



Instructions and Frequently Asked Questions

San Diego Fee-for-Service (FFS) Medi-Cal and Treatment and Evaluation Resource Management (TERM) Provider Networks

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Optum Public Sector San Diego Provider Networks

What is the Fee-for-Service (FFS) Medi-Cal Network?

The FFS Medi-Cal network is part of the County of San Diego Health and Human Services Agency Mental Health Plan (MHP) and specifically serves San Diego Medi-Cal beneficiaries whose behavioral health issues are considered to be severe and meet Title 9 Medical Necessity for Specialty Mental Health Services.

What is the Treatment and Evaluation Resource Management (TERM) Network?

Optum TERM is a mental health program developed under the direction of the Board of Supervisors and managed by Optum Public Sector San Diego through a contract with the County of San Diego Health & Human Services Agency (HHS) Behavioral Health Services. The Optum TERM mission is to improve the quality and appropriateness of mental health services provided to the clients of HHS CFWB and Juvenile Probation. In addition to contracting and credentialing providers Optum is responsible for monitoring the work of the TERM network providers through a quality review process.

Credentialing Criteria

What are the credentialing criteria for my license type?

There may be different credentialing criteria for the various license types accepted to the Networks. A comprehensive list of the requirements for each license type can be found on our website at www.optumsandiego.com (BHS Provider Resources → Fee for Service Providers → [Credentialing Criteria](#))

Joining the Network(s)

How do I get started?

Joining one or both Provider Networks requires participation with the [Council for Affordable Quality Healthcare \(CAQH\)](#). There is no cost to you to register and the information and documents you provide in the CAQH Provider Data Portal will be used to facilitate our credentialing process.

Already an Active CAQH Participant:

- Login to your CAQH account by clicking here and ensure your CAQH Provider Profile and documents are current, including:
 - Malpractice Insurance/Professional Liability Insurance (PLI)
 - Professional License
 - DEA (*if applicable*)
 - ANCC (*if applicable*)
 - Curriculum Vitae/Resume
- Grant Optum access to review your documents: **Optum Public Sector – Agency ID# 1354**
- Complete and submit the appropriate clinical application(s) for the Provider Network(s) you are applying to. For instructions on which applications to complete and next steps, please review the Frequently Asked Questions (FAQ) document located on the Optum San Diego website.

Not an Active CAQH Participant:

- Register with CAQH by clicking here
- Once you have completed registration, you will receive an email with your CAQH ID# and will be granted access to the site where you will create your CAQH account
- Once your account has been created, complete your CAQH Provider Profile and upload your current documents including:
 - Malpractice Insurance/Professional Liability Insurance (PLI)
 - Professional License
 - DEA (*if applicable*)

- ANCC (if applicable)
- Curriculum Vitae/Resume
- Grant Optum access to review your documents: **Optum Public Sector – Agency ID# 1354**
- Complete and submit the appropriate clinical application(s) for the Provider Network(s) you are applying to. For instructions on which applications to complete and next steps, please review the Frequently Asked Questions (FAQ) document located on the Optum San Diego website.

CAQH Registration Assistance:

- Please contact the CAQH Solutions Center via live chat or by calling 1-888-599-1771. Live chat can be accessed by logging in to your account and clicking on the chat icon at the bottom right-hand side of the pages.

Chat Hours: Monday – Friday: 8:30AM to 6:30PM (EST)
Phone Hours: Monday – Friday: 8AM – 8PM (EST)

Once you have registered you will receive a CAQH ID# and be granted access to the site where you will complete the CAQH Provider Profile. This completed profile will serve as part of your credentialing application to the Network(s).

Applications

I am a new provider, which application(s) should I complete?

