

TERM CFWB Evaluator FAQ

This FAQ resource was compiled to assist TERM evaluators with commonly asked questions when working with Child and Family Well-Being (CFWB) referred clients. If there are any questions or feedback, Optum TERM can be reached by calling 877-824-8376 option 1.

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Authorization Related Questions

- What is the authorization timeframe and what if the authorization needs to be extended?
 - Please keep in mind that the authorization timeframe is different than that report due date. The authorization period is the timeframe in which the requested service is covered. Optum serves as the Administration Services Organization for CFWB. Per CFWB policy, CFWB funded evaluations will be authorized for a 3-month period. If there are any extenuating circumstances that require the authorizations to be extended beyond the expiration date, please coordinate directly with the assigned Protective Services Worker (PSW). CFWB will submit any necessary documents, often a CFWB 04-130C form, to request extensions.
- Is there a current authorization for my client?
 - If you have questions pertaining to CFWB referred authorizations, please contact Optum TERM at 877-824-8376 option 1.
 - For Medi-Cal funded evaluations of CFWB referred clients, please contact Optum Utilization Management at 800-798-2254 if you need to confirm receipt of the Pre-Authorization Request for Medi-Cal Psychological Testing form.
- My client did not show for a scheduled appointment, how do I go about getting compensated?
 - Referring parties from the dependency and juvenile justice system approved a consideration fee for TERM evaluators accepting referrals through the TERM process. The consideration fee is applicable to the assigned evaluator once per client, and evaluators are expected to make a good faith effort to schedule clients. No-show consideration fee reimbursement does not apply to evaluation referral that providers may receive outside of TERM process (e.g. attorney, self-referred, etc.).

- For CFWB referred evaluations, providers will be pre-authorized for one (1) CPT code 99499.
 - **CFWB funded evaluations:** This consideration CPT code will be included as part of the evaluation authorization codes.
 - **Medi-Cal funded evaluations:** This consideration CPT code will be pre-authorized through CFWB funds. However, the provider will still need to follow the established Medi-Cal pre-authorization request process to receive an authorization letter for evaluation units.
 - *Please note:* If evaluation services are financed by Medi-Cal, the 99499 must be reported on a different claims form than the evaluation services because it is paid for separately using CFWB funding. Please follow the separate CFWB and Medi-Cal claims procedures when billing.
- I have been asked to review the assessment results with the client (i.e. provide a feedback session) but do not have the authorization.
 - Please coordinate directly with the assigned PSW. If CFWB is requesting the authorization of this service, a 04-130C form needs to be submitted to Optum by the PSW. After coordination with CFWB, if there are further questions pertaining to an authorization, please contact Optum TERM at 877-824-8376 option 1.
 - Once Optum receives the request from CFWB to authorize a feedback session, Optum will send the provider an authorization letter to cover a one-hour feedback session.
- Can I get paid for testifying in court?
 - An invoicing process has been established to reimburse TERM providers for court testimony specifically for CFWB referred clients accepted through the TERM process.
 - It will be the provider's responsibility to submit a completed invoicing form to Optum after ensuring that the client was CFWB referred through the TERM process and that CFWB or the client's appointed attorney formally requested you to provide the court testimony.
 - The invoicing form can be found at optumsandiego.com > BHS Provider Resources > CFWB Treatment > [Provider Request for Invoice Payment Delegation Form](#). Please see guidance under the section 'How to Access Resources on Optum's Website' for steps on locating this form.
- What is a Termination of Services letter? What should I do if I receive a Termination of Services Letter?
 - If CFWB notifies Optum that a service is no longer needed (i.e. case closes), Optum will communicate with the assigned provider by sending a Termination of Services letter, which will include the client's name and authorization end date. Please contact the PSW directly should there be any questions or concerns pertaining to the information included in the letter.

CFWB Contact Related Questions

- How can I verify who the currently assigned PSW is?
 - TERM providers can contact the County's PSW Locator Line to verify the name and contact information of the currently assigned worker. The number for this line is 858-514-6995. Callers will be asked to provide a passcode to authenticate the right to access confidential information. Please contact the Optum TERM Department to request the passcode.

