



State of California—Health and Human Services Agency
Department of Health Care Services



GAVIN NEWSOM
GOVERNOR

Date: January 25, 2021

PPL No. 21-005

To: Local Governmental Agency (LGA) Coordinators for the Targeted Case Management (TCM) Program

SUBJECT: Electronic Submission of TCM Invoices

This Policy and Procedure Letter (PPL) notifies LGA Coordinators and Authorized Signers regarding the new permanent process for electronically submitting TCM invoices and supersedes [PPL 20-015](#).

Effective as of the date of this PPL, the Department of Health Care Services (DHCS) will only accept a scanned color copy of an invoice or an electronically signed invoice submitted via e-mail, and will no longer accept physical (hard copy) paper invoices.

TCM Provider Manual Invoice Process

The TCM Provider Manual, Section 8, Page 8-29, requires LGA Coordinators to print invoices on official county letterhead, obtain the signature of the LGA's Authorized Signer (as previously indicated by the LGA on the LGA Signature Authority Request Form submitted to DHCS), and submit physical invoices to DHCS. The LGA Authorized Signer's full name, title, and signature are required in blue ink. The LGA Coordinator must also include a cover letter along with the invoice(s) which identifies the enclosed invoice(s) and any special instructions and allows DHCS to verify the total number of invoices received along with their respective invoice numbers. In accordance with the TCM Provider Manual, Section 8, Page 8-27, the date of mailing stamped on the envelope is considered the postmarked date for each of the enclosed invoices.

Temporary and Voluntary Alternative Process during the State of Emergency

In response to the state of emergency due to the outbreak of the novel coronavirus known as COVID-19 (State of Emergency), DHCS implemented a temporary submission process allowing LGA Coordinators to submit invoices via email using one of two options set forth in PPL 20-015.

Pursuant to PPL 20-015, the temporary submission options would cease to be in effect upon the termination of the State of Emergency. However, as a result of this PPL, the options set forth in PPL 20-015 will cease to be in effect as of the date of this PPL and the new permanent options for invoice submission set forth below will go into effect.

New Permanent TCM Invoice Process

Effective as of the date of this PPL, DHCS will only accept a scanned color copy of an invoice or an electronically signed invoice submitted via e-mail, and will no longer accept physical “hard copy” paper invoices.

After the LGA Authorized Signer has created a TCM invoice, the invoice(s) and cover letter may be signed by any electronic method. Examples of possible electronic signing methods are DocuSign, Adobe, scanned Adobe PDF, etc. If the LGA chooses to utilize the DocuSign method, the LGA Authorized Signer’s initiation of the DocuSign invoice must include a location designation on each invoice for the signature, date, and title for the LGA Authorized Signer, the TCM analyst, and the TCM unit manager.

Upon completion on electronic invoice(s), the LGA Authorized Signer will submit the cover letter and signed invoice(s) via e-mail to their TCM analyst. The signature on the invoice(s) must match the signature provided on the LGA Signature Authority Request Form.

Note: Hard copies of invoices are not required to be mailed to DHCS.

For questions regarding this PPL, please contact DHCS at TCM-DHCS@dhcs.ca.gov.

Sincerely,

ORIGINAL SIGNED BY

Shelly Taunk, Chief
County Based Claiming and Inmate Services Section
Local Governmental Financing Division