



# Los Angeles County Children's Medical Services California Children's Services

## Provider Bulletin

**DATE:** October 25, 2013

**SUBJECT:** NEW FAX NUMBER AND COVER SHEET / CLIENT SEPARATOR PAGE

As you know, providers currently fax requests for services and supporting medical documentation to Los Angeles County CCS using the 800-924-1154 fax number. Those documents are then printed and manually processed by our office. This is to inform you that effective immediately, we have implemented a new digital fax system along with a new fax number and fax cover sheet/client separator page. This new system allows us to digitally receive and process your faxed documents (e.g., SARs, supporting medical documentation) to our CCS staff, and accurately track the status of all faxed documents.

**In order to utilize this new digital system, your requests and supporting documents must:**

- 1) Be faxed to our new fax number: **855-481-6821**; and
- 2) Include a CCS Client Separator Page (fax cover sheet) for each CCS patient. The client separator page functions as a fax cover sheet for each patient. It is best if the data fields on the CCS Client Separator Page are typed directly onto the PDF form before faxing.

Your documents will be routed to our slower manual process if:

- a) Documents are faxed without a CCS Client Separator Page, or
- b) Documents for multiple patients are intermingled and not separated by a CCS Client Separator Page; or
- c) The client information entered on the CCS Client Separator Page cannot be read by our new digital system (e.g., poor handwriting).

The CCS Client Separator Page is available at: <http://publichealth.lacounty.gov/cms/docs/CCSCSP.pdf>.

The current Los Angeles County CCS fax number (800-924-1154) will be out of service effective close of business, Tuesday, December 31, 2013.

Verbal and other fax communication with Los Angeles County CCS (e.g., RED Team, faxes to individual staff) remains the same. You and your staff should continue to call our main telephone operator line at 800-288-4584.

Please share this information with your staff and begin using our new fax system. If you have any questions about this process, please feel free to contact us at 800-288-4584.