- What should I do if I have not received background records from CFWB and the PSW has not responded to my outreach efforts (regarding the Court reports and/or other coordination needs)?
 - Contact the PSW Locator Line to ensure that you have the currently assigned PSW's correct contact information (as referenced in the question immediately above).
 - Contact the Protective Services Supervisor (PSS). If you have not received a response from the PSW or PSS, you can also contact the assigned Manager.
 - CFWB (PSW, PSS, Manager) contact information can be located on the first page of the 04-178 Child and Family Well-Being Request for TERM-Appointed Evaluator referral form.
 - CFWB contact information can also be accessed on the CFWB Alpha Roster Excel spreadsheet file, located on the [Optum San Diego website](#). Please see guidance under the section 'How to Access Resources on Optum's Website' for steps on locating this resource.

Client Caseload Related Questions

- How do I obtain a new copy of the referral form for a client?
 - To request a copy of the referral form, please contact Optum TERM at 877-824-8376 option 1.
- I have been asked to review the assessment results with the client but do not think this is appropriate.
 - Please discuss specific concerns directly with the assigned PSW, who can discuss further with CFWB Staff Psychologist, as needed.
 - If the authorization for feedback is received without prior notification, please discuss directly with the assigned PSW.
- When are evaluation reports due? How do I extend the report due date or remove the client from my caseload?
 - Generally, CFWB evaluation reports are due to Optum within 30 days of receiving the authorization for service and background records from CFWB. However, for referrals where youths are at Polinsky or Juvenile Hall, reports are due to Optum within 10 days of receiving the authorization for services and background records from CFWB.
 - If there are any extenuating circumstances (e.g. client engagement), please coordinate with the assigned PSW regarding the status of the referral. If the due date needs to be modified and coordination with PSW has occurred, please contact Optum TERM either by responding to the 'Due Date Letter' sent by Optum TERM the third week of each month or by calling 877-824-8376 option 1. Please provide documentation as to the reason the due date needs to be modified.
 - If the report needs to be removed from caseload tracking and communication with the PSW has occurred, please contact Optum TERM either by responding to the 'Due Date Letter' sent by Optum TERM the third week of each month or calling 877-824-8376 option 1. Please provide documentation as to the reason the referral needs to be removed.
- Can you give me a list of clients for whom I need to submit work products?
 - A 'Due Date Letter' is sent to providers monthly (3rd Monday each month) by Optum TERM, which includes a list of clients with overdue and upcoming due dates.
 - Please contact Optum TERM at 877-824-8376 option 1 to request a copy of the 'Due Date Letter'.

- How do I let Optum know that I am now open/closed/on hold for new TERM referrals?
 - Contact Optum Provider Services Department at 877-824-8376 option 3 or email sdu_providerserviceshelp@optum.com.

Claims Related Questions

- Why are my claims submissions being denied? Why wasn't I paid appropriately for claims I submitted?
 - More often than not, the best steps to follow when you have claims submission related questions are as follows:
 - 1) Review any denials received against your Explanation of Benefits (EOB) documents to understand the rationale for denied claims submissions.
 - 2) Review your contract and Provider Authorization document(s) to ensure claims were submitted for services you are contracted to provide.
 - 3) If you can identify the errors, submit corrected claims for review.
 - 4) If further review does not clarify your questions, contact Optum's Claims Department at 877-824-8376 option 2.
- How do I complete a claims submission?
 - Claims are to be submitted on a CMS 1500 Form and to be faxed to Optum's Claims Department at 877-364-6945.
 - Additional Claims related information and guidance for TERM providers can be accessed on the [Optum San Diego website](#); please see guidance under the section 'How to Access Resources on Optum's Website' to locate these resources.
- How do I bill when testing occurred on multiple days?
 - To support the CalAIM Behavioral Health Payment Reform initiative, all codes, including primary procedure and dependent codes must be billed together on the last date of service when the evaluation process was completed. Further information regarding this can be located on the Optumist Newsletter from Spring 2024; please see section 'How to Access Resources on Optum's Website' to locate the Optumist Newsletter.
- How do I establish electronic claims submissions?
 - Contact Optum's Claims Department at 877-824-8376 option 2 to obtain information and documents to complete this process.

Application and Credentialing Related Questions

- What is the status of my TERM application/re-credentialing application/specialty addition application?
 - Please contact Provider Services Department at 877-824-8376 option 3 or email at sdu_providerserviceshelp@optum.com.

- If you have established contact with an Optum TERM Clinician regarding your writing sample or the required 1:1 orientation, direct your inquiries toward that Clinician by contacting the TERM Department at 877-824-8376 option 1.

