



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



GAVIN NEWSOM
GOVERNOR

DATE: August 12, 2021

Behavioral Health Information Notice No: 21-048

TO: California Alliance of Child and Family Services
California Association for Alcohol/Drug Educators
California Association of Alcohol & Drug Program Executives, Inc.
California Association of DUI Treatment Programs
California Association of Social Rehabilitation Agencies
California Consortium of Addiction Programs and Professionals
California Council of Community Behavioral Health Agencies
California Hospital Association
California Opioid Maintenance Providers
California State Association of Counties
Coalition of Alcohol and Drug Associations
County Behavioral Health Directors
County Behavioral Health Directors Association of California
County Drug & Alcohol Administrators

SUBJECT: Drug Medi-Cal Organized Delivery System (DMC- ODS)
Treatment Perception Survey (TPS)

PURPOSE: Guidance to DMC-ODS counties for the submission of client satisfaction survey data

BACKGROUND:

DHCS is required to maintain a plan for oversight and monitoring of DMC-ODS providers, counties and the Partnership Health Plan of California regional model (“plans”) to ensure compliance and corrective action with standards, access, and delivery of quality care and services. At least once per year, DHCS shall monitor the plans through an External Quality Review Organization (EQRO), Behavioral Health Concepts (BHC), Inc. in coordination with the University of California, Los Angeles (UCLA), BHC is required to review client satisfaction surveys conducted by the plans participating in the DMC-ODS Waiver.

Each DMC-ODS plan shall survey clients at each of the providers within the plan’s network annually, using a valid client satisfaction survey. The EQRO will validate

the findings during its annual reviews of the plan. The administration of this survey by the plan will also address the data collection needs for DMC-ODS evaluation required by the Centers for Medicare and Medicaid Services. The information gathered from the surveys will support DMC-ODS Quality Improvement efforts and provide key information on the impacts of the new continuum of care.

The TPS for adults was developed by UCLA based on San Francisco County's validated survey, and through consultation with DHCS, individual counties, the Substance Abuse Prevention Treatment Committee of the County Behavioral Health Director's Association of California, the DMC-ODS EQRO Clinical Committee, BHC, and other stakeholder input. The TPS for youth was based on Los Angeles County's youth survey.

DHCS has contracted with UCLA to scan and process the paper survey forms, collect the online and automated phone survey data, receive electronic data files from counties (if applicable), analyze the data, and prepare regional-, county- and provider-level summary and statewide reports.

POLICY:

Plans shall administer the TPS to both adults and youth at least once annually, following the instructions provided below. However, as a best practice, plans can conduct more frequent client satisfaction surveys and/or include additional survey questions as long as the standard TPS items are utilized.

The annual survey for DMC-ODS plans will take place on **September 20-24, 2021**. The survey is available for adults (ages 18 and older) and youth (ages 12 to 17) in 13 languages, including English, Chinese, Spanish, Tagalog, Vietnamese, Russian, Arabic, Korean, Eastern and Western Armenian, Cambodian, Hmong, and Farsi.

Plans will have the option of using paper forms (one-page and large print), secure online survey links, and/or an automated phone survey. Paper survey forms must be submitted to UCLA no later than **Monday, October 11, 2021**.

Detailed instructions, as well as the data collection materials are posted on the TPS website at: <http://uclaisap.org/dmc-ods-eval/html/client-treatment-perceptions-survey.html>.

UCLA will scan the paper survey forms and aggregate all the survey data received directly (online survey and automated phone survey) by plan. UCLA will

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analyze the data, and prepare regional-, county- and provider-level and statewide summary reports. UCLA's goal is to provide these reports to the plans within three months of the survey period. In addition, through the annual EQRO review, BHC will assess client satisfaction by reviewing the TPS data along with any other client survey data provided by the plan.

If you have questions or feedback about the survey or collection procedures, please contact Marylou Gilbert with UCLA at MarylouGilbert@mednet.ucla.edu.

Sincerely,

Original signed by

Shaina Zurlin, LCSW, PsyD, Chief
Medi-Cal Behavioral Health Division