



## Getting started

Thank you for accepting a referral from the San Francisco District Attorney's Office Victim Services Division. This document is quick sheet with information on becoming a provider or billing as a mental health provider. For more detailed information you can go to the California Victims Compensation Board (CalVCB) website at:

<https://victims.ca.gov/providers/becomingaprovider.aspx>

## To Begin

- You do not have to do anything before you start seeing the client.
- Once you are ready to bill, submit with your first bill:
  - A completed [W9](#)
  - A copy of your licensure
- Once you submit your first bill with the above 2 documents your information will be entered in the **Cal VCB provider database**

## Billing:

- All bills must be completed on a standard [CMS 1500 form](#) using [Current Procedure Terminology \(CPT\) codes](#) used by CalVCB
- The victim's claim number should go in field 1A on CMS 1500 form
- The victim does not need to sign the CMS 1500 form
- Frequently asked questions on completing CMS 1500 are available at [FAQ](#) and [CMS 1500 form instructions](#).
- Please bill after a minimum of 4 dates of service to decrease administrative time
- Completed CMS 1500 forms may be mailed to:  
Victims Compensation Board  
P.O. Box 942003  
Sacramento, CA 94204-2003

## Customer Service

- For questions regarding status of billing and payments log on to CalVCB online at <https://online.victims.ca.gov> and navigate to the *Application Search* or *Bill Search* tab.
- If you do not have a CalVCB Online account yet- call customer service representative at 1-800-777-9229 Monday through Friday 8am to 5pm for assistance in creating an account

## Treatment Plan

- CalVCB requires a [Cal VCB Treatment Plan form](#)
- [Telehealth Forms](#) are required for phone/video appointments
- The completed treatment plan is to be placed in client's file and is to be submitted after the 3<sup>rd</sup> session.



#### Cal VCB Provider forums via WebEX

- Cal VCB hosts monthly provider forums on WebEx on guidelines, treatment plans, how to bill etc.
- To be included on the provider forum invitation list, send an email request to [Providerforums@victims.ca.gov](mailto:Providerforums@victims.ca.gov). or visit [Providers Forum](#) page for more information.

#### Forms

For a complete list of forms go to: <https://victims.ca.gov/publications/calvcpsforms.aspx>

- W9- <https://www.irs.gov/pub/irs-pdf/fw9.pdf>
- CMS 1500 Form (attached)
- CMS 1500 instructions  
<https://victims.ca.gov/docs/forms/providers/CMS1500Instructions.pdf?7-20-17>
- CMS 1500 FAQs <https://victims.ca.gov/providers/1500faq.aspx>
- CPT Codes <https://victims.ca.gov/docs/forms/providers/CPTCODES.pdf>
- Treatment Plan Form (attached)
- Telehealth Form (attached)