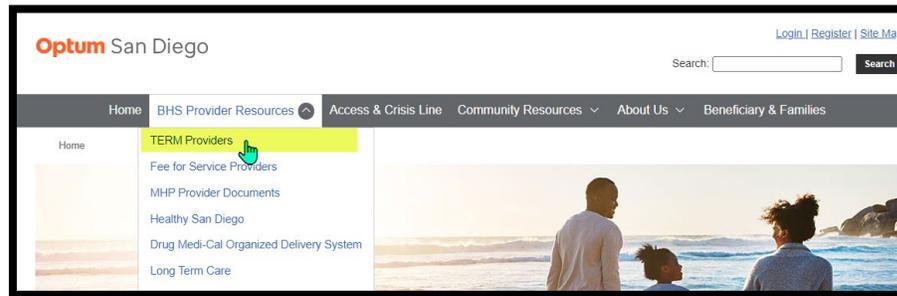
Quality Review Related Questions

- Where do I send the completed evaluation report?
 - Please submit all TERM evaluation reports directly to Optum TERM via fax to 877-624-8376. After passing quality review, Optum TERM will forward all documents to the intended recipients.
 - Please do not forward any TERM evaluation reports directly to any other party.
- What is the quality review process?
 - The goal of the quality review process is to ensure report documentation meets the guidelines established in conjunction with County partners. The expectations are identified in the TERM Handbook, which can be located on the [Optum San Diego website](#). Please see guidance under the section 'How to Access Resources on Optum's Website' for steps on locating this resource. At the minimum, the report needs to meet the following requirements:
 - The concerns outlined by the referring party as documented on the referral form and referral questions are addressed
 - Required format and elements are followed
 - The report is completed in adherence with professional standards and has internal consistency
 - If there are any questions regarding the submitted report, the Optum TERM reviewer will contact you. Please respond in a timely fashion to avoid missed deadlines or delays to Court proceedings. If updated documentation is needed, an updated copy of report should be submitted to Optum TERM. If identified concerns cannot be resolved, this result in notification to the referring party and subsequently the Court
- What should I do if Optum TERM requested to follow up on a submitted report?
 - Review the communication received as this will often include the requested next steps and contact information for the TERM staff.
 - In the event you are not able to contact the staff directly, you can contact the TERM Department at 877-824-8376 option 1.
 - Any updated documentation can be faxed to Optum TERM at 877-624-8376.
- How do I access information on TERM documentation resources, guidelines, and expectations?
 - All necessary forms, documentation standards, provider resources, and many other useful tools and links can be accessed on the [Optum San Diego website](#) by following the guidance depicted in the section 'How to Access Resources on Optum's Website'.

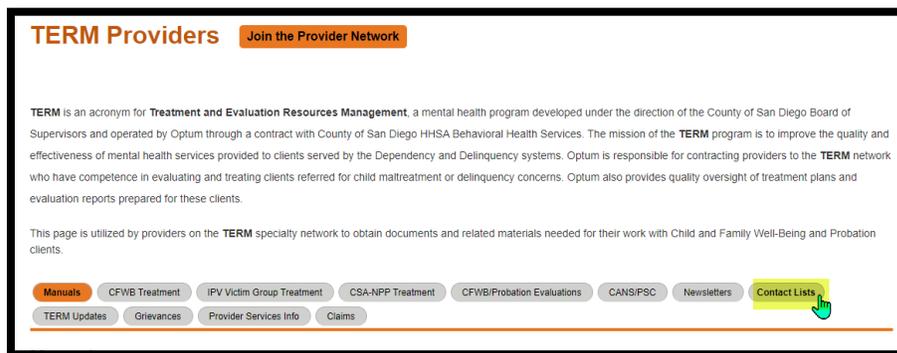
How to Access Resources on [Optum's Website](#)

- Where can I locate **CFWB Alpha Roster**?
 - Optum San Diego website > BHS Provider Resources > TERM Providers > Contact Lists
 - 1) From an Internet browser, navigate to the [Optum San Diego website](https://www.optumsandiego.com/): <https://www.optumsandiego.com/>

- 2) Hover over the menu header for 'BHS Provider Resources' and select 'TERM Providers' from the drop-down menu



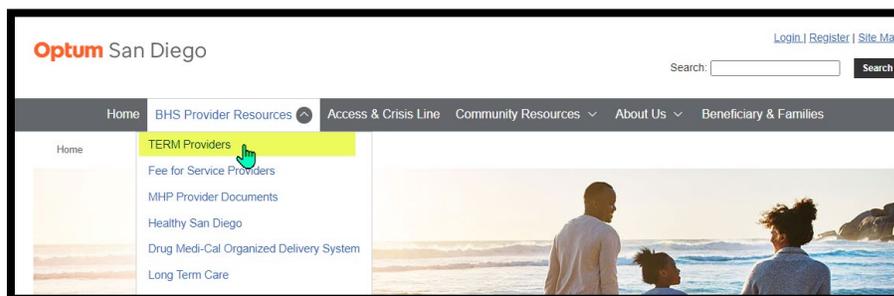
- 3) This will direct the user to the 'TERM Provider landing page' of the website. From this page, select the tab titled 'Contact Lists'



