Dec. 1, 2022

Dear Mental Health Providers:

Please review the following reminders from the 2021 CalVCB Guidelines for Mental Health and Counseling Expenses (Guidelines) that are still in effect:

Billing and Reimbursement

- CalVCB is the payor of last resort. Providers must submit bills to insurance companies (both public and private) prior to CalVCB. When bills are submitted to CalVCB, they must include a copy of the insurer's explanation of benefits.
  - NOTE: If insurance or Medi-Cal cannot be billed, claimants are asked for the reason on the Mental Health Billing Intake form. If a valid reason is selected, an exemption may be provided.

Additional Treatment Plan

- New treating therapists (not within the same agency as the previous treating therapist) must submit a Treatment Plan (TP) and Additional Treatment Plan (ATP) immediately if the claimant is over their initial session limit.

- Continuing therapists should submit the TP and ATP when the claimant is eight sessions from reaching their session limit or if the session limit has been exhausted.

Telehealth

- Based on the Governor's Executive Order N-16-21, telehealth modalities are still acceptable for providing services to claimants. Therefore, the Telehealth Verification form is not necessary at this time. This policy is being evaluated and official updates will be provided once determined.

CalVCB Online Provider Portal

- To create an account, visit https://online.victims.ca.gov/home/providerinfo.

- View your client's application and bill status, set up accounts for your administrative staff, update contact information, and quickly upload bills and documents.

Mental Health Provider Forums

- Attend to receive information on guideline/form requirements and ask questions.

- The forum calendar can be found online at https://victims.ca.gov/mental-health-forums/.

Please contact CalVCB customer service with questions at 800-777-9229 or Info@victims.ca.gov.

Performance Standards Section
California Victim Compensation Board