



INTERIM INSTRUCTION NOTICE #24-004

October 1, 2024

SUBJECT: Application Programming Interface (API) Updates to Provider Directory for MHP & DMC-ODS

DISTRIBUTION: Department of Behavioral Health

OBSOLETE: Upon completion of related policy and/or

Effective Date October 1, 2024

From Department of Behavioral Health (DBH) Information Technology (IT)

Introduction This Interim Instruction Notice (IIN) applies to all IT staff, vendors, and partners involved in the development, maintenance, and management of the Provider Directory API at San Bernardino County Department of Behavioral Health. The purpose of this Interim Instruction Notice (IIN) is to define a Provider Directory Application Programming Interface (API) and provide Information regarding the maintenance of the Provider Directory API.

Background In May 2020, Centers for Medicare & Medicaid Services (CMS) finalized the Interoperability and Patient Access Final Rule (CMS Interoperability Rule), which seeks to establish beneficiaries as the owners of their health information with the right to direct transmission to third-party applications. CMS and the Office of National Coordinator for Health Information Technology have established a series of data exchange standards that govern these specific transactions.

Assembly Bill (AB) 133 (Committee on Budget, Chapter 143, Statutes of 2021) implements various components of the CalAIM initiative, including those components in Welfare and Institutions Code (W&I) section 14184.100, et seq., and Health and Safety Code section 130290 to implement the California Health and Human Services Data Exchange Framework, including the CMS Interoperability Rule. The Department of Health Care Services is authorized to develop and implement Article 5.51 of the W&I Code and the requirements of the California Health and Human Services Data Exchange Framework. This San Bernardino County Department of Behavioral Health IIN supports this implementation.

Continued on next page

INTERIM INSTRUCTION NOTICE #24-004, Continued

Accessing the Provider Directory Data in myAvatar

San Bernardino Department of Behavioral Health in partnership with the DBH electronic health record (EHR) vendor, Netsmart, will maintain a Provider Directory Application Programming Interface (API) that can be accessed by anyone at any time.

- More information regarding this API is available at: <Enter URL to Provider Directory> (***under development***);
 - An online printable provider directory will be available on this site that comes from the same database that stores all DBH provider data, and
 - This site also will contain a simple search engine that accepts parameters and returns provider information.
-

Information collected in the Provider Directory

The following information is included for every provider.

- a. Name of provider, medical group/foundation, independent physician/provider associations, or site as well as any group affiliation;
 - b. National Provider Identifier Number (NPI);
 - c. Street address(es);
 - d. All telephone numbers associated with the practice site;
 - e. Website URL for each service location or physician provider, as appropriate;
 - f. Specialty, as applicable;
 - g. Hours and days when each service location is open, including the availability of evening and/or weekend hours;
 - h. Services and benefits available;
 - i. Whether the provider will accept new clients;
 - j. Cultural and linguistic capabilities, including whether non-English languages and American Sign Language are offered by the provider or a skilled medical interpreter at the provider's office, and if the provider has completed cultural competence training;
 - k. Whether the provider's office/facility has accommodations for people with physical disabilities, including offices, exam room(s), and equipment, and
 - l. Telephone number to call the 24/7 access line.
-

Continued on next page

INTERIM INSTRUCTION NOTICE #24-004, Continued

**Provider
Directory
Updates in
myAvatar**

To update provider information in myAvatar:

- a. Information is entered manually by DBH staff in the EHR via the Healthcare Provider Information Set.
 - i. This information is used to transmit, update, and query the DBH provider database;
 - ii. Data will be available as soon as it is entered into the 274 Provider Directory Definition database tables;
 - iii. A log of the updates is maintained within the DBH myAvatar database.
- b. The Provider Directory API is updated no later than 30 calendar days after DBH receives the provider information or is notified of a change.

Reference(s)

- [42 CFR section 431.70](#)

Questions

For questions regarding this Interim Instruction Notice, please contact DBH IT at (909) 386-9730 or via email at dbh-it-helpdesk@dbh.sbcounty.gov
