



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



2021 Annual Network Certification

Mental Health Plan (MHP)

Corrective Action Plan Report

Table of Contents

- 1. Background and Overview of Mental Health Plans2
- 2. Mental Health Plans Network Certification Corrective Action Plan Requirements.....3
- 3. Mental Health Plans Subject to Corrective Actions4
 - Alpine Mental Health Plan6
 - Colusa Mental Health Plan8
 - Del Norte Mental Health Plan9
 - Glenn Mental Health Plan10
 - Inyo Mental Health Plan11
 - Kern Mental Health Plan12
 - Lake Mental Health Plan13
 - Lassen Mental Health Plan14
 - Los Angeles Mental Health Plan16
 - Madera Mental Health Plan17
 - Mendocino Mental Health Plan19
 - Mono Mental Health Plan20
 - Napa Mental Health Plan22
 - Plumas Mental Health Plan23
 - Riverside Mental Health Plan25
 - Sacramento Mental Health Plan26
 - San Joaquin Mental Health Plan27
 - Santa Barbara Mental Health Plan28
 - Santa Clara Mental Health Plan29
 - Shasta Mental Health Plan30
 - Solano Mental Health Plan31
 - Stanislaus Mental Health Plan32
 - Sutter/Yuba Mental Health Plan34
 - Tehama Mental Health Plan36
 - Trinity Mental Health Plan38
 - Tulare Mental Health Plan40
 - Tuolumne Mental Health Plan42
 - Yolo Mental Health Plan44

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

1. Background and Overview of Mental Health Plans

The Department of Health Care Services (DHCS) contracts with 56 Mental Health Plans (MHPs) responsible for providing, or arranging for the provision of, specialty mental health services (SMHS) to Medi-Cal beneficiaries who meet medical necessity criteria in a manner consistent with the beneficiary's mental health treatment needs and goals, and as documented in the beneficiary's treatment plan.

Each MHP must maintain and monitor a provider network adequate to serve, within scope of practice under State law, the population of adults and children/youth Medi-Cal beneficiaries eligible for SMHS. MHPs must meet or exceed network capacity requirements and proportionately adjust the number of network providers to support any anticipated changes in enrollment and the expected utilization of SMHS.

Federal regulations require each MHP to submit to DHCS data and documentation on which the State bases its certification that the MHP has complied with the State's requirements for availability and accessibility of services, including the adequacy of the provider network, as set forth in Title 42 Code of Federal Regulations (CFR) parts 438.68 and 438.206, and as specified in, Welfare Institutions Code (WIC) Section 14197.1(c). DHCS certifies the network of each MHP and submits assurances of adequacy to the Centers for Medicare and Medicaid Services (CMS). DHCS reviews state and MHP-level data and information, including network data submissions by the MHPs, to conduct an analysis of the adequacy of each MHP's network. DHCS conducts a comprehensive review of each MHP's provider network in accordance with the annual network certification requirements set forth in Title 42 CFR part 438.207.

DHCS reviews each MHP's compliance in the following areas:

- I. Time and distance – geographic access mapping;
- II. Network composition and capacity – provider to beneficiary ratios;
- III. Language Capacity
- IV. Timely Access
- V. Mandatory Provider Type - American Indian Health Facility (AIHF)

In November 2021, 38 MHPs conditionally passed the network certification requirements; meaning the MHP did not meet the network adequacy requirements in one or more areas. Nine MHP were out-of-compliance in language capacity for not

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

submitting an updated contract. Those nine MHPs resolved language capacity by submitting required documentation. These findings are not included in the corrective action plan (CAP) table starting on page seven.

DHCS evaluates the MHP's performance in each of these areas to determine compliance with the requirements. MHPs that did not meet requirements in all areas are subject to ongoing monitoring and are required to complete a CAP to improve access to SMHS for beneficiaries. This report identifies the counties that are on a CAP due to non-compliance with the applicable network certification requirements. This report also includes the county's response to the CAP¹ and fulfills the requirements of WIC 14197(g)(4), to annually publish on the DHCS website a report that details the results of DHCS' annual network certification of the counties.

