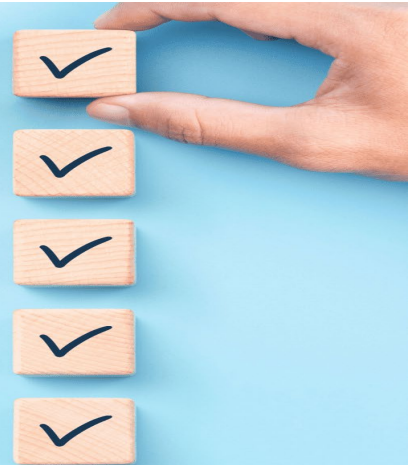


# Justice-Involved Reentry Initiative

## *Medi-Cal Preparedness Checklist*



## 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

- 1. Obtain a National Provider Identifier (NPI) from the National Plan & Provider Enumeration System (NPPES). Refer to the [How to Apply for an NPI](#) pdf for a step-by-step instructional guide.
- 2. Enroll as a Medi-Cal provider. 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 Medi-Cal training courses. If you are not a Medi-Cal provider, select “Other” when creating your account.
- 4. View the [Provider Training Events Calendar](#) for the latest training events.  
**Note:** Virtual and in-person trainings are offered throughout the year and across the State of California.
- 5. Enroll and watch the [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. Check the [Provider Training Events Calendar](#) to see when this course is offered as a live webinar or in-person event.

- 6. Enroll and watch the [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. Check the [Provider Training Events Calendar](#) to see when this course is offered as a live webinar or in-person event.
- 7. Enroll and watch the [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. Check the [Provider Training Events Calendar](#) to see when this course is offered as a live webinar or in-person event.
- 8. 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.
- 9. If you are a 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](#). 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, connect with 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](mailto:CalAIMJusticeAdvisoryGroup@dhcs.ca.gov).

### Step 2 – Eligibility

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- 1. Enroll and watch the [Recipient Eligibility](#) Recorded Webinar (BB100RW, 1 hour). This webinar provides an overview of the Medi-Cal recipient (member) identification and eligibility verification process. Check the [Provider Training Events Calendar](#) to see when this course is offered as a live webinar or in-person event.
- 2. Read through the [Electronic Methods for Eligibility Transactions and Claim Submissions \(elect\)](#) Manual section in the Part 1 provider manual. This is approximately a ten (10) minute read and details a variety of electronic claims submission methods.

- 3. Enroll and watch the [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. Check the [Provider Training Events Calendar](#) to see when this course is offered as a live webinar or in-person event.
- 4. Review the [TAR Authorization flyer](#). This is approximately a five (5) minute read that highlights services that require authorization.
- 5. Enroll and watch the following Treatment Authorization Request (TAR) trainings to get familiarized with the Medi-Cal electronic Treatment Authorization Request (eTAR) transaction tool so that your organization can successfully submit TARs online:
  - BB102RW, 30 minutes: [Medi-Cal Learning Portal – Treatment Authorization Request \(TAR\) Recorded Webinar](#)
  - ET100RW, 1 hour: [Medi-Cal Learning Portal – eTAR Basics Recorded Webinar](#)
  - ET101RW, 1.25 hours: [Medi-Cal Learning Portal – eTAR Inpatient, Outpatient and LTC Services Recorded Webinar](#)

**Note:** CFs will not need Inpatient or LTC and may fast forward over those sections.

Check the [Provider Trainings Events Calendar](#) to see when this course is offered as a live webinar or in-person event.

### **Step 3 – Claim Forms and Claim Submission**

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- 1. Locate and become familiar with the specific [Claim Form\(s\)](#) you will utilize to bill Medi-Cal services each month.
- 2. 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](#).
- 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

**Note:** If you have a claim question and cannot find the answer, 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). TSC agents are available to assist with your questions and provide support when needed.

