HELPFUL CONTRACTING TIPS FOR NEW PROVIDERS

Welcome to contracting with the San Francisco Department of Public Health (DPH). Below are helpful tips, essential resources, and pertinent information to assist you in navigating through the contract development and certification process.

Once your agency has been awarded a DPH contract and received a Funding Notification (NF), a Contract Development and Technical Assistance (CDTA) Program Manager (PM) is assigned as your principal point of contact. Your designated CDTA – PM will field all questions regarding your DPH contract, and if he/she doesn’t have a specific answer, then a referral will be made to the appropriate party.

CDTA Program Managers work in collaboration with multiple DPH units to ensure that your contract is certified and in compliance with all departmental policies and procedures. These DPH units include: Systems of Care (SOC), Budget, Fiscal/Cost Report, Contracts and the Business Office of Contract Compliance (BOCC).

What to do as a new provider:

Visit the CDTA website at www.sfdph.org/cdta to gain access to relevant on-line resources (i.e., forms, templates, instructions, policies, procedures and regulations, and handouts from past presentations) by simply searching the following sections:

- Contract Development Documents
- Presentation Materials
- Procedures and Guidelines
- Important Dates
- Resources
- Staff Directory
- Grants Administration Information

Know and avoid common obstacles that can slow down the contract development and certification process:

- Late document submission
- Use of incorrect document templates
- Not following guidelines and formatting requirements
- Expired insurance certificates and other official out-of-date documents

New Service Providers should have current copies of the following documents available upon request:

- IRS Determination Letter or Document of Incorporation
- Dun & Bradstreet Number (DUNS #)
- Most recent audited financial statements
- Current insurance policies
- Agency’s current organizational chart
- Schedule of board meetings
- List of top donors
- Cost allocation plan (City & County Controller’s Office offers training sessions on this topic)
- A roster with Senior Officers, Board of Directors, and Executive Director’s Executive Assistant and contact information (email/phone/address) and, possibly resumes or bibliographies of senior officers
STANDARD CONTRACT COMPLIANCE REQUIREMENTS FOR SERVICE PROVIDERS

The following administrative requirements are essential to the contract development and certification process:

1. It is required by the SF Department of Public Health (DPH) that all health service providers/contractors have an NPI# (National Provider Identifier Number). If you do not already have one, consult with your CDTA Program Manager (PM) or Systems of Care (SOC) PM about how to apply for one; or, go to the following website https://nppes.cms.hhs.gov/NPPES/Welcome.do for explicit NPI Application Instructions. Even if you already have an NPI#, you should consult with either your CDTA or SOC PM to determine if another is needed.

2. If you have a Behavioral Health Services (BHS) Contract, and are either a Mental Health Services Provider and/or Substance Use Disorder Provider, your agency is required by the SFDPH to register with the State of California and the City and County of San Francisco for electronic billing purposes. This is required even if you do not use the BHS billing and clinical information system known as AVATAR. Your CDTA PM will help guide you through the registration process.

3. To avoid unnecessary delays in the contract development and certification process, it is important that you select the correct Appendix B (program budget and budget justification) template, and submit both Appendices A and B documents to your CDTA Program Manager by or before the date specified on the Funding Notification. The Appendix A and B instructions and templates are located on CDTA’s website at www.sfdph.org/cdta. Please choose the appropriate template by selecting either the BHS or non-BHS Appendices; and for best results, download the contract checklist, which can be found on the same page on CDTA’s website.

4. The Declaration of Compliance is an attestation by contractors that their program is in compliance with the rules and regulations set forth by various DPH units. Therefore, all service providers are responsible for: maintaining an Administrative Binder with all the forms, policies and statements of compliance; prominently displaying posters and information notices for client viewing; and, complying with client related regulations. To learn more about the DPH’s Declaration of Compliance requirements, contact the Business Office – Contract Compliance at (415) 255-3697.

5. All Providers must maintain an acceptable mechanism to track personnel work hours and other payroll and human resource requirements stipulated in DPH’s service contract regulations to avoid reimbursement issues (i.e., employee timesheets, sick/vacation leave, and furlough, etc.).

6. Complete the required trainings mandated for all new providers, which minimally include HIPPA Training, Harassment Prevention Training, and Privacy & Compliance Training.

7. Attend relevant SFDPH Technical Assistance workshops and staff development training classes sponsored by the Department of Public Health and/or the City and County of San Francisco. To learn more visit DPH’s Health Education Training Center at https://www.sfdph.org/dph/comupg/tools/cli.asp

Your agency’s assigned CDTA-PM is your principal point of contact, and can assist you with the above provisions, and managing your service contract as well as your relationship with other SFDPH units. Please contact your CDTA-PM by email or phone. A staff directory is available on CDTA’s website at www.sfdph.org/cdta.

CDTA’s Mission: Utilizing sound business practices, we facilitate the development of city health delivery system contracts, thus ensuring the availability of community services that protect and promote the health of all San Franciscans.