

Managed Care
9731 Magnolia Avenue
Riverside, CA 92503
(951) 358-4543, Telephone Number
(951) 358-6868, Fax Number

TO: Mental Health Professionals
FROM: Riverside County Department of Mental Health Provider Relations Coordinator
RE: Request for Qualification

Thank you for your interest in becoming a Mental Health Plan contracted provider. If you would like to provide specialty mental health services to Riverside County Medi-Cal beneficiaries, it is necessary to become a contractor. **Employees of Riverside County are ineligible to apply.**

Riverside County Department of Mental Health (DOMH) became the Mental Health Plan for Riverside County Medi-Cal beneficiaries as of November 1, 1997. As the Mental Health Plan, we are reviewing and authorizing all Specialty Mental Health Treatment Services.

DOMH is seeking providers to participate as DPSS Project providers who can provide mental health services to clients or families who are at risk of child abuse or have been identified by DPSS as being in abusive situations. The targeted population has been identified as children and adults. All services will be authorized by DOMH.

If you wish to become part of any one or both provider networks as a contractor, you must be credentialed. The Riverside County Mental Health Plan has arranged for Med-Advantage to do this credentialing. If you have been credentialed through another County, proof of credentialing will suffice. In either case, you must still complete and return the Request for Qualification application in its entirety.

Please follow the steps below to be credentialed.

1. Carefully review the attached documents:
 - a. Requirements for Individuals or Groups of Individual Independent Providers
 - b. Provider Application
 - c. Mental Health Plan Prospective Provider Survey
 - d. Contract Information
 - e. Form W-9
 - f. Medi-Cal Forms

Please note that items c through f must be obtained by contacting the Provider Relations Unit at 951-358-4543.

2. Complete the enclosed application forms and supplemental survey. (Note: If you are applying for both the Mental Health Plan and DPSS Project, only one application is required.)

3. A fee of \$62.00 for non-physicians and \$68.00 for physicians is required to cover the credential verification fee. **Make your check payable to Med-Advantage.**
4. Mail the completed application and survey along with the check to:

Riverside County Department of Mental Health
Riverside County Mental Health Plan, Managed Care Unit
9731 Magnolia Avenue
Riverside, CA 92503

The verification of credentials takes approximately 60 working days. We realize that this process may seem lengthy; however, you realize the need to verify that all clinical providers meet the basic requirements and are in good standing with their respective licensing boards.

Being a credentialed provider does not guarantee a particular number of referrals. Provider referrals will be based on the number of requests for service, the provider's area of expertise and treatment, the geographic distribution of providers and satisfactory contract performance. **However, please note that you must sign and return a provider contract before you will be allowed to receive authorization to provide services. No payment for services can be made to you until we are in receipt of your signed contract.**

Your expertise is needed. We hope that you will review this information and consider participating in this effort to serve Riverside County Medi-Cal children and adults who have Specialty Mental Health needs.

Requirements for Individual or Groups of Individual Providers

1. Medi-Cal Requirements:
 - a. Must be licensed to practice psychotherapy independently (may not bill for services provided by support staff not licensed to practice independently).
 - b. Program reviewed by Mental Health Plan certification team.
 - c. Maintain a safe facility, comply with American and Disabilities Act regulations, and furnish services without discrimination.
 - d. Must have a current fire safety clearance.
 - e. When requested, provide information to verify compliance with Medi-Cal and Mental Health Plan standards.
 - f. Maintain client records to meet Medi-Cal requirements.
 - g. Comply with Mental Health Plan procedures for quality improvement, utilization review and grievance resolution.
2. Mental Health Plan Requirements:
 - a. Physicians must be either Board-eligible or Board-certified psychiatrists (please submit verification).
 - b. Provider must furnish his/her National Provider Identification (NPI) number. To apply for your individual NPI number, go to the Center for Medicare/Medicaid Services website at www.nppes.cms.hhs.gov.
 - c. Provider must furnish a description of available services.

- d. Provider is responsible for maintaining safe/secure facilities that comply with all federal, state, and local laws and regulations.
- e. Provider must be able to furnish current applicable licenses, certifications and required insurance coverage (malpractice/professional).
- f. Provider must furnish five-year employment history indicating the **month and year** of each employment.
- g. Provider is accountable for storage, handling, and retention of records in a secure manner that meets with state and federal guidelines for confidentiality. Records must be retained for at least seven years.
- h. Provider must meet the prevailing Mental Health Plan standards regarding clinical documentation.