

# Department of Behavioral Health (DBH)

## Place of Service Codes Frequently Asked Questions (FAQs)

This document should be used in addition to the DHCS Service Tables, [CalAIM Place of Service Codes](#) updates summary and [Place of Service Codes Descriptions](#) documents.

Question	Answer
1. What POS code should be used when communicating with client via phone, to follow up with scheduled therapy services or case management services (brief client contact)?	For communicating via phone, you would use POS codes <b>02 - Telehealth Not In Client's Home</b> -or- <b>10 - Telehealth In Client's Home</b> . This will depend on the location of the <i>client</i> at the time of service.
2. On some occasions providers will render services to a client that is in another clinic via telehealth. What POS code should be used?	The POS code that should be used is <b>02 - Telehealth Not In Client's Home</b> , as the client is not in their home.
3. Since POS code 28 – Non-Face-to-Face has been eliminated with the implementation of CalAIM, what POS code should we use?	When providing services via telehealth you would use <b>02 - Telehealth Not In Client's Home</b> -or- <b>10 - Telehealth in Client's Home</b> . This depends on the location of the <i>client</i> at time of service.
4. What POS code should be used for field-based services provided to clients that have a known residence (clients that are not unsheltered/sheltered), but need assistance with going to TAD, SSI Office, doctor appointments, etc.?	Billable field-based services vary depending on where the client is located at the time of service. If none of the allowable DBH POS codes listed on the <a href="#">Place of Service Codes Descriptions</a> document apply, please use <b>99 - Other Place of Service</b> .
5. Since POS code 27 was revised, what POS code can be used for Board and Care Facilities, and Room and Board Facilities?	POS code <b>33 – Custodial Care Facility</b> would apply if services are rendered at the clients' Board and Care or Room and Board location.
6. What POS code should be used if a provider goes to a group home, but the group home is too crowded, so we decide to walk across to the park?	The appropriate POS code for this situation would be <b>99 – Other Place of Service</b> .
7. When can POS code 99 be used?	If no other allowable DBH POS code listed on the <a href="#">Place of Service Codes Descriptions</a> document fit the place of service description, then <b>99 – Other Place of Service</b> would be appropriate to use.
8. What POS code should ARMC use for outpatient services?	ARMC outpatient services should use POS code <b>11 – DBH/Contractor Site – Office</b> .

**Questions are to be directed to the following email boxes, depending on the subject matter:**

Coding/Compliance: [DBH-ComplianceCodingQuestions@dbh.sbcounty.gov](mailto:DBH-ComplianceCodingQuestions@dbh.sbcounty.gov)

Documentation/Quality Management: [DBH-QualityManagementDivision@dbh.sbcounty.gov](mailto:DBH-QualityManagementDivision@dbh.sbcounty.gov)

IT Questions: [DBH-IT-CalAIM@dbh.sbcounty.gov](mailto:DBH-IT-CalAIM@dbh.sbcounty.gov)

Revenue Cycle Questions: [DBH-RevenueCycle@dbh.sbcounty.gov](mailto:DBH-RevenueCycle@dbh.sbcounty.gov)