- 4. Enroll and attend the Justice-Involved (JI) Reentry Initiative Trainings. Review the [Justice-Involved Reentry Initiative course catalog](#) to see available courses, including:
  - [Embedded Providers](#) Recorded Webinar (JI101RW, 1.5 hours)
  - [In-Reach Providers](#) Recorded Webinar (JI102RW, 1.5 hours)
  - [County-Specific Focus Group](#) Recorded Webinar (JI240925RW, 45 minutes)

**Note:** These may also be offered as live webinars. Check the Justice-Involved Initiative course catalog for dates and times.

## Step 4 – Electronic Billing and Online PDF RADs

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- 1. Read the [Computer Media Claims \(CMC\) Submission Instructions](#) for online billing instructions. This is approximately a (5) minute read and offers detailed instructions about how to use the CMC features.
- 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 5 – Checkwrite Schedule

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- 1. Refer to the [Checkwrite](#) Schedule located within the Checkwrite Manual Section, [Part 1 – Medical Program & Eligibility Manual](#). The Checkwrite Schedule reflects the warrant release dates and Electronic Fund Transfer (EFT) dates of deposit by the State Controller's Office (SCO) for Medi-Cal.

## Step 6 – Transaction Center

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- 1. Access [Medi-Cal Provider Portal](#) via the tile located on the [Medi-Cal Providers](#) homepage or by navigating to: Provider Portal > Login to Provider Portal.
- 2. Log in to the Provider Portal. A user with multiple organizations will enter a NPI or Provider Legal Name in the search box and click "Submit."
- 3. Click the Transaction Center tile on the Dashboard, then click "Get Started." Under Enrollment, click the Justice-Involved Screening Portal tile.

## Step 7 – General Resources

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- 1. Visit the [Medi-Cal Provider Publications](#) webpage to review the latest information related to the Justice-Involved provider community.

**Note:** We recommend that you bookmark this page for quick and easy access.

- 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.

### **Step 8 – Frequently Asked Questions (FAQs)**

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- 1. 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.
- 2. Visit the [Welcome New Medi-Cal Providers](#) webpage to read the “Reference” materials on the bottom of the page, such as Claim Submission Overview, Claim Timeliness, Electronic Billing, Medi-Cal Subscription Service (MCSS), Online PDF RADs, and TAR Authorization.

## Online Resources

Providers can also access the items mentioned in the above checklist by heading to [Medi-Cal.ca.gov](https://www.medi-cal.ca.gov) and following the breadcrumbs listed below:

Page/PDF Name	Location
Medi-Cal home page	<a href="https://www.medi-cal.ca.gov">Medi-cal.ca.gov</a>
Billing Tips	<a href="https://www.medi-cal.ca.gov">Medi-cal.ca.gov</a> > Providers > Publications > Featured Links > Billing Tips
Checkwrite	<a href="https://www.medi-cal.ca.gov">Medi-cal.ca.gov</a> > Providers > Publications > All Manuals > General Manuals > Part 1 – Medi-Cal Program & Eligibility Manual > Checkwrite (check)
Claim Form(s) (Claim Payment Flowchart (claim pay))	<a href="https://www.medi-cal.ca.gov">Medi-cal.ca.gov</a> > Providers > Publications > All Manuals > General Manuals > Part 1 – Medi-Cal Program & Eligibility Manual > Claim Payment Flowchart (claim pay)
Claim Submission and Follow-up Overview	<a href="https://www.medi-cal.ca.gov">Medi-cal.ca.gov</a> > Providers > New Provider > Claim Submission and Follow-up Overview
Computer Media Claims (CMC) Submission Instructions	<a href="https://www.medi-cal.ca.gov">Medi-cal.ca.gov</a> > Resources > References > Computer Media Claims (CMC) Submission Instructions
Electronic Billing	<a href="https://www.medi-cal.ca.gov">Medi-cal.ca.gov</a> > Providers > New Provider > Electronic Billing
Electronic Methods for Eligibility Transactions and Claim Submissions (elect)	<a href="https://www.medi-cal.ca.gov">Medi-cal.ca.gov</a> > Providers > Publications > All Manuals > General Manuals > Part 1 – Medi-Cal Program & Eligibility Manual > Electronic Methods for Eligibility Transactions and Claims Submission (elect)
FAQs web page	<a href="https://www.medi-cal.ca.gov">Medi-cal.ca.gov</a> > Resources > References > Frequently Asked Questions (FAQs)
Justice-Involved Q&A web page	<a href="https://www.medi-cal.ca.gov">Medi-cal.ca.gov</a> > References > Programs > Justice-Involved (JI) Initiative > Q&As > Justice-Involved (JI) Initiative Q&As
Justice-Involved Initiative, Medi-Cal Trainings	<a href="https://www.medi-cal.ca.gov">Medi-cal.ca.gov</a> > Providers > Outreach and Education > Launch the Medi-Cal Learning Portal > Catalog > Provider Online Training > Catalog: Provider Trainings > Catalog: Justice Involved Initiative
JI New Provider web page	<a href="https://www.medi-cal.ca.gov">Medi-cal.ca.gov</a> > Providers > References > Programs > Justice-Involved (JI) Initiative > Supplemental Materials > JI New Provider
Medi-Cal Claims Timeliness Chart	<a href="https://www.medi-cal.ca.gov">Medi-cal.ca.gov</a> > Providers > New Provider > Claim Timeliness Chart
Medi-Cal Learning Portal (MLP)	<a href="https://www.medi-cal.ca.gov">Medi-cal.ca.gov</a> > Providers > Outreach and Education > Launch the Medi-Cal Learning Portal
Medi-Cal Provider Publications page	<a href="https://www.medi-cal.ca.gov">Medi-cal.ca.gov</a> > Providers > Publications