2. Mental Health Plans Network Certification Corrective Action Plan Requirements

In November 2021, DHCS notified MHPs, in writing, of the results of the annual network certification. The MHPs, determined to conditionally pass the network certification requirements, were required to complete and submit a CAP detailing actions the MHP would immediately implement to ensure compliance with the requirements. The deadline to submit documentation to resolve CAP was March 1, 2022. If an MHP did not comply with its CAP, DHCS could customarily impose additional corrective actions, including but not limited to, administrative and financial sanctions.

MHPs that do not meet the network certification standards and are unable to provide beneficiaries with timely access to necessary services within the applicable time and distance standards must adequately and timely cover these services with out-of-network providers. The MHP must permit out-of-network access for as long as the MHP's provider network is unable to provide the services in accordance with the standards.

The MHPs CAP were required to address procedures for ensuring beneficiaries are informed and have access to out-of-network providers. The CAP also included the provision of training to the MHPs 24/7 Access line staff, and other front line staff, who provide information to beneficiaries regarding appointments, as well as any staff responsible for processing authorization requests (including those of subcontractors), to ensure staff who interact with beneficiaries are aware of and trained on processing appointments, including out-of-network access. The MHPs were further required to submit training

¹ Welfare and Institutions Code (WIC) 14197(f)(3)

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

materials and call center scripts to demonstrate compliance with these CAP requirements.

3. Mental Health Plans Subject to Corrective Actions

As aforementioned, 38 MHPs were non-compliant with network adequacy standards. Out of the 38 MHPs, 32 MHPs were able to supply documentation that demonstrated that they resolved deficiencies. Those counties are as follows:

1. Alameda Mental Health Plan
2. Alpine Mental Health Plan
3. Butte Mental Health Plan
4. Colusa Mental Health Plan
5. Contra Costa Mental Health Plan
6. Glenn Mental Health Plan
7. Inyo Mental Health Plan
8. Kern Mental Health Plan
9. Lake Mental Health Plan
10. Lassen Mental Health Plan
11. Los Angeles Mental Health Plan
12. Madera Mental Health Plan
13. Marin Mental Health Plan
14. Mono Mental Health Plan
15. Orange Mental Health Plan
16. Placer/Sierra Mental Health Plan
17. Riverside Mental Health Plan
18. Sacramento Mental Health Plan
19. San Benito Mental Health Plan
20. San Francisco Mental Health Plan
21. San Joaquin Mental Health Plan
22. San Luis Obispo Mental Health Plan
23. Santa Barbara Mental Health Plan
24. Santa Clara Mental Health Plan

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

25. Shasta Mental Health Plan
26. Solano Mental Health Plan
27. Sonoma Mental Health Plan
28. Stanislaus Mental Health Plan
29. Tehama Mental Health Plan
30. Trinity Obispo Mental Health Plan
31. Tulare Mental Health Plan
32. Yolo Mental Health Plan

The following six counties remained non-compliant in one or more required area(s):

1. Del Norte Mental Health Plan
2. Mendocino Mental Health Plan
3. Napa Mental Health Plan
4. Plumas Mental Health Plan
5. Sutter/Yuba Mental Health Plan
6. Tuolumne Mental Health Plan

Please note: In the table below, only time or distance standards, capacity and composition standards, timely access standards and mandatory provider type requirements CAP updates are listed.

If an MHP failed to submit timely and complete corrective actions, by March 1, 2022, and remains out-of-compliance with network adequacy requirements, the MHP is subject to additional corrective actions, including administrative and financial sanctions. DHCS has the authority to impose administrative and financial sanctions when DHCS determines a MHP has failed to comply with requirements in federal or state statutes, regulations, or the terms of the MHP contract.² The status of each CAP, the specific areas of non-compliance, and the MHPs response to the CAP, are detailed in this report. DHCS will update the CAP status as the MHPs complete corrective actions to the Department's satisfaction. The status of each MHP's CAP is current as of May 2022.

Questions regarding the content of this report can be directed to: NAOS@dhcs.ca.gov.

² WIC, § 14712, subd. (e) and § 14713, subd. (a); Cal. Code Regs, tit. 9, § 1810.380, subd. (b) and § 1810.385.

