



Mental Health Plan Provider Network Frequently Asked Questions

Basic Information

What is the Mental Health Plan (MHP) Provider Network?

The Mental Health Plan (MHP) Provider Network is a pool of mental health providers/practitioners, such as:

- Licensed Clinical Social Workers (LCSW)
- Licensed Marriage and Family Therapists (MFT)
- Licensed Clinical Psychologists (Ph.D./Psy.D.); and
- Psychiatrists (MD or DO)

who contract with Solano County Behavioral Health (SCBH) to provide outpatient mental health services to children and adults.

Who is the target population of the MHP Provider Network?

The providers/practitioners in the MHP Provider Network serve Solano County children and adults who are eligible for mental health benefits under Medi-Cal. Individuals served by the Network are experiencing mild-to-moderate mental illnesses that meet medical necessity for specialty mental health services.

How many providers/practitioners are part of the MHP Provider Network?

SCBH currently has contracts with approximately 60 individual providers/practitioners.

Joining the MHP Provider Network

Does SCBH still add fee-for-service providers/practitioners to the MHP Provider Network?

The MHP Provider Network is open only to additional fee-for-service providers/practitioners who meet the follow criteria:

Preferred Experience and Service Languages:

- Possess a breadth of clinical experience, including serving the Medi-Cal population; and
- Have been licensed for at least 2 years; and
- Provide services in Spanish, Tagalog, ASL or another foreign language

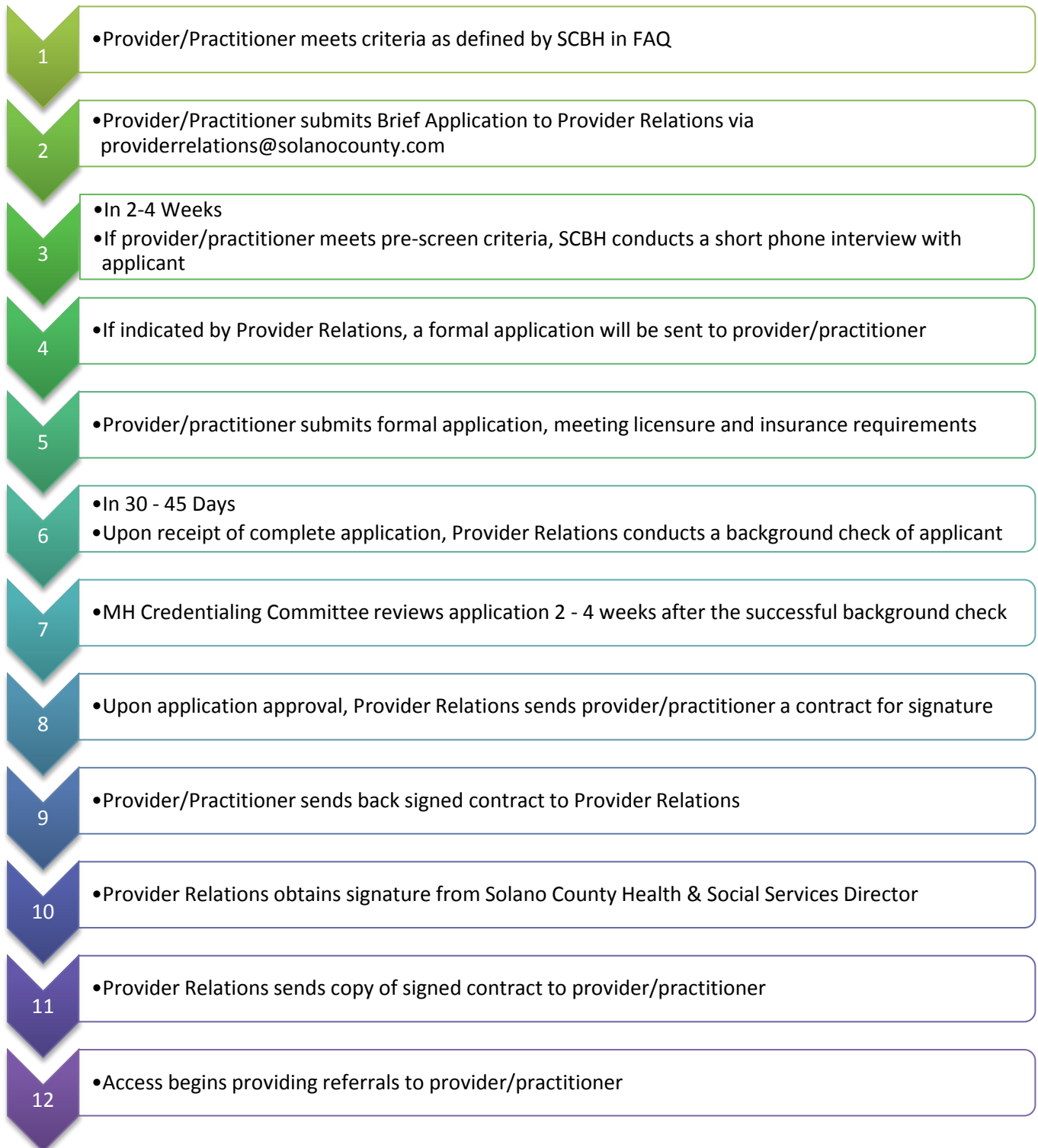
Please complete a Brief Application and submit to: providerrelations@solanocounty.com to determine whether you meet the minimum criteria.

