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CONTRA COSTA  
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September 17, 2021

Dear Network Providers,

Thank you all for your patience. It was just confirmed this morning that the new claims process will officially begin on Monday, September 20, 2021. We apologize for the short notice and turnaround time.

Starting on 9/20/2021, you have 3 options on how to submit your Behavioral Health claims. They include:

**1) Provider Portal (See attached Tip Sheet)**

- a. This option is ideal for the majority of providers (quickest, real time ability to review status, etc).
- b. If not registered on the Provider Portal contact [cmuprovider.services@cchealth.org](mailto:cmuprovider.services@cchealth.org) for an application
- c. For Provider Portal questions, please contact [CCHPportalsupport@cchealth.org](mailto:CCHPportalsupport@cchealth.org)

**2) Submit electronic file directly to Availity (must have the ability to create an 837 file)**

- a. This option is ideal for high volume business and those who already have EHR and the ability to create 837 files.
- b. Enroll with Availity
- c. Contact <https://www.availity.com/provider-portal-registration>
- d. Contra Costa Behavioral Health Plan – Payer ID: **CCMHP**
  - i. The Payer ID will not be ready until 9/20/2021. You may enroll with Availity as a vendor but will have to wait until Monday, 9/20 to register as a BH provider.
- e. For questions please contact <https://www.availity.com/ediclearinghouse>

**3) Submit paper claims**

- a. We are hopeful most, if not all, of our providers will use options 1 & 2. Paper claims have the risk of not making it to the destination and will be the slowest to process.
- b. Print claim on 1500 form
- c. Mail to: P.O. Box 5143, Lake Forest, CA 92609

If you have any questions, please contact [cmuprovider.services@cchealth.org](mailto:cmuprovider.services@cchealth.org).

Thank you,  
Provider Services Team

