



RICHARD FIGUEROA  
ACTING DIRECTOR

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



GAVIN NEWSOM  
GOVERNOR

February 21, 2020

Sent via e-mail to: [alindsey@countyofglenn.net](mailto:alindsey@countyofglenn.net)

Amy Lindsey, Director  
Glenn County HHSA  
242 North Villa Avenue  
Willows, CA 95988

SUBJECT: Annual County Compliance Unit Report

Dear Director Lindsey:

The Department of Health Care Services (DHCS) is responsible for monitoring compliance to requirements of the State Plan Drug Medi-Cal (DMC) Contract operated by Glenn County.

The County Compliance Unit (CCU) within the Audits and Investigations Division (A&I) of DHCS conducted a review of the County's compliance with contract requirements based on responses to the monitoring instrument, discussion with county staff, and supporting documentation provided by the County.

Enclosed are the results of Glenn County's State Fiscal Year 2019-20 State Plan DMC Contract compliance review. The letter serves as notification that Glenn County has sufficiently met all regulations and contract requirements. During the review, no deficiencies were found. No further action is required at this time.

If you have any questions regarding this report or need assistance, please contact me.

Sincerely,

Becky Counter  
(916) 713-8567  
[becky.counter@dhcs.ca.gov](mailto:becky.counter@dhcs.ca.gov)

Audits and Investigations Division  
Medical Review Branch  
Behavioral Health Compliance Section  
County Compliance Unit  
1500 Capitol Ave., MS 2305  
Sacramento, CA 95814  
<http://www.dhcs.ca.gov>

Distribution:

To: Director Lindsey,

CC: Lanette Castleman, Audit and Investigation, Behavioral Health Compliance Section Chief  
Mayumi Hata, Audit and Investigation, County Compliance Unit Chief  
Janet Rudnick, Audit and Investigation, Provider Compliance Unit Chief  
[MCBHDMonitoring@dhcs.ca.gov](mailto:MCBHDMonitoring@dhcs.ca.gov), County and Provider Monitoring Unit  
Eliose Jones, Glenn County AOD Program Manager

<b>Lead CCU Analyst:</b> Becky Counter	<b>Date of Review:</b> 2/18/2020
<b>Assisting CCU Analyst(s):</b> N/A	
<b>County:</b> Glenn	<b>County Address:</b> 242 North Villa Avenue Willows, CA 95988
<b>County Contact Name/Title:</b> Eliose Jones, Program Manager	<b>County Phone Number/Email:</b> (530) 865-1146 ejones@countyofglenn.net
<b>Report Prepared by:</b> Becky Counter	<b>Report Approved by:</b> Mayumi Hata

## REVIEW SCOPE

- I. Regulations:
  - a. California Code of Regulations, Title 22, section 51341.1 – Drug Medi-Cal Substance Use Disorder Services
  - b. Health and Safety Code, Division 10.5, Section 11750 – 11970: Alcohol and Drug Programs
  - c. Special Terms and Conditions (STCs) for California’s Medi-Cal 2020 section 1115(a) Medicaid Demonstration STC, Part X: Drug Medi-Cal Organized Delivery System
  - d. Code of Federal Regulations, Title 42 Chapter IV, Subchapter C, Part 438; section 438.1 through 438.930: Managed Care
  
- II. Program Requirements:
  - a. State Fiscal Year (SFY) 2019-20 State County Contract, herein referred to as State County Contract
  - b. Mental Health and Substance Use Disorders Services (MHSUDS) Information Notices
  - c. State Fiscal Year (SFY) 2019-20 Intergovernmental Agreement (IA)

## ENTRANCE AND EXIT CONFERENCE SUMMARIES

### Entrance Conference:

An entrance conference was conducted at 1187 E. South Street Orland, CA 95963 on 2/18/2020. The following individuals were present:

- Representing DHCS:  
Becky Counter, Associate Governmental Program Analyst (AGPA)
- Representing Glenn County:  
Eloise Jones, Program Manager  
Joe Hallett, Compliance and QI Manager  
Amber Arnold, QI and Compliance Coordinator  
Makayla Confer, Clinician with Behavioral Health  
Dago Babadilla, Staff Services Specialist  
Stephanie Rust, Program Manager  
Nancy Alavarez, Staff Services Specialist  
Miriam Martinez, Fiscal Analyst

During the Entrance Conference the following topics were discussed:

- Introductions
- DHCS Re-Organization
- Medi-Cal Healthier California for All (formerly known as CalAIM) Proposal
- Overview of the Monitoring Process
- County of Glenn Overview of Services

### Exit Conference:

An exit conference was conducted at 1187 E. South Street Orland, CA 95963 on 2/18/2020. The following individuals were present:

- Representing DHCS:  
Becky Counter, AGPA
- Representing Glenn County:  
Eloise Jones, Program Manager  
Joe Hallett, Compliance and QI Manager  
Amber Arnold, QI and Compliance Coordinator  
Diago Babadilla, Staff Services Specialist  
Stephanie Rust, Program Manager  
Nancy Alavaraz, Staff Services Specialist

During the Exit Conference the following topics were discussed:

- Summary of the annual review

**SUMMARY OF SFY 2019-20 COMPLIANCE DEFICIENCIES (CD)**

<b>Section:</b>	<b>Number of CD's:</b>
<b>1.0 Administration</b>	<b>0</b>
<b>2.0 Beneficiary Services</b>	<b>0</b>
<b>3.0 Service Provisions</b>	<b>0</b>
<b>4.0 Access</b>	<b>0</b>
<b>5.0 Monitoring</b>	<b>0</b>
<b>6.0 Program Integrity</b>	<b>0</b>
<b>7.0 Compliance</b>	<b>0</b>