**San Diego Fee For Service (FFS) Medi-Cal and**

**Treatment Evaluation and Resource Management (TERM) Networks**

[Optum Public Sector Networks: 2](#_Toc518044831)

[What is the Fee For Service (FFS) Medi-Cal Network? 2](#_Toc518044832)

[What is the Treatment Evaluation and Resource Management (TERM) Network? 2](#_Toc518044833)

[Applications: 2](#_Toc518044834)

[I am a new provider which application should I complete? 2](#_Toc518044835)

[What do I do if I only want to apply to the TERM Network? 3](#_Toc518044836)

[I am a contracted TERM Provider; how do I add an Intern to my Practice? 3](#_Toc518044837)

[I am already a FFS Medi-Cal Provider and want to join TERM. Do I need to apply or can I just be added? 3](#_Toc518044838)

[What documents do I need to include with my Application? 3](#_Toc518044839)

[I am already a FFS Medi-Cal and/or TERM provider how do I add a clinical specialty to my provider profile? 3](#_Toc518044840)

[Credentialing: 4](#_Toc518044841)

[How long does the credentialing process take after my application is submitted? 4](#_Toc518044842)

[ All Providers: 4](#_Toc518044843)

[ FFS Medical Only Providers: 4](#_Toc518044844)

[ TERM and TERM/Medi-Cal Providers: 4](#_Toc518044845)

[How will I be notified when my credentialing is completed? 4](#_Toc518044846)

[Contracting: 4](#_Toc518044847)

[Once I sign the contract and return it to Optum Public Sector can I start seeing clients? 4](#_Toc518044848)

[ Mandatory Provider Orientation(s): 4](#_Toc518044849)

[ FFS Medi-Cal Orientation: 4](#_Toc518044850)

[ TERM Orientation: 4](#_Toc518044851)

[ TERM Individualized Documentation Training/Orientation: 5](#_Toc518044852)

[Additional Questions: 5](#_Toc518044853)

# Optum Public Sector Networks:

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

The FFS Medi-Cal network is part the 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 Evaluation and 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 (HHSA) Behavioral Health Services. The Optum TERM mission is to improve the quality and appropriateness of mental health services provided to the clients of HHSA CWS 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.

# Applications:

## I am a new provider which application should I complete?

* All applicants must complete at least two (2) applications:
  1. Credentialing Application – This application facilitates credentialing per National Committee of Quality Assurance (NCQA) guidelines and is a requirement for all applicants.

* 1. The additional application(s) you complete will depend on which network(s) you are applying to:

***Examples***:

|  |  |
| --- | --- |
| **Network(s)** | **Applications** |
| FFS Only | Credentialing Application  Provider Clinical Application\_ FFS Medi-Cal |
| FFS  TERM Therapist | Credentialing Application  Provider Clinical Application\_ FFS Medi- Cal  TERM Therapist Clinical Application |
| FFS  TERM Therapist  CWS and/or Juvenile Probation Evaluator | Credentialing Application  Provider Clinical Application\_ FFS Medi-Cal  TERM Therapist Clinical Application  TERM Evaluator Clinical Application |
| **\*** TERM Therapist Only | Credentialing Application  TERM Therapist Clinical Application |
| TERM Therapist  CWS and/or Juvenile Probation Evaluator | Credentialing Application  TERM Therapist Clinical Application  TERM Evaluator Clinical Application |
| CWS and/or Juvenile Probation Evaluator Only | Credentialing Application  TERM Evaluator Clinical Application |

## What do I do if I only want to apply to the TERM Network?

**\*** When you join the Optum TERM network, you are required to join the FFS Medi-Cal network as well when the services rendered are billable through Medi-Cal. Participation in both networks enables you to bill Medi-Cal for services you provide to Child Welfare Services (CWS) clients who have Medi-Cal coverage. You can only apply to be a TERM only provider if none of the services you render are billable to Medi-Cal i.e. Domestic Violence, Child Physical Abuse or Sexual Abuse Groups, etc.

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

TERM Providers who want to add up to three (3) 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 applicant.
* A copy of your certificate for the most recent required supervisor’s course completed (must be within the past two years)

Once the application is received the Intern will receive a Writing Sample Packet that he/she will need to complete under your supervision.

## I am already a FFS Medi-Cal Provider and want 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 “TERM Therapist Clinical Application and/or TERM Evaluator Clinical Application” as applicable.

## What documents do I need to include with my Application?

Each application includes a specific check list of the supporting documentation that must be sent with the application. Review the each check list carefully and ensure you have included everything:

***Example***: Credentialing Application

* Complete application
* Required signatures and dates
* National Provider Identifier (NPI)
* Current Resume/ Curriculum Vitae (*TERM Applicants must submit a Curriculum Vitae)*
* Copy of your professional license
* Copy of your Driver’s License
* Copy of your Certificate of Insurance for you Professional Malpractice Liability Insurance
* Completed and signed W9

## 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 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 that month.

### FFS Medical 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 NCQA Primary Source Verification (PSV). Depending on when your complete application is received it may take 1 – 2 months to complete the credentialing process

### TERM and TERM/Medi-Cal Providers:

* + If you are applying to be a TERM Only or TERM/Medi-Cal Provider additional requirements must be satisfied prior to your application being submitted to the Credentialing Committee.
    - Writing Sample – Reviewed and determined to meet the TERM Documentation Guidelines)
    - Resume/CV reviewed for the education, clinical experience and training to support the specialties requested on your application

## How 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 on your application which will include the decision as well as an application for signature and instructions for next steps if applicable.

# Contracting:

## Once I sign the contract and return it to Optum Public Sector can I start seeing clients?

No, there are additional requirements that must be completed prior to Optum Public Sector fully executing your contract:

### Mandatory Provider Orientation(s):

You must attend a Provider Orientation which is typically held once a month on the last Wednesday of every month at the Optum Public Sector location in Mission Valley.

### FFS Medi-Cal Orientation:

Whether you apply to be a FFS Medi-Cal Provider Only or a Medi-Cal /TERM Provider you will be required to attend the Orientation from 9:00AM to 11:30AM for the Medi-Cal portion of the presentation. Once the Medi-Cal agenda has been completed providers who are apply only to Medi-Cal will be excused.

### TERM Orientation:

When you apply to be a TERM Only or Medi-Cal/TERM Provider you must attend the TERM portion of the Provider Orientation; which immediately follows the morning Medi-Cal Agenda and goes from 11:45AM to approximately 12:30PM.

### TERM Individualized Documentation Training/Orientation:

When you apply to be a TERM Only or Medi-Cal/TERM Provider you will also be required to participate in an Individual Documentation Training/Orientation that will be scheduled by the TERM Clinicians once the Writing Sample has been approved.

## Additional Questions:

If you have additional questions please contact Provider Services via email at [sdu\_providerserviceshelp@optum.com](mailto:sdu_providerserviceshelp@optum.com) or call:

FFS Medi-Cal Provider Line: 800-798-2254 Option 7

Term Provider Line: 877-824-8376 Option 3