



**Bulletin Title: Termination of Provider Access to DBH Electronic Health Record Source Systems**  
**Bulletin ID: 137**  
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The Department of Behavioral Health (DBH) governs the utilization and maintenance of electronic health records (EHR) for DBH certified providers (providers). Historically, DBH granted providers access to the iCAMS and DATA WITS EHR systems. However, in accordance with DBH Policy 115.6, Electronic Health Record (EHR), all providers were to procure their own EHR system by October 1, 2023 as DBH restricted provider access to DBH source systems to billing and read-only access for printing of clinical documentation.

Effective January 2, 2024, DBH will terminate all provider access to DBH source systems, including billing and read-only access. Providers should use the following procedures to submit claims and receive medical records beginning January 2, 2024.

**Claims:** Providers should utilize their own EHR system or the Department of Health Care Finance Portal (portal) to submit Medicaid claims. Providers must register to use the portal here: [Department of Health Care Finance - Home Page \(dc-medicaid.com\)](https://dc-medicaid.com). Providers should contact their DBH Provider Relations Representative to access the REV-UP DC Technical Assistance project, which assists with Revenue Cycle Management training and resources at no cost.

**Medical Records:** Providers should submit a written request for medical records copies to [dbh.medrec@dc.gov](mailto:dbh.medrec@dc.gov), including: (1) the purpose of the request (i.e. continuity of care); (2) verification of the provider's connection to the consumer (i.e. face sheet, consumer choice form or signed authorization by the consumer); and (3) consumer identifiers (i.e. name, date of birth)

Please contact Ryelle Roddey, Deputy Chief Operating Officer, with questions about this bulletin.