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

Alpine Mental Health Plan

Network Certification CAP Summary					
Service Type	Age Group	Time or Distance Standard	Capacity and Composition Standard	Description of Initial Findings (November 2021)	MHP CAP Response (March 2022)
Psychiatry	Adult	Conditional Pass	Pass	The MHP does not meet the time or distance standard. The MHP must submit alternative access standards request to meet adult psychiatry standard.	DHCS approved an alternative access standard request for time or distance standard for Fiscal Year (FY) 2021/2022.
Psychiatry	Children/ Youth	Conditional Pass	Pass	The MHP does not meet the time or distance standard. The MHP must submit alternative access standards request to meet children/youth psychiatry standard.	DHCS approved an alternative access standard request for time or distance standard for FY 2021/2022.
Outpatient SMHS	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

Network Certification CAP Summary					
Service Type	Age Group	Time or Distance Standard	Capacity and Composition Standard	Description of Initial Findings (November 2021)	MHP CAP Response (March 2022)
Outpatient SMHS	Children/ Youth	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Timely Access	N/A	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Provider Mandatory Type - AIHF		Not Applicable		Not Applicable	Not Applicable

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

Colusa Mental Health Plan

Network Certification CAP Summary					
Service Type	Age Group	Time or Distance Standard	Capacity and Composition Standard	Description of Initial Findings (November 2021)	MHP CAP Response (March 2022)
Psychiatry	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Psychiatry	Children/ Youth	Pass	Conditional Pass	The MHP does not meet the ratio standard. The MHP must increase its network by 0.06 Full-Time Equivalent (FTE) children/youth psychiatry providers. The MHP is permitted to use telehealth to meet this requirement.	The MHP added providers to its children/youth psychiatry network to meet the ratio standard.
Outpatient SMHS	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Outpatient SMHS	Children/ Youth	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Timely Access		Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Provider Mandatory Type - AIHF		Pass	Pass	No corrective action required. The standard is met.	Not Applicable

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

Del Norte Mental Health Plan

Network Certification CAP Summary					
Service Type	Age Group	Time or Distance Standard	Capacity and Composition Standard	Description of Initial Findings (November 2021)	MHP CAP Response (March 2022)
Psychiatry	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Psychiatry	Children/ Youth	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Outpatient SMHS	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Outpatient SMHS	Children/ Youth	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Timely Access			Conditional Pass	The MHP does not meet the timely access standard. The MHP must submit the Timely Access Data Tool to meet this standard.	The MHP remains out-of-compliance on timely access standard for FY 2021/2022.
Provider Mandatory Type - AIHF			Pass	No corrective action required. The standard is met.	Not Applicable

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

Glenn Mental Health Plan

Network Certification CAP Summary					
Service Type	Age Group	Time or Distance Standard	Capacity and Composition Standard	Description of Initial Findings (November 2021)	MHP CAP Response (March 2022)
Psychiatry	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Psychiatry	Children/ Youth	Pass	Conditional Pass	The MHP does not meet the ratio standard. The MHP must increase its network by 0.08 FTE children/youth psychiatry providers. The MHP is permitted to use telehealth to meet this requirement.	The MHP added providers to its children/youth psychiatry network to meet the ratio standard.
Outpatient SMHS	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Outpatient SMHS	Children/ Youth	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Timely Access		Pass		No corrective action required. The standard is met.	Not Applicable
Provider Mandatory Type - AIHF		Pass		No corrective action required. The standard is met.	Not Applicable

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

Inyo Mental Health Plan

Network Certification CAP Summary					
Service Type	Age Group	Time or Distance Standard	Capacity and Composition Standard	Description of Initial Findings (November 2021)	MHP CAP Response (March 2022)
Psychiatry	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Psychiatry	Children/ Youth	Pass	Conditional Pass	The MHP does not meet the ratio standard. The MHP must increase its network by 0.06 FTE children/youth psychiatry providers. The MHP is permitted to use telehealth to meet this requirement.	The MHP added providers to its children/youth psychiatry network to meet the ratio standard.
Outpatient SMHS	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Outpatient SMHS	Children/ Youth	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Timely Access			Pass	No corrective action required. The standard is met.	Not Applicable
Provider Mandatory Type - AIHF			Pass	No corrective action required. The standard is met.	Not Applicable

