

Justice-Involved Reentry

Medi-Cal Preparedness



Are You Ready to Work with Medi-Cal?

The Department of Health Care Services (DHCS) has identified a list of resources to support your readiness for the Justice-Involved (JI) Reentry Initiative. From enrolling as a Medi-Cal provider and signing up to be a JI provider, to screening members for eligibility, obtaining treatment authorization for services, or submitting claims, this checklist will guide your transition to preparedness.

Help DHCS set you up for success. Complete the following step-by-step checklist that highlights areas critical for new JI Medi-Cal providers.

Step 1- Medi-Cal Fundamentals

DHCS recommends completing the following at least **6 months prior to your go-live date**:

1. Obtain a National Provider Identifier (NPI) from the National Plan & Provider Enumeration System (NPPES). Facilities must have an active NPI in order to enroll as a Medi-Cal provider and be able to bill for JI services. Refer to the [How to Apply for an NPI](#) pdf for a step-by-step instructional guide.
2. Enroll as Medi-Cal provider. DHCS requires Correctional Facilities (CF) to become Medi-Cal enrolled providers and to follow billing and claims processes that match current FFS processes in order to track the delivery of pre-release services and to reimburse facilities for providing those services. Visit the [Provider Application and Validation for Enrollment](#) page on the DHCS website to learn more
3. Visit the [Medi-Cal Learning Portal \(MLP\)](#) to create your MLP account. This is required prior to enrolling in the Medi-Cal training courses. If you are not a Medi-Cal provider, select “Other” when creating your account.

4. If you are an In-Reach provider billing “fewer than 100 claim lines per month,” consider enrolling in the Small Provider Billing Assistance and Training Program offered by the Small Provider Billing Unit (SPBU). The SPBU may be reached by calling 1-916-636-1275.

DHCS Is Here to Support You!

Did you know that you can contact the Medi-Cal Program to request one-on-one training, either virtually or in-person at your facility? We can connect you with a Regional Representative to assist you with your training needs and schedule a workshop. We offer these **free** services to support our Medi-Cal providers! To schedule a training session, contact your Provider Representative, or ask a question, call the **Telephone Service Center (TSC) at 1-800-541-5555, Monday through Friday, 8 a.m. to 5 p.m. Pacific Time, excluding national holidays.**

Do you have a JI question and would rather send an email? We have another option for you! You can send your question(s) to the CalAIM Justice-Involved Reentry Initiative mailbox at: CalAIMJusticeAdvisoryGroup@dhcs.ca.gov

Step 2- Training

General Training

DHCS recommends completing the following at least **90 days prior to your go-live date:**

1. View the [Provider Training Events Calendar](#) for the latest virtual and in-person training events that are offered throughout the year and across California. Enroll into courses by logging into your MLP account. The following courses establish a foundational understanding of the Medi-Cal program, provider responsibilities, and system navigation:
 - [Navigating the Medi-Cal Website](#) Recorded Webinar (MC201RW, 1 hour). This webinar offers an overview of the Medi-Cal Provider website. Medi-Cal trainings often reference the provider website, so knowing how to navigate this space is essential for JI providers.
 - [Navigating the Medi-Cal Provider Portal](#) Recorded Webinar (MC206RW, 1 hour). This webinar offers an overview of the Provider Portal and its functions. The fundamentals shown in this course will support your transition when learning the JI Screening Portal.
 - [Medi-Cal Provider Resources 101](#) Recorded Webinar (MC200RW, 1.5 hours). This webinar provides an in-depth look at available resources and program information that is available to providers in the Medi-Cal program.
 - [Member Eligibility](#) Recorded Webinar (BB100RW, 30 mins). This webinar provides an overview of the Medi-Cal recipient (member) identification and eligibility verification process.

