

CalAIM Payment Reform Operational Implementation

Updates:

Status of the Fee-for-Service (FFS) Budget Schedules

- Mental Health (MH) & Substance Use Disorder (SUD)
 - All applicable budget schedules have been distributed to CBOs, please complete in collaboration with your DBH Program partners and return them as soon as possible.

Status of the FFS Invoice Templates

- MH & SUD
 - All invoice templates have been distributed to CBOs.

Reminder of mode/type of service under FFS reimbursement

- MH
 - Modes 5, 10 and 15 will require accompanying and matching CBO report.
- SUD
 - Applicable Level of Care will require accompanying and matching CBO report.

Reminder of mode/type of service under cost-based reimbursement

- MH
 - Modes 45 and 60 will require accompanying and supporting general ledger.
- SUD
 - Any non-hybrid, non-DMC services will require accompanying general ledger

Reminder of soft vs. full operational implementation period

- Soft implementation
 - January 1, 2026 through May 31, 2026.
- Full implementation
 - June 1, 2026 onwards

Frequently Asked Questions:

1. What is the target date to complete the CBO Readiness Survey?

DBH requested that all providers complete the survey as soon as possible, so far responses from 30 CBOs have been received.

2. What happens if multiple staff from the same agency submit the survey?

DBH will consolidate responses and use the most complete submission.

3. Can DBH resend the survey if agencies did not receive it?

Yes, please let your DBH Program partners know if your agency didn't receive the survey so we can resend the link.

4. Can the CBO contact list be updated so emails reach the correct people?

Yes, agencies should advise their DBH Program partners of any updated contacts information.

5. How will January FFS invoices be reconciled against the 1/12 payment?

If FFS is higher than the 1/12 payment, DBH will pay the difference. If lower, no additional payment will be made.

6. Any questions about the February FFS invoice process?

Providers must submit the February FFS invoice in March regardless of whether they have FFS data in myAvatar, which will then be reconciled against the 1/12 for the higher of, for payment.

7. Could you repeat the explanation for agencies not doing direct entry?

File imports/CBO837 submissions will always have a one-month delay in claiming, for example, February services will be submitted to DBH by the 10th of March. Services will be reflected in myAvatar in March, but they will not claim until April.

8. How can uploaders identify trends early?

File imports/CBO837 submission should rely on the FFS data in their individual EHR to project trends.

9. What is DBH doing to address the possibility of insufficient funds through June?

DBH encourages close monitoring and regular discussions with your DBH Program partners to identify any possible needs early.

10. Does DBH need Board of Supervisors approval to change contract maximum?

Yes, any increase to the contract maximum must be approved by Board of Supervisors so please be sure to communicate any possibility of such with your DBH Program partners at least 6-9 months in advance to allow time for analysis, collaborations, processing, etc. if applicable and appropriate.

11. Does DBH need to approve Mode of Service shifts?

Yes, Mode of Service shifts must be approved by DBH so please be sure to communicate any possibility of such with your DBH Program partners to allow time for analysis, collaborations, processing, etc.

12. Why is the soft launch scheduled to end May 31st instead of June 30th?

Ending on May 31st will give DBH and CBOs time to analyze and prepare year-end information for timely submission to ensure that CBOs are not impacted by the year-end payment cut-off period.

13. If contract providers know that their FFS invoices will be less than 1/12, do they submit the invoice anyway?

Yes, the FFS invoices will be reconciled against 1/12 and data captured for informing and tracking purposes.

14. Where do contract providers submit their FFS invoices?

Please submit invoices/claim forms to FiscalProviderPay@dbh.sbcounty.gov

15. What report can be used in myAvatar to request reimbursement via the monthly invoice?

The myAvatar now includes a new report titled the CBO Invoice Report. This report should be used to identify services that were rendered and entered in myAvatar to request FFS reimbursement.

16. How often can CBOs submit their File Import/CBO837 files to DBH?

CBOs can submit multiple service files however they need to be submitted by the 10th of the month. Files submitted after the 10th will be processed in the order received and may experience delays.

17. Who does a CBO contact if they have issues accessing the myAvatar CBO Invoice Report?

IHIT can be contacted if there are questions about CBO Invoice accuracy.

18. Does the new CBO Invoicing Report replace the Revenue Report in myAvatar?

No. The CBO Invoice Report does not replace the Revenue Report. These reports serve different purposes. The CBO Invoice Report is used to identify services eligible to be reimbursed through the monthly Fee-For-Service (FFS) invoice submission to DBH. The Revenue Report should continue to be used by CBOs to monitor and reconcile service activity, including:

- Services that have been billed

- Services that remain unbilled

Services that have been claimed
Services that were denied

19. What are the roles of DBH Fiscal and Revenue Cycle in the FFS invoice and billing process?

Revenue Cycle focuses on billing and claiming of services, while Fiscal manages the budgeting, invoicing and payment process for CBO providers.

20. Do CBOs need to provide budget/cost information for indirect cost for FFS modes of service?

No, CBOs do not need to provide supporting budget/cost information for FFS modes of service as the FFS rates are all inclusive.

21. Do CBOs need to provide budget/cost information for indirect cost for non-FFS modes of service?

Yes, CBOs do need to provide supporting budget/cost information for non-FFS modes of service as they are cost-based.

22. Is indirect cost still limited to 15%?

Yes, for non-FFS modes of service as they are cost-based unless CBOs have a higher federal negotiated rate. No, for FFS modes of service as per # 20 above, FFS rates are all inclusive.