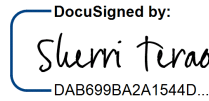




## MEMORANDUM

TO: Mental Health and Substance Use Treatment Services (SUTS) County Contract Providers (CCPs)

FROM: Sherri Terao, Director, Behavioral Health Services Department  DocuSigned by:  
Sherri Terao  
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RE: Claims and Billing Invoicing Timeline for FY 24 and FY 25 MFO Amendments

DATE: August 22, 2024

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Thank you for your inquiry. After careful discussion with our team, we have outlined the following:

1. FY2023-24 Invoicing:
  - a. All invoices for services rendered in FY2023-24 should be submitted by October 31, 2024. BHSD will review these charges alongside the denial amounts from each agency to assess any potential MFO and/or DOA adjustments for FY2023-24, which will be addressed during the FY2024-25 mid-year process as well. Once the denied claims are processed and payments are made, BHSD will proceed with the necessary payments, provided they fall within the standard filing guidelines.
  - b. Cash Advances are to be settled in the final FY24 invoices.
2. FY2024-25 MFO Amendments:
  - a. We do not anticipate amending FY2024-25 MFOs until mid-year, unless one of the following conditions is met:
    - i. An agency lacks sufficient budget to wait for the mid-year amendment.
    - ii. There are additional programs that were not included in the original renewal contract.
  - b. Conducting an amendment in November, followed by another in mid-year, would require going to the Board for changes within a short period. Given that agencies have adequate budgets to operate, it is more efficient to process a single amendment.



COUNTY OF SANTA CLARA  
**Behavioral Health Services**

Supporting Wellness and Recovery

3. MSO Validation Process:

- a. The MSO validation process may not capture all potential issues that could arise during the State's processing. Agencies are encouraged to review the Explanation of Benefits (EOB) from the State regarding any denials and rework claims as necessary. BHSD is committed to assuring that the information the State provides on denials is communicated to CCPs as well as providing training and support where possible to assist with this process.

cc: Ky Le, Deputy County Executive  
Vinod Sharma, Chief Financial Officer-SCVHHS  
Tina Cordero, HHS Chief Fiscal Officer  
Katelyn Lu, Financial and Administrative Services Manager  
Brian Wagner, Director of Analytics and Reporting