Page/PDF Name	Location
Medi-Cal Rates	Medi-cal.ca.gov > Providers > Publications > Featured Links > Medi-Cal Rates
Medi-Cal Resources 101	Medi-cal.ca.gov > Providers > Outreach and Education > Launch the Medi-Cal Learning Portal > Catalog > Medi-Cal Provider Resources 101
Medi-Cal Subscription Service (MCSS)	Medi-cal.ca.gov > Subscribe Today!
Medi-Cal Transactions	Medi-cal.ca.gov > Providers > Transaction Services
Medi-Cal Web Tour	Medi-cal.ca.gov > Resources > Medi-Cal Website Tour
Monthly Medi-Cal Update Bulletins	Medi-cal.ca.gov > Resources > References > Provider Bulletins (All Communities)
Navigating Medi-Cal and Specialty Programs Chart	Medi-cal.ca.gov > Providers > Publications > Featured Links > Navigating Medi-Cal and Specialty Programs Chart
Online PDF Remittance Advice Details (RADs)	Medi-cal.ca.gov > Providers > New Provider > Online PDF Remittance Advice Details (RADs)
Part 1 provider manual	Medi-cal.ca.gov > Providers > Publications > All Manuals > General Manuals > Part 1 – Medi-Cal Program & Eligibility Manual
Provider Manuals	Medi-cal.ca.gov > Resources > References > Provider Manuals (All Communities)
Provider Training Webinars and Seminars Calendar	Medi-cal.ca.gov > Providers > Outreach and Education > Launch the Medi-Cal Learning Portal > Event Calendar
References	Medi-cal.ca.gov > Resources > References
Share of Cost (share)	Medi-cal.ca.gov > Providers > Publications > All Manuals > General Manuals > Part 1 – Medi-Cal Program & Eligibility Manual > Share of Cost (share)
Small Provider Billing Unit/ Telephone Service Center (TSC) at 1-800-541-5555	Medi-cal.ca.gov > Contact Us
TAR Authorization flyer	Medi-cal.ca.gov > Providers > New Provider > TAR Authorization flyer
TAR Trainings	Medi-cal.ca.gov > Providers > Outreach and Education > Launch the Medi-Cal Learning Portal > Catalog > Provider Online Training > Catalog: Provider Trainings > Search the course catalog “TAR”
Transaction Enrollment Requirements	Medi-cal.ca.gov > Providers > New Provider > Transaction Enrollment Requirements
Transaction Services Available	Medi-cal.ca.gov > Providers > New Provider > Transaction Services Available