JI-Specific Training

DHCS recommends completing the following at least **60 days prior to your go-live date**:

1. Enroll and attend the Justice-Involved (JI) Re-entry Initiative Trainings. These training courses are essential to understanding the unique workflows and responsibilities of serving the JI population. Review the [Justice-Involved Reentry Initiative course catalog](#) to complete the following available courses:
 - [Justice-Involved Reentry Initiative: Screening Portal](#) Recorded Webinar (JI100RW, 1 hour). This webinar offers an overview and step-by-step instructions for using the JI Screening Portal.
 - [Embedded Providers](#) Recorded Webinar (JI101RW, 1.5 hours)
 - [In-Reach Providers](#) Recorded Webinar (JI102RW, 1.5 hours)

Note: These may also be offered as live webinars. Check the [Justice-Involved Reentry Initiative course catalog](#) for dates and times.
2. Explore the [Catalog: Justice-Involved Reentry Initiative](#). These microlearning courses were designed to provide concise, targeted guidance on various aspects of the Justice-Involved Reentry Initiative.

Early Access Opportunity: JI Screening Portal

DHCS has created a simulation version of the JI Screening Portal which provides correctional facilities a safe place to explore the JI Screening Portal for a maximum of 30 days prior to their go-live date without risk of entering or altering real-time Medi-Cal member information.

Get a head start by completing prerequisites early so you can take advantage of this opportunity!

- View the [Navigating the Medi-Cal Provider Portal Webinar](#) (30 minutes)
- View the [Justice-Involved Reentry Initiative: Screening Portal Course](#) (45 minutes)
- View the [Justice-Involved Reentry Initiative: Member Eligibility Recorded Webinar](#) (30 minutes)

Step 3: Billing Tips & Claim Submission Resources

General Billing Tips

DHCS recommends completing the following at least **45 days prior to your go-live date**:

1. Read the [Claim Submission and Follow-Up Overview](#). This is approximately a (5) minute read and covers claim submission timeline & reimbursement, how to follow-up on claims, and claim submission resources. Review the one-page [Medi-Cal Claim Timeliness Chart](#).
2. Locate and become familiar with the specific [Claim Form\(s\)](#) you will utilize to bill Medi-Cal services each month. Depending on your provider type, the claim form can differ.

Providers are encouraged to review these forms in advance to ensure accurate completion and prevent delays in claims processing.

3. Read the following sections under Medi-Cal's [Billing Tips](#) for important billing information related to Justice-Involved services:
 - Duplicate Claim Denials
 - Durable Medical Equipment (DME)
 - Managed Care Plans
 - Medical Supplies
 - Paper Claims
 - Treatment Authorization Requests

JI-Specific Billing Tips and Resources

DHCS recommends completing the following at least **45 days prior to your go-live date**:

1. Review the [JI Billing Reference Guide](#) for an array of billing-specific resources that can help providers during various stages of paper or electronic billing.
2. Read the [Justice-Involved \(JI\) Reentry Initiative Screening User Guide](#) for step-by-step instructions on how to complete transactions to manage JI pre-release services.

Electronic Billing and Online RADs

DHCS recommends completing the following at least **45 days prior to your go-live date**:

1. Read the [Medi-Cal Electronic Data Interchange \(EDI\) User Guide](#) for an overview and step-by-step instructions.
2. Read through the [Electronic Billing](#) flyer. This is approximately a five (5) minute read and offers time-saving details for claims processing.
3. Access your Remittance Advice Details (RADs) on the Medi-Cal website's [Provider Portal](#).

Step 4: General Resources

The following resources provide essential support to help providers navigate Medi-Cal and Justice-Involved Reentry Initiative requirements with confidence. DHCS strongly recommends providers leverage these reference materials and tools:

1. Read the [CalAIM JI Policy and Operations Guide](#). This comprehensive policy and operations guide outlines program requirements, roles, and billing expectations for JI. Providers are strongly encouraged to review this resource to ensure a clear understanding of program policies.
2. Sign up for the [Medi-Cal Subscription Service \(MCSS\)](#). The sign-up process is quick, and the service is free. You will receive subject-specific emails for urgent announcements and other updates based on your Justice-Involved provider community

3. Visit the [Medi-Cal FAQs](#) web page and [Justice-Involved \(JI\) Reentry Initiative Q&As](#) pdf for helpful answers to questions on a wide variety of topics.
4. Contact Medi-Cal via the Telephone Service Center (TSC) at 1-800-541-5555 for assistance with general billing policy and procedures, Provider Portal support, or to schedule an on-site visit with a Regional Representative.