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

Kern Mental Health Plan

Network Certification CAP Summary					
Service Type	Age Group	Time or Distance Standard	Capacity and Composition Standard	Description of Initial Findings (November 2021)	MHP CAP Response (March 2022)
Psychiatry	Adult	Pass	Conditional Pass	The MHP does not meet the ratio standard. The MHP must increase its network by 1.40 FTE adult psychiatry providers. The MHP is permitted to use telehealth to meet this requirement.	The MHP added providers to its adult psychiatry network to meet the ratio standard.
Psychiatry	Children/ Youth	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Outpatient SMHS	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Outpatient SMHS	Children/ Youth	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Timely Access		Pass		No corrective action required. The standard is met.	Not Applicable
Provider Mandatory Type - AIHF		Not Applicable		Not Applicable	Not Applicable

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

Lake Mental Health Plan

Network Certification CAP Summary					
Service Type	Age Group	Time or Distance Standard	Capacity and Composition Standard	Description of Initial Findings (November 2021)	MHP CAP Response (March 2022)
Psychiatry	Adult	Pass	Conditional Pass	The MHP does not meet the ratio standard. The MHP must increase its network by 0.62 FTE adult psychiatry providers. The MHP is permitted to use telehealth to meet this requirement.	The MHP added providers to its adult psychiatry network to meet the ratio standard.
Psychiatry	Children/ Youth	Pass	Conditional Pass	The MHP does not meet the ratio standard. The MHP must increase its network by 0.35 FTE children/youth psychiatry providers. The MHP is permitted to use telehealth to meet this requirement.	The MHP added providers to its children/youth psychiatry network to meet the ratio standard.
Outpatient SMHS	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Outpatient SMHS	Children/ Youth	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Timely Access		Pass		No corrective action required. The standard is met.	Not Applicable
Provider Mandatory Type - AIHF		Pass		No corrective action required. The standard is met.	Not Applicable

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

Lassen Mental Health Plan

Network Certification CAP Summary					
Service Type	Age Group	Time or Distance Standard	Capacity and Composition Standard	Description of Initial Findings (November 2021)	MHP CAP Response (March 2022)
Psychiatry	Adult	Pass	Conditional Pass	The MHP does not meet the ratio standard due to submitting erroneous Network Adequacy Certification Tool (NACT).	The MHP meets the ratio standard for children/youth psychiatry by making corrections to the NACT.
Psychiatry	Children/ Youth	Pass	Conditional Pass	The MHP does not meet the ratio standard due to submitting erroneous NACT.	The MHP meets the ratio standard for children/youth psychiatry by making corrections to the NACT.
Outpatient SMHS	Adult	Pass	Pass	The MHP does not meet the ratio standard due to submitting erroneous NACT.	The MHP meets the ratio standard for children/youth psychiatry by making corrections to the NACT.
Outpatient SMHS	Children/ Youth	Pass	Conditional Pass	The MHP does not meet the ratio standard due to submitting erroneous NACT.	The MHP meets the ratio standard for children/youth psychiatry by making corrections to the NACT.

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

Network Certification CAP Summary					
Service Type	Age Group	Time or Distance Standard	Capacity and Composition Standard	Description of Initial Findings (November 2021)	MHP CAP Response (March 2022)
Timely Access			Pass	No corrective action required. The standard is met.	Not Applicable
Provider Mandatory Type - AIHF			Pass	No corrective action required. The standard is met.	Not Applicable

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

Los Angeles Mental Health Plan

Network Certification CAP Summary					
Service Type	Age Group	Time or Distance Standard	Capacity and Composition Standard	Description of Initial Findings (November 2021)	MHP CAP Response (March 2022)
Psychiatry	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Psychiatry	Children/ Youth	Pass	Conditional Pass	The MHP does not meet the ratio standard. The MHP must increase its network by 2.23 FTE children/youth psychiatry providers. The MHP is permitted to use telehealth to meet this requirement.	The MHP added providers to its children/youth psychiatry network to meet the ratio standard.
Outpatient SMHS	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Outpatient SMHS	Children/ Youth	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Timely Access		Pass		No corrective action required. The standard is met.	Not Applicable
Provider Mandatory Type - AIHF		Not Applicable		Not Applicable	Not Applicable

