

# Santa Barbara County - Department of Behavioral Wellness

## Instructions for New Facility

Following steps must be followed when clients with Santa Barbara County of Responsibility are placed and served at a facility that doesn't exist in the Department of Behavioral Wellness EHR/Billing systems:

### 1. Contractor/Provider will request to create facility in EHR/Billing Systems.

- a. Contractor/Provider will submit required facility billing info (NPI; DHCS Certification etc.)

### 2. The department will create new facility/program(s) in county EHR/Billing systems.

- a. IT/Fiscal will create new fac/prog(s) and communicate to the providers/contractors.
- b. BWell ADP-QCM will add the new facility(ies) in DHCS Master Provider List (ADP-ODS)

### 3. Create Provider(s)/Clinician(s) in EHR/Billing Systems

Required: Provider/Clinicians billing related info (NPI; Licensing etc.)

- c. Contractor/Provider will complete staff ID request form ([Link](#)) for each provider/clinician that does not exist as a provider in the department EHR/Billing Systems.
- d. BWell ADP-QCM will create new staff ID for each request and notify Aegis billing staffs.
- e. BWell ADP-QCM will grant new facility authorization to Provider(s)/Clinician(s).

### 4. Service Entry

Required: Service related info (Admissions, Diagnoses, Service Code(s); UoS etc.)

- a. Contractor/Provider will admit clients in BWell Billing System and enter required data for billing (diagnosis, consumer identification/profile etc.).
- b. Contractor/Provider will enter services using either one of the systems below:
  - i. Clinicians Gateway: Web-based EHR to document services and to submit for billing.
  - ii. Provider Upload Portal (PUP): Excel-based batch entry process to enter services for billing.
- c. BWell Fiscal/IT/Program/QCM will assist the provider/contractor on issues related to admissions and/or service submission for billing.

### 5. Submit Services to DHCS

Required: HIPAA compliant ANSI X12 837 and 835 processing

- a. BWell Fiscal/IT will generate invoices in billing systems to prepare services to bill DHCS.
- b. BWell Fiscal/IT will work with providers/contractors to fix billing errors.
- c. BWell Fiscal/IT will generate X12 837 electronic claim files and submit them to DHCS.
- d. BWell Fiscal/IT will disburse the *DHCS claimed amount* to providers/contractors.
- e. BWell Fiscal/IT will download and process X12 835 electronic EOB from DHCS.
- f. BWell Fiscal/IT will service maintain claiming info (approved/denied etc.).