

NEW HOURS

BHCS Support Desk



SYSTEM SUPPORT DESK NEW PHONE HOURS

- ▶ 9:00 A.M.—12:00 P.M.
- ▶ 1:30 P.M.—4:00 P.M.

SUPPORT DESK UPDATE - NEW PHONE COVERAGE HOURS

DEAR VALUED USERS,

The California State Departments for Mental Health and Alcohol and Drug Program are each updating their Short Doyle Medi-Cal claiming systems. The implementation of the new Medi-Cal Claiming systems has been named Short Doyle Medi-Cal Phase II, aka SD/MC P2. The State Alcohol and Drug Program (ADP) will go live with their new Medi-Cal claiming system January 1, 2010. The State Department of Mental Health (DMH) will implement their new system February 1, 2010.

There are extensive changes to State policies and requirements as well as business practice changes that have required major system changes to our current claiming software structure. Extensive testing will be necessary in order to continue uninterrupted Medi-Cal claim submissions to the State. Testing is also needed to help deter any increase in denial rates and avoid any negative impact to State reimbursement and revenue streams.

We are now embarking on our SD/MC P2 testing, which will require changes to our Support Desk coverage. Due to staff hiring freezes, we have not been able to hire and changes in staffing assignments have already occurred to help accommodate coverage for the Support Desk.

Now that we must begin testing for SD/MC P2 with the State, it will be necessary to make more changes in order to both test and provide Support Desk coverage to our Users. The following changes to Support Desk Hours will be **effective Friday, November 20, 2009:**

Support Desk Hours

9:00 a.m.—12:00 p.m.

1:30 p.m.—4:00 p.m.

System Emergency Number - 510-272-3744

EMAIL THE SUPPORT DESK - AFTER HOURS

HIS@ACBHCS.ORG

If you have any questions, please feel free to call the Support Desk at 510-567-8181 or Natalie Courson, Manager, at 510-383-1505.

**Thank you for your understanding and the privilege to serve you,
YOUR SUPPORT DESK**



CONTACT US

IS CONTACT INFORMATION

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