CYBHI Fee Schedule Claiming and Billing Solutions

DHCS has contracted with Carelon Behavioral Health (CBH) as the Third-Party Administrator (TPA) for the CYBHI statewide multi-payer fee schedule. Below are CBH's system requirements and consideration for software solutions to assist LEAs.

System Requirements

» Secure File Transfer Protocol (SFTP) Software for secure data transfers

» Consider CBH batch provider proprietary layout template requirements and systems that could populate that template directly from an export (see provider roster management below)

» Consider Member Batch student registration template requirements and systems that could populate that template directly from an export (see student information management below)

» Microsoft Access – can help with member batch registration file creation.

» Availity Compatibility

  o Availity is the claims clearinghouse used by CBH for all claims administration

» Availity Internet Requirements

  o High speed internet connection

  o Google Chrome, Microsoft Edge, or Firefox browsers (Availity supports the current version and the three previous versions)

  o The ability to enable pop-up windows, allow JavaScript, and allow images to load automatically.

  o 1024 x 768 pixels or greater screen resolution

  o Up-to-date antivirus software

  o The latest version of Adobe® Reader to view PDF forms

- Low priority, however, automatically updating the student record with the CBH member ID will be useful for claiming (CBH member ID required for CYBHI claims submitted to CBH)

Considerations for a software solution

As the TPA for the CYBHI fee schedule, CBH will be responsible for management of the provider network of eligible practitioners, assist in verifying student health information, including health insurance coverage, and claims administration between LEAs and multiple payers (e.g., Medi-Cal Managed Care Plans, Medi-Cal Fee for Service, commercial health insurance, and disability insurers). CBH has compiled a list of capabilities for LEAs to consider when looking for an EHR system to support the CYBHI fee schedule utilization.

Student information management

» Ability to manage student information, including all required data elements for CBH batch registration.

» Ability to extract student information and create file per CBH batch registration guide proprietary layout.

» Ability to transmit batch registration file to CBH via SFTP.

» Ability to ingest CBH batch registration proprietary response files.

  o Low priority, however, automatically updating the student record with the CBH member ID will be useful for claiming (CBH member ID required for CYBHI claims submitted to CBH)

Provider roster management

» Ability to manage provider information, including all required data elements for CBH batch provider proprietary layout.

» Ability to extract provider information and create file per CBH batch provider proprietary layout.

» Ability to transmit batch provider file to CBH via SFTP.

» Ability to ingest CBH batch provider proprietary response files.

  o Low priority, however, automatically updating the student record with the CBH provider ID may be useful for customer service inquiries (CBH provider ID not required for claiming)

Claims management

» Ability to create claims for services provided, including all standard and required data elements for a valid outpatient claim.

» Ability to transmit claim to CBH claims clearinghouse, Availity (preferred method), OR ability to create standard X12 837 file for batch submission to a claim's clearinghouse or CBH directly via SFTP.

» Ability to ingest standard X12 response files (999, 277CA)

» Ability to ingest standard X12 remittance file (835)

Electronic Health Records (EHR) Systems

Electronic Health Record (EHR): an electronic version of a patient's medical history, that is maintained by the provider over time, and may include all the key administrative clinical data relevant to that person's care under a particular provider, including demographics, progress notes, problems, medications, vital signs, and past medical history.

The use an EHR could benefit Local Educational Agencies (LEAs) who are using the CYBHI fee schedule and are in need to a system that can securely capture, store and transmit sensitive protected health information (PHI) of students. All PHI, whether electronic, written, and oral, is subject to privacy protections under the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Certified EHRs can offer protection to PHI when properly developed with security in mind.