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

Madera Mental Health Plan

Network Certification CAP Summary					
Service Type	Age Group	Time or Distance Standard	Capacity and Composition Standard	Description of Initial Findings (November 2021)	MHP CAP Response (March 2022)
Psychiatry	Adult	Pass	Conditional Pass	The MHP does not meet the ratio standard. The MHP must increase its network by 1.47 FTE adult psychiatry providers. The MHP is permitted to use telehealth to meet this requirement.	The MHP added providers to its adult psychiatry network to meet the ratio standard.
Psychiatry	Children/ Youth	Pass	Conditional Pass	The MHP does not meet the ratio standard. The MHP must increase its network by 1.31 FTE children/youth psychiatry providers. The MHP is permitted to use telehealth to meet this requirement.	The MHP added providers to its children/youth psychiatry network to meet the ratio standard.
Outpatient SMHS	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

Network Certification CAP Summary					
Service Type	Age Group	Time or Distance Standard	Capacity and Composition Standard	Description of Initial Findings (November 2021)	MHP CAP Response (March 2022)
Outpatient SMHS	Children/ Youth	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Timely Access		Conditional Pass		The MHP does not meet the timely access standard. The MHP must submit the Timely Access Data Tool to meet this standard.	The MHP submitted a CAP Timely Access Data Tool to show compliance with Timely Access Standard
Provider Mandatory Type - AIHF		Pass		No corrective action required. The standard is met.	Not Applicable

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

Mendocino Mental Health Plan

Network Certification CAP Summary					
Service Type	Age Group	Time or Distance Standard	Capacity and Composition Standard	Description of Initial Findings (November 2021)	MHP CAP Response (March 2022)
Psychiatry	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Psychiatry	Children/ Youth	Pass	Conditional Pass	The MHP does not meet the ratio standard. The MHP must increase its network by 0.30 FTE children/youth psychiatry providers. The MHP is permitted to use telehealth to meet this requirement.	The overall need increased by .10 FTE and the MHP's network remains deficient by .40 FTE for children/youth psychiatry. DHCS will continue to monitor the Plan.
Outpatient SMHS	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Outpatient SMHS	Children/ Youth	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Timely Access		Pass		No corrective action required. The standard is met.	Not Applicable
Provider Mandatory Type - AIHF		Pass		No corrective action required. The standard is met.	Not Applicable

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

Mono Mental Health Plan

Network Certification CAP Summary					
Service Type	Age Group	Time or Distance Standard	Capacity and Composition Standard	Description of Initial Findings (November 2021)	MHP CAP Response (March 2022)
Psychiatry	Adult	Conditional Pass	Pass	The MHP does not meet the time or distance standard. The MHP must submit alternative access standards request to meet adult psychiatry standard.	DHCS approved an alternative access standard request for time or distance standard for FY 2021/2022.
Psychiatry	Children/ Youth	Conditional Pass	Pass	The MHP does not meet the time or distance standard. The MHP must submit alternative access standards request to meet children/youth psychiatry standard.	DHCS approved an alternative access standard request for time or distance standard for FY 2021/2022.
Outpatient SMHS	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Outpatient SMHS	Children/ Youth	Pass	Conditional Pass	The MHP does not meet the ratio standard. The MHP must increase its network by 0.69 FTE children/youth outpatient SMHS providers. The MHP is permitted to use telehealth to meet this requirement.	The MHP added providers to its children/youth outpatient SMHS network to meet the ratio standard.

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

Network Certification CAP Summary					
Service Type	Age Group	Time or Distance Standard	Capacity and Composition Standard	Description of Initial Findings (November 2021)	MHP CAP Response (March 2022)
Timely Access			Pass	No corrective action required. The standard is met.	Not Applicable
Provider Mandatory Type - AIHF			Pass	No corrective action required. The standard is met.	Not Applicable

