



## Network Change Request (NCR) Form FAQ's

### **Q1. Can I combine multiple locations into one request?**

No, each NCR form is for one location/NPI. If you are closing the same program at multiple locations, you will need to submit a separate NCR form for each location.

### **Q2. Can we close/open multiple programs with one NCR form?**

Only if the programs are in the same location/NPI (Multiple programs closing at the same site). If you are closing/opening multiple programs at multiple locations, you will need to submit multiple NCR forms.

### **Q3. What is the difference between a program closure and a location closure?**

When a location is closing, all services for Medi-Cal beneficiaries will come to a halt and the site will be terminated with the state. A program closure does not trigger any site certification actions, only Avatar updated with the EHR Department. Please make sure you select program closure only for closing a program and not site.

### **Q4. Do I need to include an NPI with my NCR requests?**

Yes, for NCR requests, you will need to provide an accurate NPI for the impacted site/location. Please ensure that NPI provided is for the correct corresponding site/address in your request. To check NPI's for accuracy, visit [NPPES NPI Registry](#).

### **Q5. What is the process for referring back patients during a temporary closure?**

You must complete a [participating provider tracking](#) table and send completed form by secure email to BHSDBusinessOffice@hhs.sccgov.org and BHSDCallcenter@hhs.sccgov.org.

### **Q6. Are NCR forms retroactive?**

No. Please submit an NCR form as soon as you can regarding any network change at your agency. Please do not include any past dates in your NCR form submissions.

### **Q7. Do we report schools, or are they still considered satellites?**

Any participating provider offering specialty mental health services or DMC-ODS services at a school must have its own NPI and be certified. Satellite certification is no longer offered by BHSD because of variance in staffing, hours of operation and colocation of providers at a site change frequently. For new School location requests, please make sure to include the unique NPI associated to the school and the address. The address must match associated with the NPI.

### **Q8. Do temporary closures need to be approved?**

No, they do not require approval. BHSD Business Office acknowledges receipt of the temporary closure requests and communicates it out internally to other impacted BHSD departments.

### **Q9. Is there a maximum number of days in which a temporary closure can be initiated?**



We understand that each closure is unique and there are no current restrictions on temporary closures. Please use your best judgement in determining the length of the closure while keeping in mind the impact of services to Medi-Cal beneficiaries. Closures can always be extended with the submission of an additional NCR form.

**Q10. Do I need to use the NCR to report changes to my DMC-ODS only program?**

Yes, even though DHCS is responsible for AOD and DMC-ODS certifications, the NCR form notifies BHSD of changes needed to be made to the Provider Directory, for creation or closure of Avatar P-Auths, 274 reporting and other key managed care operations and oversight activities.

**Q11. Am I required to report changes for a program which does not receive Medi-Cal funding?**

If you are contracted with BHSD, your program is listed in the Provider Directory, may receive Call Center Referrals and are responsible for tracking services in Avatar, yes, you need to make a change request.

**Q12. Who is notified of the NCR requests once it is submitted?**

All requests that are submitted by 4:00PM, will be communicated out the same day. This is communicated out to by email to all internal BHSD departments that are impacted by the request and leadership staff. In addition, for temp closures request, they are reflected in the online provider directory the following day unless follow up is needed on the initial request.

**Q13. What are the impacts of failing to report a network change request for new programs/locations or closing programs/locations.**

Failing to report a change at your agency can result in billing issues, state reporting issues which could lead to fines.