



COUNTY OF SANTA CLARA
Behavioral Health Services
Supporting Wellness and Recovery

DATE: November 25, 2024
TO: Short-Doyle/Mental Health Services Act and Substance Use Treatment Services County Contracted Providers
FROM: Sherri Terao, Behavioral Health Services Department Director
RE: Revised Process for Submitting Contract Modification Requests (effective FY 2025)

Dear Short-Doyle/Mental Health Services Act (SD/MHSA) and Substance Use Treatment Services (SUTS) County Contracted Providers:

As outlined in the memo titled *Claims and Billing Invoicing Timeline for FY 24 and FY 25 MFO*, dated August 22, 2024, FY 2025 is designated as a "maintenance year." Contract changes should be minimal and aimed at maximizing service delivery. This mid-year amendment process does not accommodate requests for changes to the MFO or other financial elements of your agency's SD/MHSA and/or SUTS contract(s).

BHSD Finance team will be reaching out to your agency via email, with your assigned Provider Liaison copied, following the completion of the FY 2024 claims assessment. This comprehensive financial review has the following components:

- Invoices for FY 2024 services;
- Denied claims within the FY2024 period; and
- Identification of potential duplicate claims.

FY 2025 MFO determination will be based on FY 2024 service data and adjusted to reflect the new FY 2025 rates. This adjustment is intended to provide a more accurate projection that accounts for the seasonal variability inherent in your agency's operations.

Contract Modification Revised Process

Effective immediately, the process for requesting contract modifications has been updated. Please adhere to the updated process when submitting contract modification requests:

1. **Contact Your Assigned BHSD Provider Relations (PR) Liaison (listed on *Attachment A: PR Liaison Contact List*), Steve Castro (Steve.Castro@hhs.sccgov.org), and Leilani Villanueva (Leilani.Villanueva@hhs.sccgov.org).**

Send an email to the PR liaison assigned to your agency, Steve Castro, and Leilani Villanueva for assistance with your request. Please include "Agency Name FY25 Mid-Year Request" in the subject line of the email.



2. Provide the following information in the email by providing the required information listed below:

Required Information (if changes requested)	Details
a) <u>Request Details</u>	i. Clearly outline the modification your agency is seeking, the impacted contract(s), and specific program names, and section/page #s (i.e., SD/MHSA and/or SUTS contract, program name, etc.) ii. Modification example: <i>Revise scope on SD/MHSA contract [program name], ExA#, Section #, Page#, etc.</i>
b) <u>Justification</u>	i. Provide a short justification for the modification request.
c) <u>Supporting Data</u>	i. Include/attach any necessary documentation or data to support your request.
d) <u>Agency Contact Persons for Request</u>	i. Include names, titles, email addresses, and phone numbers.

Timelines and Due Dates

Following your agency’s submission, BHSD will acknowledge receipt of your request with an email confirmation. Following this, BHSD will conduct an internal review of your request and issue a subsequent response via email. For Fiscal Year 2025 Mid-Year contract modification requests, please note that the **deadline to submit your request to your Provider Relations contact, Leilani, and Steve is Wednesday, December 4, 2024.**

We appreciate your cooperation in following this revised process. If you have any questions or require further clarification, please do not hesitate to contact your assigned Provider Relations liaison.

Sincerely,

DocuSigned by:

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Sherri Terao, Ed.D.
 Behavioral Health Services Department Director



COUNTY OF SANTA CLARA
Behavioral Health Services

Supporting Wellness and Recovery

Cc: Darren Tan, Administrative Services Deputy Director
Bruce Copley, Access and Unplanned Services Director
Brian Wagner, Analytics and Reporting Director
Courtney Gray, Quality Management Director
Katelyn Lu, BHSD Financial and Administrative Services Manager
Margaret Obilor, Adult and Older Adult System Director
Soo Jung, Adult and Older Adult System Director
Stephanie Macwhorter, SUTS Adult and Older Adult Director
Tina Cordero, HHS Chief Fiscal Officer
Zelia Faria-Costa, Children, Youth, and Family System Director
Leilani Villanueva, Provider Relations Division Director
Vince Robben, HHS Health Care Financial Manager
Angeleah Macatiag, Program Manager III

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Attachment A: PR Liaison Contact List
Revised 11/21/2024

Provider Relations (PR) Liaison Contact List

County Contracted Provider (CCP)	PR Liaison	PR Liaison Email Address
Abode Services	Rita Mamarian	Rita.mamarian@hhs.sccgov.org
Alum Rock Counseling Center	Renee Marquett	Renee.marquett@hhs.sccgov.org
Asian Americans for Community Involvement	Alicia Partee	Alicia.partee@hhs.sccgov.org
Bill Wilson Center	Lorena Madrid	Lorena.madrid@hhs.sccgov.org
Caminar	Lorena Madrid	Lorena.madrid@hhs.sccgov.org
Catholic Charities	Lorena Madrid	Lorena.madrid@hhs.sccgov.org
Children’s Health Council	Renee Marquett	Renee.marquett@hhs.sccgov.org
Community Solutions	Lorena Madrid	Lorena.madrid@hhs.sccgov.org
Gardner	Alicia Partee	Alicia.partee@hhs.sccgov.org
HealthRight 360	Rita Mamarian	Rita.mamarian@hhs.sccgov.org
Hollister Youth Alliance	Alicia Partee	Alicia.partee@hhs.sccgov.org
Hope	Alicia Partee	Alicia.partee@hhs.sccgov.org
Horizon Services	Rita Mamarian	Rita.mamarian@hhs.sccgov.org
Indian Health Center	Alicia Partee	Alicia.partee@hhs.sccgov.org
Our Common Ground	<i>Temporary contact:</i> Steve Castro	Steve.Castro@hhs.sccgov.org
Mekong	Alicia Partee	Alicia.partee@hhs.sccgov.org
Mental Health Systems	Rita Mamarian	Rita.mamarian@hhs.sccgov.org
Momentum for Health	Lorena Madrid	Lorena.madrid@hhs.sccgov.org
Pacific Clinics	Renee Marquett	Renee.marquett@hhs.sccgov.org
Pathway Society	Rita Mamarian	Rita.mamarian@hhs.sccgov.org
Rebekah Children’s Services	Renee Marquett	Renee.marquett@hhs.sccgov.org
Seneca Family of Agencies	Renee Marquett	Renee.marquett@hhs.sccgov.org
Starlight Community Services	Renee Marquett	Renee.marquett@hhs.sccgov.org
Telecare Corporation	Rita Mamarian	Rita.mamarian@hhs.sccgov.org
Ujima	Alicia Partee	Alicia.partee@hhs.sccgov.org