

# CHILDREN & YOUTH BEHAVIORAL HEALTH INITIATIVE (CYBHI)

## FAQ

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### **Why do you need my health insurance information?**

California has launched an initiative known as the Children & Youth Behavioral Health Initiative (CYBHI) aimed to increase access to mental health services by reimbursing school districts for wellness and mental health services like counseling and behavior interventions. Under state law, health insurance companies are now required to reimburse schools and/or school districts for specific services performed by credentialed, school-based providers according to predefined reimbursement rates per service.

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### **Why is the school asking for insurance and billing information? What is the change?**

Since this new initiative is fueled by services provided in schools, the state of California has requested schools to obtain detailed insurance information of students to allow the school to seek reimbursement. Before this initiative, schools explored creative ways to fund mental health and wellness services (i.e. grants, partnerships with local agencies, partnerships with the county department of education, etc.), navigating the needs of their community alongside many other financially-involved systems within the school. Many of those financial avenues did not require detailed information from parents, whereas this initiative requires detailed information to participate.

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### **What will this information give the school access to?**

The school will not seek further details about your student and/or family through the insurance information provided. The type of service and insurance details will be sent to California's Department of Health Care Services (DHCS) Third Party Administrator (TPA), Carelon, to process reimbursement on behalf of the school/school district for services rendered.

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### **Will I be able to see the services that are being charged?**

According to the Department of Healthcare Services (DHCS), all CYBHI documentation regarding services provided will be suppressed. There will not be notification regarding these services mailed or emailed to the policy holders. Please contact your individual insurance companies for more details.

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### **Are you going to bill me for a portion of the cost? Will this impact my deductible? What is my co-pay for this?**

CYBHI aims to support the schools seeking reimbursement for mental health services provided at the schools.\* Services provided as part of this program will not be subject to copayment, coinsurance, deductible, or any other form of cost sharing. \*Per Health and Safety (H&S) Code, section 1374.722.

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### **Will this new billing process impact my other insurance benefits?**

No.\* The Department of Health Care Services (DHCS) has communicated that services reimbursement through this initiative will NOT impact your ability to access additional benefits or adjust current benefits. \*Per Health and Safety (H&S) Code, section 1374.722.

# CYBHI (CONT.) FAQ

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## 7 Are insurance companies aware that this is happening? Can I call them?

According to the California Department of Health Care Services (DHCS, Managed Care Plans are responsible for the following as part of the new reimbursement requirements (note: this list is non-exhaustive):

- Adhere to all requirements detailed in All Plan Letters and other policy guidance issued by the DHCS, DMHC and/or CDI.
- Work directly with the Third Party Administrator (TPA) Carelon to validate and pay claims.
- Remit payments for services rendered under the CYBHI fee schedule to the TPA.
- Coordinate care for members.
- Develop formal relationships with Local Educational Agencies (LEAs) and Institutes of Higher Education (IHEs).

Ensure appropriate and timely access to behavioral health services when a member is referred to the Managed Care Plan (MCP) for treatment.

## 8 Who else may see my information?

Our district has partnered with [Care Solace](#), who will provide support services for our school to capture and document support services and then bill and process claims. Care Solace will receive identifying information about your student including the insurance information you provide so they can submit claims and facilitate the reimbursement process on behalf of our school district.

## 9 What if I don't have insurance?

Your insurance status will not prevent your student(s) from accessing support services. If you do not have insurance, your student(s) will still be supported with the services they need. \*If you are interested in obtaining health insurance, visit your wellness center/care support staff.

## 10 What if I don't want my school district to use my insurance for these services?

While we encourage families to provide insurance information to support increased access to care for students, as a guardian you have the right to withhold consent to participate in this initiative. Your student will continue to be supported with the services they need regardless of your participation in this program.

## 11 What if I don't want you to know? What if I don't want to provide you with my information?

Please note that your choice to withhold consent from our district seeking reimbursement for services will not prevent students from accessing services. We understand the importance of providing detailed information for guardians to consider before making these decisions. Our goal is to provide you with resources and information that empower your choice and help bring understanding of how this can positively impact your student(s) and the overall quality of services provided to our school district.

## 12 Can I give you some and not all?

Unfortunately, this initiative requires each component of your insurance information in order for the district to obtain reimbursement. Your participation in providing all necessary information so that we can properly engage in this initiative is greatly appreciated.

# CYBHI (CONT.) FAQ

## **13 Will sharing this jeopardize my housing or basic needs? Will I be exposed or will this affect my current status?**

The insurance information you provide to schools will solely be used for the purposes of seeking reimbursement for services via the CYBHI program. If Carelon Behavioral Health communicates an issue with your insurance information, our district will receive that information and is responsible for addressing any discrepancy. There is no investigative process that occurs. Our district and/or our partner Care Solace will work with students and their families to explore any issue connected with their insurance information. This may vary from a simple spelling error to a need for a family to calling their insurance company to confirm activation of their policy. No other avenues of evaluation or investigation will take place.

## **14 What is the verification process? Are you going to call my employer?**

No, our standard verification process does not include contacting your employer. Once your insurance information is provided to Carelon Behavioral Health, they will verify your insurance. If there is a problem, Carelon will communicate any issues, and your school's staff and their partner Care Solace will work with you directly to address any issues regarding your insurance information.

## **15 Why does insurance have to pay for it when it was previously provided by the school/district?**

Our district prioritizes the support services of our students, and has explored various ways to fund these critical components of well-being within our existing district funding. It is of utmost important to us that we have service providers employed and/or contracted by our school district so our students receive proper, high quality care. As student needs increase and the types of services evolve, this initiative will allow our district to access funding that is crucial to maintain and sustain the well-being of our community.

## **16 What are the limitations to the services? Is there a minimum/maximum amount of support my student has access to via CYBHI? How will it impact my ability to access services outside of school?**

CYBHI provides schools the opportunity to get reimbursed for services they identify as a need for their students, according to an official fee schedule listing specific services and their reimbursable rates. Schools can continue to submit claims for services as long as their providers indicate that the student continues to benefit from the services on a preventive, educational and/or intervention-based justification. The California Department of Health Care Services (DHCS) has not communicated specific limitations or maximums as they are not identifying or qualifying the need for service. If your student can benefit from additional services outside of the school, DHCS has confirmed that services obtained via CYBHI would not interfere with accessing additional outside services.

## **17 How might this impact my kid's future?**

CYBHI allows students to receive the care they need to stay on track and keep the momentum to reach their academic goals. This includes not only medically necessary interventions but also preventative and assessment-based services, helping students stay ahead of potential challenges. When you access community-based health or mental health services using your insurance, providers often need to establish medical necessity to justify coverage. Similarly, services connected through the CYBHI (Children and Youth Behavioral Health Initiative) are reimbursable when designated or recommended by the school for the student.