All applicants must complete at least two (2) applications:

1. **CAQH Credentialing Application:** This application facilitates credentialing according to the National Committee of Quality Assurance (NCQA) guidelines and is a requirement for all applicants.
2. **FFS and/or TERM Clinical Application(s):** The additional applications you complete will depend on which network(s) you are applying to join:

Examples:

Provider Networks	Applications
<ul style="list-style-type: none"> ● FFS Medi-Cal Only 	<ul style="list-style-type: none"> ○ Credentialing Application (CAQH) ○ Provider Clinical Application FFS Medi-Cal
<ul style="list-style-type: none"> ● FFS Medi-Cal ● TERM (Therapist) 	<ul style="list-style-type: none"> ○ Credentialing Application (CAQH) ○ Provider Clinical Application FFS Medi-Cal ○ TERM Therapist Clinical Application
<ul style="list-style-type: none"> ● FFS Medi-Cal ● TERM - Therapist ● TERM - Evaluator 	<ul style="list-style-type: none"> ○ Credentialing Application (CAQH) ○ Provider Clinical Application FFS Medi-Cal ○ TERM Therapist Clinical Application ○ TERM Evaluator Clinical Application
<ul style="list-style-type: none"> ● TERM -Therapist ● TERM - Evaluator 	<ul style="list-style-type: none"> ○ Credentialing Application (CAQH) ○ TERM Therapist Clinical Application ○ TERM Evaluator Clinical Application
<ul style="list-style-type: none"> ● TERM – Evaluator Only 	<ul style="list-style-type: none"> ○ Credentialing Application (CAQH) ○ TERM Evaluator Clinical Application

What should I do if I'm only interested in applying to the TERM Network?

When you join the Optum TERM network, you are also required to participate in the FFS Medi-Cal network when the services you provide are billable to Medi-Cal. Participation in both networks ensures you are able to bill Medi-Cal for services rendered to Child and Family Well-Being (CFWB) clients who are Medi-Cal beneficiaries.

You may apply as a TERM-only provider only if none of the services you deliver are billable to Medi-Cal (e.g., Juvenile Probation evaluations only).

I am a contracted TERM Provider; how do I add an Intern to my practice?

TERM Providers who want to add up to six (6) TERM Interns to a practice will need to have the Intern complete either a TERM Therapy Intern or Intern Evaluator Application. As a supervisor you will be required to submit the following documentation with the Intern's application:

A copy of the appropriate Board's (Board of Behavioral Sciences or Board of Psychology) "Supervisor Responsibility Statement" or "Supervisor Agreement Form" signed by both you and the intern applicant.

A copy of your most recent supervisor's training course certificate (must be within the past two years)

The intern applicant must complete and submit a Writing Sample Packet that he/she has completed under your supervision with the application.

I am already a FFS Medi-Cal provider and would like to join TERM. Do I need to apply or can I just be added?

You will need to apply to the TERM panel even if you are already an approved FFS Medi-Cal provider. You can apply by completing the applicable TERM application (i.e. TERM Therapist Application or TERM Evaluator Application).

What documents do I need to submit with my application?

Each application includes a specific checklist of the supporting documentation that must be submitted with the application. Review the checklist carefully and ensure you have included all required documents.

Example (may not be all inclusive): Credentialing Application

- Complete application
- Current Resume/Curriculum Vitae (*TERM Applicants must submit a curriculum vitae*)
- Copy of your current/active Certificate of Insurance for your Professional Malpractice Liability Insurance

Example (may not be all inclusive): Clinical Application

- National Provider Identifier (NPI)
- Copy of your current/active professional license
- Individual National Provider Identifier (NPI Type 1)
- Group National Provider Identifier (NPI Type 2)
- A completed and signed W-9 form is required
- W-9 Verification:
 - **SSN:** If your Taxpayer Identification Number (TIN) is your social security number, please provide a copy of your social security card.
 - **EIN:** If your Taxpayer Identification Number (TIN) is an employer identification number (EIN), please submit a current Internal Revenue Service (IRS) generated document. **The only acceptable documents include:**
 - IRS-generated Letter 147-C
 - IRS-generated Form 941 (Employer's Quarterly Federal Tax Return)
 - IRS-generated Form 8109-C (Deposit Coupon)
 - IRS-generated Form SS-4 (only the official Confirmation Notification of FEIN/ITIN assignment)

Note: The legal name of the applicant or provider on the application must match the exact name of the owner or officer of the entity listed on the IRS-generated document. For assistance in obtaining the above documents, please contact the IRS at (800) 829-4933.

