

FAQs

1. Do I have to be certified to provide services?
 - a. No. Providers may provide services without DMH Certification. However, in order to bill the Division of Medicaid, providers must be certified by DMH.
 - b. For ID/DD Waiver Services, you must also have an ID/DD Waiver Provider Number from the Division of Medicaid.
2. How are referrals to providers, services, and programs generated?
 - a. DMH is not a referral source. Once certified, DMH will add your agency as a certified provider to our system, website, etc.
3. Do I need to have staff in place in order to apply?
 - a. Staffing that meets DMH's *Operational Standards* must be in place in order to begin service provision.
4. Does DMH enroll agencies as Medicaid providers or issue Medicaid provider numbers?
 - a. No. Becoming a Medicaid provider is a separate process. DMH will notify the Division of Medicaid, Bureau of Mental Health Programs of Certification of new providers.
 - b. Please contact the Division of Medicaid/ACS at:
 - i. 1-800-421-2408
 - ii. www.medicaid.ms.gov/Providers
5. How does DMH allocate grant funding?
 - a. DMH allocates funding through a request for proposal (RFP) process.
 - b. At this time, the majority of DMH grant funding is allocated and awarded to ongoing projects.
6. Why do I need an orientation to become certified?
 - a. According to Mississippi law, any community program providing services to people living with developmental disabilities, mental illnesses, and/or substance use disorders, must be certified by the Mississippi Department of Mental Health prior to billing the Division of Medicaid. This ensures that programs meet minimum quality and safety standards. Because not all Certification Applications are approved, the Interested Provider Orientation includes information that can help optimize opportunities for a successful application process.
7. What if I don't know what population I want to provide services to?
 - a. Until you decide what population you would like to serve, you will not be able to meet standard requirements or submit a successful application for Certification. Each service area (i.e. Adult Mental Health Services, Intellectual and Developmental Disabilities Services, Substance Use Community Services, and Children and Youth Services) has separate requirements that must be met prior to Certification. These requirements can be found in the DMH *Operational Standards*. DMH Agency Provider Certification Types are:
 - i. Community Mental Health Centers (CMHCs) - (DMH/C);
 - ii. Certified Community Behavioral Health Clinics (CCBHCs) - (DMH/CCBHC);
 - iii. DMH/Private Providers - (DMH/P);

- iv. DMH/Grants - (DMH/G);
 - v. DMH/Home and Community-Based Waiver - (DMH/H);
 - vi. DMH/IDD Community Support Program: 1915i - (DMH/I);
 - vii. DMH/Other Agency Providers Requirement or Option - (DMH/O); and
 - viii. DMH/Department (DMH/D).
8. Will I be certified after Orientation?
- a. No. The IP Orientation assists you in understanding the Certification Application process and provides information you can use to determine whether your program has the current capacity to meet Certification Standards. There is no guarantee that your Certification Application will be approved.
9. Once I am fully certified, will I receive funding?
- a. DMH Certification does not mean you will receive DMH funding or funding from a third-party payor source. It is also not inherently a means of obtaining clients to bill for services. You will need to develop your agency's Policies and Procedures and secure funding from other funding resources.
10. What topics are covered during IP Orientation?
- a. Interested Provider Orientation consists of a general introduction of DMH and the Certification Division; training sessions based on service type (i.e. Adult Mental Health Services, Intellectual and Developmental Disabilities Services, Substance Use Community Services, and Children and Youth Services); Certification requirements that apply to all DMH-certified providers; information on how to become a Medicaid provider; and all other relevant information, documentation, forms, guides and expectations to become a DMH-certified provider.
11. I don't want to wait until I complete Orientation to get started. What can I do?
- a. There is a lot of reading to make sure your program meets Certification requirements (and to increase the likelihood of a successful Certification Application). The standard requirements are written in DMH's *Operational Standards*. Although attending the Interested Provider Orientation is a **requirement prior to submitting an Application** for Certification, you should familiarize yourself with the requirements you must meet in order to be certified.
12. What are the staffing and documentation requirements for providers seeking Certification?
- a. Refer to Chapter 11 of the DMH *Operational Standards*.
13. What if I want to invest in property or other areas of my program before achieving Certification?
- a. You may invest in your program at any time; however, there are reasons you might delay investing in property or other major investments:
 - i. The Certification process can be lengthy, and you may not bill Medicaid until your program's Certification Application is approved. The entire Certification process may take an interested provider a year to become fully certified.
 - ii. There is no guarantee that your Certification application will be approved and if approved, there is no guarantee the location will meet requirements.