

CaIVCB Victim Advocate Newsletter

December 2022

Welcome

Welcome to our new monthly newsletter specifically for victim advocates. CaIVCB is dedicated to providing advocates with all the resources and information they need to do their jobs and best serve victims. This newsletter is part of our efforts to better inform advocates about CaIVCB, our program requirements and any new developments. Please let us know if you have questions, comments, or suggestions for future editions. Email us at infoadvocate@victims.ca.gov.

Mental Health Regulation Changes

During the November Board meeting, the Board approved changes to CaIVCB's mental health guidelines as well as reimbursement rate increases. These changes will take effect on Dec. 15, 2022.

Based on feedback from our monthly advocate webinars, as well as surveys conducted with Medicare, insurance companies, and other state compensation programs, CaIVCB is increasing mental health reimbursement rates by 30 percent. This increase should improve access to care by boosting the number of providers willing to treat CaIVCB claimants.

Additionally, CaIVCB has updated the Treatment Plan requirements. Under the new requirements, CaIVCB will ask for a completion of verification for crime-relatedness with the first billing statement. Providers must submit a request for payment within 90 days of providing services.

To assist, CaIVCB has created a Mental Health Billing Intake form, which requires less information from the provider and will increase how quickly CaIVCB can authorize payment. The form contains a section for claimants to certify that no other reimbursement source is available. The additional section eliminates the need to wait for an Explanation of Benefits denial letter. The Mental Health Team is working to make the necessary updates to Forms, Letters, and CaIVCB's website.

Please see our **Provider Announcement** and our **Provider Reminders**, which we mailed out to our mental health service providers and which are also available on our **Mental Health Service Providers webpage**.

Contact CalVCB Customer service with questions at 800.777.9229 or **infoadvocate@victims.ca.gov**.

CalVCB Outreach on the Road

Now that the pandemic has faded, CalVCB has returned to providing in-person presentations and training sessions across the state.

The CalVCB outreach team has visited San Diego, Fresno, Ventura, Napa, San Diego and San Jose in recent months. Events differ, depending on what advocates request, but they often include an overview of CalVCB, details on how to fill out an application and a question-and-answer session with participants.

Getting back out into communities and directly connecting with advocates is an important part of CalVCB's renewed outreach efforts, according to CalVCB Executive Officer Lynda Gledhill.

"The work victim advocates do is crucial, and we want to be sure they have all the information about us and our program that they need," Gledhill said.

CalVCB Outreach Specialist Cindy Kaiser said it has been exciting to reconnect with advocates.

"It's wonderful to be out meeting directly with victim advocates again and have the opportunity to share our program and answer their questions," Kaiser said. "CalVCB benefits from getting direct feedback, and we know our participants leave with a better understanding of how to help victims."

In addition to the in-person training presentations, the outreach team has been tabling at various seminars and events, including a domestic violence event at Sacramento State University. Staff is currently participating in a Tribal conference in Palm Springs.

CalVCB continues to work on outreach and scheduling events, and we are currently planning our calendar for winter and spring. If you know of an upcoming conference or seminar you believe CalVCB should consider attending, or would like to request a training, please email **infoadvocate@victims.ca.gov**.

Forms Update

CalVCB is continuously updating forms and publications. For the most up-to-date forms, please

download them directly from CalVCB's [website](#) under the "Forms" tab at the top.

We recently updated the [Compensation Benefit Reference Guide](#), which outlines available benefits, who may receive the benefits and the benefit limits. The publication is available in English and Spanish and can be downloaded and printed directly from the website.

Advocate Tab on CalVCB Website

CalVCB updated [victims.ca.gov](#) in 2021, and we continue to update and improve it, including the section dedicated to [advocates](#).

The website also provides [Local and Online Help](#) for victims. Please review the information in your county and let us know if it's current and correct, or if it's missing any groups or organizations that support victims. If you would like us to make any changes, please email publicaffairs@victims.ca.gov.

Cares 90-Day Rule

If a Cares2 account is inactive for 90 days, the advocate's account will be deactivated. The advocate will be required to submit a request to have their account reactivated by emailing infoadvocate@victims.ca.gov.

Once the account is reactivated, the advocate will need to log in within 24 hours, or the account again will be deactivated, and the same process will apply.

Reminders

- Sign up for the [advocate training](#) on Jan. 24 from 1 to 3 p.m.
- State offices are closed Dec. 26 and Jan. 2 for the holidays
- Are you signed up for [Morning Coffee](#)? Receive a brief daily email with news articles of interest to CalVCB
- Submit your confidentiality statement ASAP; statements are due annually

Contact Us

[Visit our Website](#)

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