- Current and valid state driver's license or ID card. Expiration date and photo must be clearly visible (color photocopy or scan required).
- Psychiatric Nurse Practitioners (PNP) and Physician Assistants (PA) must submit a copy of their Supervisory Agreement with an appropriate paneled FFS Psychiatrist
- Medicare Provider Number (if applicable) Providers intending to serve both Medicare and Medi-Cal beneficiaries must have a current Medicare Provider Number by visiting the Centers for Medicare and Medicaid Services (CMS) website www.cms.hhs.gov (*Medi-Cal will not reimburse you for services to a client with Medicare and Medi-Cal unless you have a Medicare provider number.*)

I am already a FFS Medi-Cal and/or TERM provider, how do I add a clinical specialty to my provider profile?

If you are requesting the addition of a clinical specialty to your provider profile, you must submit a Medi-Cal and/or TERM Therapist and/or Evaluator Specialty Addition Application(s). Specialties/privileges cannot be added to your profile via a phone call or email; it will only be accomplished by submitting the correct application.

Credentialing

How long does the credentialing process take after my application is submitted?

- **All Providers**
 - Once your complete application packet is received it will be processed utilizing National Committee of Quality Assurance (NCQA) Guidelines which include a Primary Source Verification (PSV) and presentation at the Credentialing Committee; the Credentialing Committee meets once a month, typically on the 2nd Monday of each month.
- **FFS Medi-Cal Only Providers**
 - If you are applying to the FFS Medi-Cal Network only, your application will be submitted to the Credentialing Committee once it has completed the required PSV. Depending on when your fully completed application is received, it may take approximately 3-6 months to complete the credentialing process.
- **TERM Only and TERM/FFS Medi-Cal Providers**
 - If you are applying to the TERM network only or to the TERM and Medi-Cal Networks, additional requirements must be satisfied prior to your application being submitted to the Credentialing Committee.
 - **TERM Writing Sample:** A writing sample is required to be submitted with a TERM application. The writing sample will be reviewed to determine if it meets [TERM Documentation Guidelines](#). Writing samples must receive a passing score for approval to the TERM network. If additional information is needed to meet clinical documentation standards, you will receive written communication from TERM staff requesting an update for your submitted writing sample. One opportunity will be given to update your writing sample.
 - **TERM Therapist Applicants Writing Sample:** The TERM Treatment Plan Documentation Resource includes information to aid with the writing sample.
 - **TERM Evaluator Writing Sample:** [The Specialized Optum TERM Panel Evaluation](#) is a resource that outlines the minimum guidelines for specialized evaluations. Optum TERM evaluators occasionally conduct evaluations that focus on specific concerns and referral needs. This document represents a description of quality standards and expectations for the different types of specialty evaluations.

When will I be notified when my credentialing is completed?

You will be notified within 10 business days of the Credentialing Committee's action. A notification will be sent to the business email you identified in your application which will include the committee's decision, along with the agreement to be signed and returned to Optum, and instructions for next steps to complete the contracting process.

Contracting

Once I sign and return the agreement to Optum Public Sector, can I begin seeing clients?

No, there are additional onboarding requirements that must be completed prior to Optum Public Sector fully executing your contract/agreement. Onboarding requirements include but are not limited to the following:

- Provider Orientation
- TERM Orientation (*if applicable*)
- FFS Documentation Training
- Provider Care Coordination, Referrals, & Information Sharing Training Instructions to complete all onboarding requirements listed above will be provided by a Provider Services Representative during the contracting process.

Additional Questions

If you have additional questions, please contact the Provider Services Department via email at sdu_providerserviceshelp@optum.com, or call the following:

- **FFS Medi-Cal Provider Line:** (800) 798-2254, Option 7
- **TERM Provider Line:** (877) 824-8376