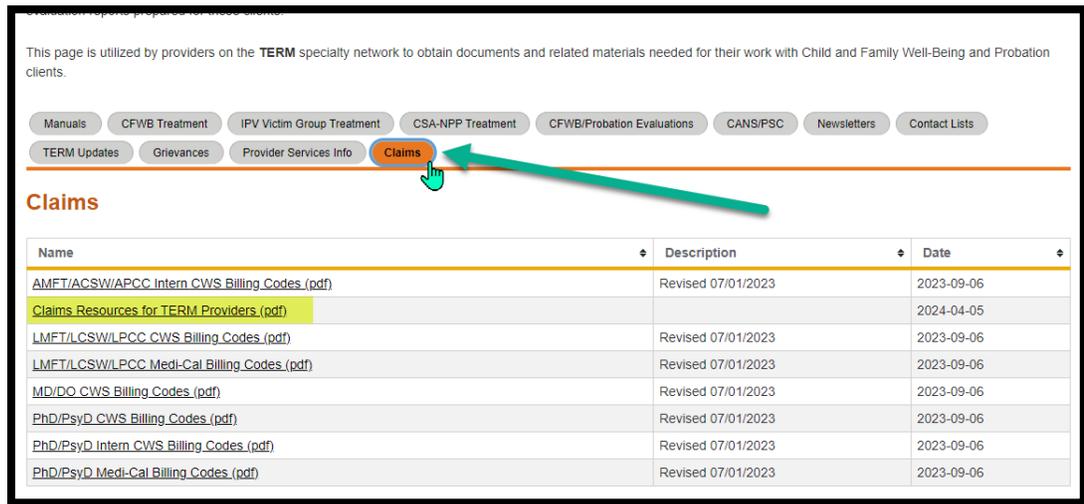
- 4) Multiple resources will populate with useful contact information for provider reference. Select the link for the monthly CFWB Alpha Roster, as shown below.



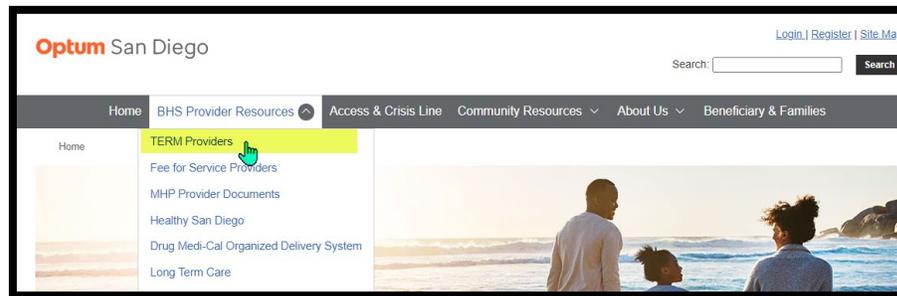
- Where do I find **Claims** related resources?
 - Optum San Diego website > BHS Provider Resources > TERM Providers > Claims
 - 1) From an Internet browser, navigate to the [Optum San Diego website: https://www.optumsandiego.com/](https://www.optumsandiego.com/)
 - 2) Hover over the menu header for 'BHS Provider Resources' and select 'TERM Providers' from the drop-down menu



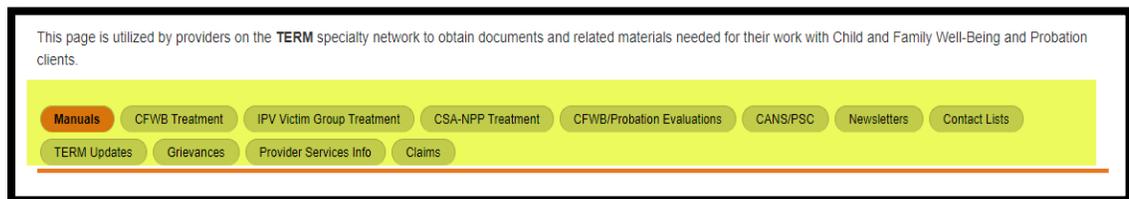
- 3) This will direct the user to the 'TERM Provider landing page' of the website. From this page, select the tab titled 'Claims' and select the link titled 'Claims Resources for TERM Providers,' as shown below.



