



Dear Provider:

Thank you for your interest in becoming a provider for the California Victim Compensation Board (CalVCB). Our mission is to provide compensation for crime-related expenses for victims who have suffered physical injury or threat of physical injury as a direct result of a crime. Below, you will find information that will help you learn more about our program. For additional information, you may access the most recent mental health provider information on our [website](#).

In order to become an authorized provider in the CalVCB database, you will need to complete and submit a [W-9](#) with your first bill, along with a copy of your licensure. Please click on following link for the W-9: <http://www.victims.ca.gov/docs/forms/providers/fw9.pdf>.

Bills should be submitted on a standard CSM-1500 form. The [Current Procedure Codes \(CPT\) used by CalVCB](#) are posted on the website along with the instructions of [how to complete a CMS1500](#).

In an effort to reduce administrative costs related to billing, please submit all CMS (HCFA) 1500 billing forms with at least 4 dates of service listed under section 24 of the [HCFA](#) form. Implementing this standard will result in the following:

- Processing time will not increase as fewer bills will be submitted on one bill
- An average of \$30,000 in administrative savings per quarter for CalVCB for inputting bills into the system, and
- Uniformity of billing allows for more simple account reconciliation

The following link may answer several of your questions:

<http://www.victims.ca.gov/providers/mental.aspx>. Most forms utilized by CalVCB may be found at the following link: <http://www.victims.ca.gov/publications/calvcpsforms.aspx>.

A Treatment Plan must be completed by the provision of the fourth (4th) therapy session and maintained in the client's file, unless the therapy being provided is only partially necessary as a direct result of the crime. If the therapy is partially related, place a checkmark on the last page indicating the appropriate percentage that is related to the qualifying crime in which the application was approved and mail or fax in the Treatment Plan. If the client reaches the session limit and additional therapy appears to be needed, then fill out the Additional Treatment Plan and submit it along with the Treatment Plan. CalVCB may also request the submission of the Treatment Plan at any time.

Please note that CalVCB will only pay for the percentage that is crime related. If the sessions are paid at 100% and later determined that therapy was only partially related to the qualifying crime, then future sessions will be offset by that amount or an overpayment will be issued.

CalVCB is the payer of last resort, so if your client has insurance, the insurance must be billed first and the explanation of benefits is to be included with your billing. If you are a contracted provider with the insurance, then we will pay the co-pay or deductible up to the CalVCB rate. If the contracted rate of the insurance and the co-pay or deductible does not equal our rate, the difference will not be made up. If the insurance has a rate for out-of-network providers,



the same holds true. In both scenarios the client cannot be charged for the difference. If the insurance denies your services, then the CalVCB rate will be paid. Please be sure to read over the limitations for reimbursement on the CalVCB website for more details and important program information.

Approximately 60% of mental health bills are paid within one month and is dependent upon factors related to the application, not the specific bill. If the claimant has insurance, a civil suit, or other reimbursement sources, then CalVCB must verify that other sources are not viable prior to making payment. Additionally, if the claimant does not have enough authorized sessions to cover the number of sessions billed, then an Additional Treatment Plan will be requested for review prior to the consideration of any bills for reimbursement. These are a few examples of the factors involved in the payment process, which is guided by statute and regulation.

The VCB headquarters does not maintain a referral list, but your local victim witness center may. Just give your local center a call to see if they maintain a list. Here is a web link to find the center in your county: <http://www.victims.ca.gov/victims/localhelp.aspx>. Additionally, if you are registered with Find a Psychologist (findapsychologist.org) or Therapist Finder (therapistfinder.com) the links are on the victims.ca.gov web page where victims may access these links to locate a mental health provider in their area.

If you would like to attend one of our provider forums and receive emails regarding upcoming forum topics, you may send your request to providerforums@victims.ca.gov.

You may mail your documents to:
California Victim Compensation Board
PO Box 3036, Sacramento, CA 95812-3636

You may fax bills, Treatment Plans, and Additional Treatment Plans to:
Fax: (866) 902-8669
Customer Service Helpline: (800) 777-9229

**** Note: Interns are not able to independently bill or receive payment directly from CalVCB, only the employing supervising therapist or agency. Please contact your licensing board for more details.**