PROVIDER BULLETIN

REVISED

AUGUST 2010 Fourth Edition, Issue 3 Network Providers

A Publication of the Local Mental Health Plan of the County of Los Angeles Department of Mental Health

IN THIS ISSUE

1) Electronic Signatures and Electronically Signed Records
2) New Mandatory Requirement for Network Provider Email Addresses
3) Code of Organizational Conduct, Ethics and Compliance

* Revisions are noted in RED, and current as of 07/25/2011

ELECTRONIC SIGNATURES AND ELECTRONICALLY SIGNED RECORDS

The increased use of electronic health records and electronic methods of signing them has prompted the State of California Department of Mental Health (DMH) to issue standards (Attachment B) regarding the use of electronic signatures in records reviewed by its auditors. DMH approves the use of electronic signatures in electronically signed records as equivalent to a manual signature affixed by hand for financial, claiming, program, and medical records audit purposes. The Los Angeles County DMH is requiring all network providers that utilize electronic signatures (including electronic claim submission) to take four actions:

1) Complete the Network Provider Electronic Certification (Attachment B) signed by the network provider or group/organizational executive director.
2) Complete the Network Provider Electronic Certification Agreement (Attachment C), which is a Los Angeles County modification of the sample format provided in State DMH Letter No. 08-10. Original document is to be filed in house and kept in a location in which document can be easily accessed during an audit or site visit;
3) Email a PDF copy of the Network Provider Electronic Signature Certification (Attachment B) to ecertify@dmh.lacounty.gov. Network Provider Electronic Signature Agreement (Attachment C) is to be filed in house as stated in action 2. Please do not send any attachments to erromero@dmh.lacounty.gov or eromero@dmh.lacounty.gov

If you have any questions or need additional information, please contact the Provider Relations Unit at (213) 738-3311.

LOCAL MENTAL HEALTH PLAN
OFFICE OF THE MEDICAL DIRECTOR
MEDI-CAL PROFESSIONAL SERVICES & AUTHORIZATION DIVISION
550 S. Vermont Ave, 7th Floor, Los Angeles, CA 90020
Phone: (213) 738-3311
Fax: (213) 351-2024
Website: http://dmh.lacounty.info

New Mandatory Requirement For Network Provider Email Addresses

Effective immediately, network providers are required to supply an email address to the Los Angeles County Department of Mental Health. The Department will be implementing a series of new systems that require network providers' email addresses in order to conduct business. Network providers are highly encouraged to notify FFS2@dmh.lacounty.gov as soon as possible, and no later than ten (10) business days after an email address change. Network providers will be held accountable for complying with all Los Angeles County business requirements and correspondence submitted via email whether or not a change of email address is submitted timely.

Code of Organizational Conduct, Ethics, and Compliance

The DMH is committed to providing and administering quality mental health services that adhere to the highest ethical principles, in compliance with all applicable laws, rules, regulations, policies, and procedures. The Department's emphasis on compliance is keeping with a nationwide emphasis on accountability in health care delivery systems, and this is why in 2002, the Department established and continues to support its Compliance Program Office.

The Code of Conduct, Ethics, and Compliance is a critical element of the DMH Compliance Program. The Code sets the expectations for all DMH staff and professional activities, promotes the concept of quality of care, while emphasizing the Department's vision, mission and values.

Please disregard the Attestation, Attachment E, as the Compliance Program will be disseminating the Code of Conduct to providers at a later date, at which further instructions on this process will be provided.

If you have any questions or need additional information, please contact the Compliance Officer at (213) 739-2390.