I am part of an organization, may my organization join the MHP Provider Network?

No. SCBH is only seeking individual providers/practitioners that meet the criteria above.

What is the process for becoming part of the MHP Provider Network?

Becoming part of the MHP Provider Network is a multi-stage process, which includes the following steps:



Who should I contact regarding application questions?

Please contact SCBH via e-mail at providerrelations@solanocounty.com.

What documents do I need to provide to become part of the MHP Provider Network?

Once a provider/practitioner has been approved to submit a formal application, the following documents must be submitted with the formal application:

- Copy of current professional liability insurance (\$1,000,000 per incident and \$2,000,000 aggregate);
- Copy of current licenses;
- Copy of continuing education certificates to support most recent license;
- Copy of current business license;
- Copy of current DEA certificate (if applicable);
- Copy of current resume; and
- Two recent professional letters of recommendation

Payment Information

What is the rate of reimbursement for providing services under the Provider Network?

The MHP reimbursement rate differs depending on the type of service discipline of the provider. The rate or payment is authorized solely by SCBH.

When can I expect payment for services I provided?

Claims are paid through SCBH's Provider Relations and are normally processed within 2 - 4 weeks of receipt.

Who should I contact regarding billing questions?

Please contact SCBH's Claims at (800) 547-0495.

Contracting Information

What documents do I need to update each year?

SCBH Provider Relations requires providers/practitioners to keep the following documents updated.

- Copy of current professional liability insurance;
- Copy of current licenses;
- Copy of current business license; and
- Copy of current DEA certificate

Once I am part of the MHP Provider Network, how often will I be re-credentialed?

Network Providers are re-credentialed every 3 years.

What updates should I provide to SCBH?

To ensure providers/practitioners receive appropriate and consistent information from SCBH, providers/practitioners must submit the following information to providerrelations@solanocounty.com:

- Change of location/address;
- Change of email, phone and/or fax number;
- Change of name;
- Change of status with any licensing/oversight board that may impact a practitioner's ability to provide, claim or be reimbursed for specialty mental health services.

Please include your full name; contact information and reference that you are part of the MHP Provider Network.

Who should I contact regarding updates in the number of referrals I can receive?

To ensure provider/practitioners receive appropriate and consistent referrals, providers/practitioners must inform SCBH's Access Unit by calling (800) 547-0495 or e-mailing providerrelations@solanocounty.com.

Please include your full name; contact information and reference that you are part of the MHP Provider Network.

SCBH's phone number for Provider Relations and Access/Managed Care are the same, what is the difference between the two programs?

Provider Relations manages recruitment, credentialing, re-credentialing and MH Provider Network contracting activities. Access provides the clinical expertise for mental health and substance abuse screening and referrals for Solano County residents. Access refers Solano County adults and children who are eligible for mental health benefits under Medi-Cal to MHP Network Providers based on clinical and cultural needs, and client preferences.