



Children's Medical Services California Children's Services Provider Bulletin

DATE: April 15, 2010

SUBJECT: CCS PROVIDER RESOURCES DIRECTORY

Los Angeles County CCS officially transitioned to the State's electronic case management system, Children's Medical Services Network (CMS Net) on April 12, 2010. With this transition, we know you may be experiencing some confusion as to which office or person to contact for various issues and concerns. Therefore, please utilize the attached Provider Resources Directory to:

- A. determine the correct office (State or Los Angeles County CCS) to contact when encountering problems or when you have questions, and
- B. provide you with various resources related to CMS Net processes.

Additional information shall be provided as we continue to move forward through this transition period.

Attachment: Provider Resources Directory

LOS ANGELES COUNTY - CALIFORNIA CHILDREN'S SERVICES (CCS)
PROVIDER RESOURCES DIRECTORY (April 15, 2010)

RESOURCE	DESCRIPTION	WEBSITE / INFORMATION SOURCE
STATE RESOURCES		
Service Authorization Request (SAR) and Other State Forms	To request CCS authorizations for services.	http://www.dhcs.ca.gov/formsandpubs/forms/Pages/CCSForms.aspx .
Provider Electronic Data Interchange (EDI)	Enables approved CCS providers, Medi-Cal Managed Care Plans and Healthy Family Plans to electronically access the status of Requests for Services/Authorizations, print authorizations, denials, and Notices of Action.	http://publichealth.lacounty.gov/cms/CCSEDIInfo.htm
State CCS Provider Information	Links to various information (e.g., trainings, forms).	http://www.dhcs.ca.gov/services/ccs/Pages/default.aspx
Provider Address/ Telephone Updates	<ol style="list-style-type: none"> To assure timely service authorization and claims adjudication, please ensure that your provider information listed on the CMS website is current and up to date. If the information is not up-to-date, follow instructions on the State's website link. 	<ol style="list-style-type: none"> http://www.dhcs.ca.gov/services/ccs/Pages/CCSProviders.aspx http://www.dhcs.ca.gov/provgovpart/Pages/EnrollmentRequirementsFAQs.aspx Complete the <u>Medi-Cal Supplemental Changes (DHCS 6209) Form</u>
State/CMS Net Fiscal Intermediary: Hewlett-Packard (HP), formerly EDS	For questions related to CMS Net claims process and/or payment status, contact HP directly.	Telephone: (800) 541-5555 http://www.dhcs.ca.gov/SERVICES/CCS/Pages/default.aspx
LOS ANGELES COUNTY RESOURCES		
LA County CCS FAX Number	To submit requests for services and supplementary information for CCS cases.	FAX: (800) 924-1154
LA County CCS TELEPHONE Number	To speak to someone in the Los Angeles County CCS office.	Telephone: (800) 288-4584
LA County CCS Website - Provider Page	For current information and bulletins related to Los Angeles County CCS providers.	http://publichealth.lacounty.gov/cms/For_Pro.htm
LA County CCS Share of Cost (SOC)	To work with LA County's Provider Relations Unit to determine and obligate a client's SOC.	Telephone: (800) 288-4584 or (626) 569-6089 Ask to speak to the Provider Relations Unit.
LA County CCS Provider Bulletins	To receive updates and provider bulletins electronically. Provider bulletins will no longer be mailed.	http://publichealth.lacounty.gov/cms/For_Pro.htm Click on the Provider Contact Update link on the left side of the page. Complete/submit the survey information.