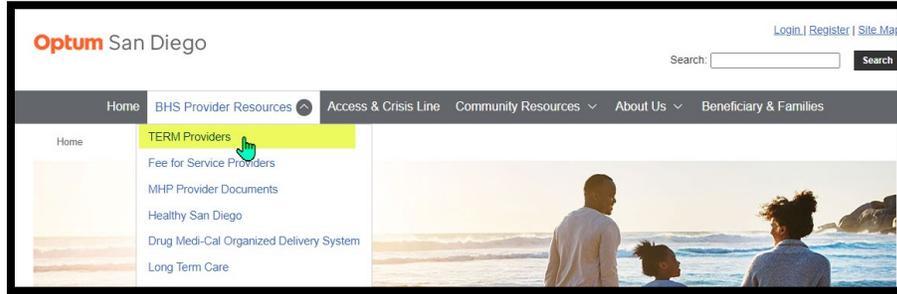
- Where do I find **TERM** related resources, guidelines, and expectations?
 - Optum San Diego website > BHS Provider Resources > TERM Providers
 - 1) From an Internet browser, navigate to the [Optum San Diego website: https://www.optumsandiego.com/](https://www.optumsandiego.com/)
 - 2) Hover over the menu header for 'BHS Provider Resources' and select 'TERM Providers' from the drop-down menu



- 3) This will direct the user to the 'TERM Provider landing page' of the website. From this page, select the tab for the need that most closely aligns with the service you are providing or question of interest (i.e., 'CFWB/Probation Evaluations').



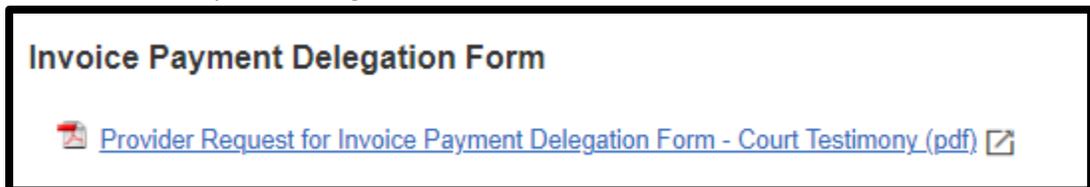
- Where do I find the invoicing form for court testimony reimbursement?
 - Optum San Diego website > BHS Provider Resources > CFWB Treatment > [Provider Request for Invoice Payment Delegation Form](#)
 - 1) From an Internet browser, navigate to the [Optum San Diego website: https://www.optumsandiego.com/](https://www.optumsandiego.com/)
 - 2) Hover over the menu header for 'BHS Provider Resources' and select 'TERM Providers' from the drop-down menu



- 3) This will direct the user to the 'TERM Provider landing page' of the website. From this page, select the CFWB Treatment Tab



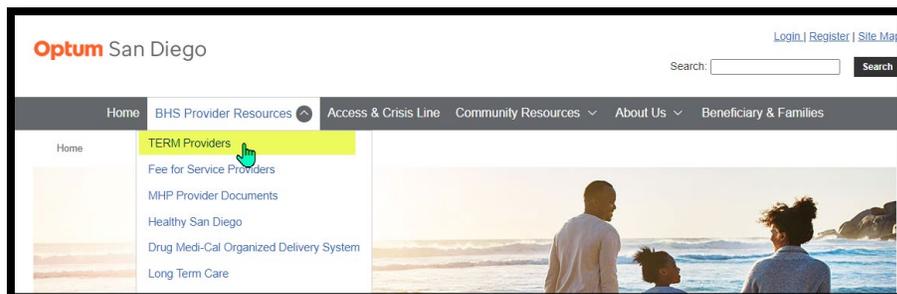
- 4) Scroll down to Invoice Payment Delegation Form



- How do I find the **Optumist** Newsletter?

- Optum San Diego website > BHS Provider Resources > TERM Providers > Newsletters

- 1) From an Internet browser, navigate to the [Optum San Diego website](https://www.optumsandiego.com/): <https://www.optumsandiego.com/>
- 2) Hover over the menu header for 'BHS Provider Resources' and select 'TERM Providers' from the drop-down menu



- 3) This will direct the user to the 'TERM Provider landing page' of the website. From this page, select the tab for the need that most closely aligns with the service you are providing or question of interest (i.e., 'CFWB/Probation Evaluations').

