they must contact the Crisis Stabilization Unit (CSU) at 714-834-6900 and ask for a Treatment Authorization Request (TAR) for facility charges.

**8. What is Drug Medi-Cal and how do I refer someone for Drug Medi-Cal services?**

A. Drug Medi-Cal is a range of substance abuse services available to Medi-Cal beneficiaries who meet medical necessity. Services available may include outpatient, intensive outpatient, detoxification or residential treatment.

- For a provider to receive reimbursement for substance use services provided to Medi-Cal beneficiaries, a provider must be Drug Medi-Cal certified by the California Department of Health Care Services (DHCS).

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- If you have a member who needs substance use services, you can refer the member to OC Links at 855-OC-Links (855-625-4657).
  - OC Links is a county-operated information and referral line. OC Links provides support to anyone in the community seeking behavioral health services or substance use services through the Health Care Agency. Services are offered via telephone or online at [ohealthinfo.com/oclinks](http://ohealthinfo.com/oclinks)

**9. Can I bill for psychiatric or psychological services provided in a skilled nursing facility (SNF)?**

- A. A CalOptima Behavioral Health provider can bill for medically necessary services for members residing in a long-term care facility or a SNF.
- For Medi-Cal members with an acute medical stay in a SNF, behavioral health providers should request authorization from and bill the County ASO.

**10. Can I bill for a medical/surgical hospital psychiatric or psychological services consult?**

- A. Behavioral health providers can bill for medically necessary services for Medi-Cal members in a **medical/surgical hospital**.

**11. Where do I submit claims?**

- A. Claims should be sent to CalOptima

**Paper Claims Submission**

CalOptima Direct Claims  
P.O. Box 11037  
Orange, CA 92856

**Electronic Claims Submission**

Office Ally  
866-575-4120 or [www.officeally.com](http://www.officeally.com)  
Payer ID: "CALOP"

**12. Who do I contact for additional questions?**

- A. You may contact your CalOptima Provider Relations Representative for further assistance.
- Email: [ProviderServicesInbox@caloptima.org](mailto:ProviderServicesInbox@caloptima.org) or call **714-246-8600**.