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

Napa Mental Health Plan

Network Certification CAP Summary					
Service Type	Age Group	Time or Distance Standard	Capacity and Composition Standard	Description of Initial Findings (November 2021)	MHP CAP Response (March 2022)
Psychiatry	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Psychiatry	Children/ Youth	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Outpatient SMHS	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Outpatient SMHS	Children/ Youth	Pass	Conditional Pass	The MHP does not meet the ratio standard. The MHP must increase its network by 3.85 FTE children/youth outpatient SMHS providers. The MHP is permitted to use telehealth to meet this requirement.	The overall need increased by 1.65 FTE and the MHP's network remains deficient by 5.5 FTE for children/youth psychiatry. DHCS will continue to monitor the Plan.
Timely Access		Pass		No corrective action required. The standard is met.	Not Applicable
Provider Mandatory Type - AIHF		Not Applicable		Not Applicable	Not Applicable

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

Plumas Mental Health Plan

Network Certification CAP Summary					
Service Type	Age Group	Time or Distance Standard	Capacity and Composition Standard	Description of Initial Findings (November 2021)	MHP CAP Response (March 2022)
Psychiatry	Adult	Conditional Pass	Pass	The MHP does not meet the time or distance standard. The MHP must submit alternative access standards request to meet adult psychiatry standard.	The MHP remains deficient in time or distance standard for adult psychiatry. DHCS will continue to monitor the MHP.
Psychiatry	Children/ Youth	Conditional Pass	Pass	The MHP does not meet the time or distance standard. The MHP must submit alternative access standards request to meet children/youth psychiatry standard.	The MHP did not meet the time or distance standard for FY 2021/2022.
Outpatient SMHS	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

Network Certification CAP Summary					
Service Type	Age Group	Time or Distance Standard	Capacity and Composition Standard	Description of Initial Findings (November 2021)	MHP CAP Response (March 2022)
Outpatient SMHS	Children/ Youth	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Timely Access		Pass		No corrective action required. The standard is met.	Not Applicable
Provider Mandatory Type - AIHF		Pass		No corrective action required. The standard is met.	Not Applicable

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

Riverside Mental Health Plan

Network Certification CAP Summary					
Service Type	Age Group	Time or Distance Standard	Capacity and Composition Standard	Description of Initial Findings (November 2021)	MHP CAP Response (March 2022)
Psychiatry	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Psychiatry	Children/ Youth	Pass	Conditional Pass	The MHP does not meet the ratio standard. The MHP must increase its network by 1.88 FTE children/youth psychiatry providers. The MHP is permitted to use telehealth to meet this requirement.	The MHP added providers to its children/youth psychiatry network to meet the ratio standard.
Outpatient SMHS	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Outpatient SMHS	Children/ Youth	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Timely Access			Pass	No corrective action required. The standard is met.	Not Applicable
Provider Mandatory Type - AIHF			Pass	No corrective action required. The standard is met.	Not Applicable

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

Sacramento Mental Health Plan

Network Certification CAP Summary					
Service Type	Age Group	Time or Distance Standard	Capacity and Composition Standard	Description of Initial Findings (November 2021)	MHP CAP Response (March 2022)
Psychiatry	Adult	Pass	Conditional Pass	The MHP does not meet the ratio standard. The MHP must increase its network by 5.97 FTE adult psychiatry providers. The MHP is permitted to use telehealth to meet this requirement.	The MHP added providers to its adult psychiatry network to meet the ratio standard.
Psychiatry	Children/ Youth	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Outpatient SMHS	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Outpatient SMHS	Children/ Youth	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Timely Access		Pass		No corrective action required. The standard is met.	Not Applicable
Provider Mandatory Type - AIHF		Pass		No corrective action required. The standard is met.	Not Applicable

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

San Joaquin Mental Health Plan

Network Certification CAP Summary					
Service Type	Age Group	Time or Distance Standard	Capacity and Composition Standard	Description of Initial Findings (November 2021)	MHP CAP Response (March 2022)
Psychiatry	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Psychiatry	Children/ Youth	Pass	Conditional Pass	The MHP does not meet the ratio standard. The MHP must increase its network by 2.09 FTE children/youth psychiatry providers. The MHP is permitted to use telehealth to meet this requirement.	The MHP added providers to its children/youth psychiatry network to meet the ratio standard.
Outpatient SMHS	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Outpatient SMHS	Children/ Youth	Pass	Conditional Pass	The MHP does not meet the ratio standard. The MHP must increase its network by 112.13 FTE children/youth outpatient SMHS providers. The MHP is permitted to use telehealth to meet this requirement.	The MHP added providers to its children/youth outpatient SMHS network to meet the ratio standard.
Timely Access		Pass		No corrective action required. The standard is met.	Not Applicable
Provider Mandatory Type - AIHF		Not Applicable		Not Applicable	Not Applicable

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

Santa Barbara Mental Health Plan

Network Certification CAP Summary					
Service Type	Age Group	Time or Distance Standard	Capacity and Composition Standard	Description of Initial Findings (November 2021)	MHP CAP Response (March 2022)
Psychiatry	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Psychiatry	Children/ Youth	Pass	Conditional Pass	The MHP does not meet the ratio standard. The MHP must increase its network by 0.68 FTE children/youth psychiatry providers. The MHP is permitted to use telehealth to meet this requirement.	The MHP added providers to its children/youth psychiatry network to meet the ratio standard.
Outpatient SMHS	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Outpatient SMHS	Children/ Youth	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Timely Access			Pass	No corrective action required. The standard is met.	Not Applicable
Provider Mandatory Type - AIHF			Pass	No corrective action required. The standard is met.	Not Applicable

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

Santa Clara Mental Health Plan

Network Certification CAP Summary					
Service Type	Age Group	Time or Distance Standard	Capacity and Composition Standard	Description of Initial Findings (November 2021)	MHP CAP Response (March 2022)
Psychiatry	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Psychiatry	Children/ Youth	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Outpatient SMHS	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Outpatient SMHS	Children/ Youth	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Timely Access			Conditional Pass	The MHP does not meet the timely access standard. The MHP must submit the Timely Access Data Tool to meet this standard.	The MHP submitted a CAP Timely Access Data Tool to show compliance with Timely Access Standard.
Provider Mandatory Type - AIHF			Not Applicable	Not Applicable	Not Applicable

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

Shasta Mental Health Plan

Network Certification CAP Summary					
Service Type	Age Group	Time or Distance Standard	Capacity and Composition Standard	Description of Initial Findings (November 2021)	MHP CAP Response (March 2022)
Psychiatry	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Psychiatry	Children/ Youth	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Outpatient SMHS	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Outpatient SMHS	Children/ Youth	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Timely Access		Pass		No corrective action required. The standard is met.	Not Applicable
Provider Mandatory Type – American Indian Health Facilities (AIHF)		Conditional Pass		The Plan did not submit a detailed, updated explanation of its contracting efforts with the AIHFs within its geographical boundaries.	The MHP demonstrated contracting efforts with the AIHFs by submitting supporting documentation.

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

Solano Mental Health Plan

Network Certification CAP Summary					
Service Type	Age Group	Time or Distance Standard	Capacity and Composition Standard	Description of Initial Findings (November 2021)	MHP CAP Response (March 2022)
Psychiatry	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Psychiatry	Children/ Youth	Pass	Conditional Pass	The MHP does not meet the ratio standard. The MHP must increase its network by 0.29 FTE children/youth psychiatry providers. The MHP is permitted to use telehealth to meet this requirement.	The MHP added providers to its children/youth psychiatry network to meet the ratio standard.
Outpatient SMHS	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Outpatient SMHS	Children/ Youth	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Timely Access		Pass		No corrective action required. The standard is met.	Not Applicable
Provider Mandatory Type - AIHF		Pass		No corrective action required. The standard is met.	Not Applicable

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

Stanislaus Mental Health Plan

Network Certification CAP Summary					
Service Type	Age Group	Time or Distance Standard	Capacity and Composition Standard	Description of Initial Findings (November 2021)	MHP CAP Response (March 2022)
Psychiatry	Adult	Pass	Conditional Pass	The MHP does not meet the ratio standard. The MHP must increase its network by 4.64 FTE adult psychiatry providers. The MHP is permitted to use telehealth to meet this requirement	The MHP added providers to its adult psychiatry network to meet the ratio standard.
Psychiatry	Children/ Youth	Pass	Conditional Pass	The MHP does not meet the ratio standard. The MHP must increase its network by 5.04 FTE children/youth psychiatry providers. The MHP is permitted to use telehealth to meet this requirement.	The MHP added providers to its children/youth psychiatry network to meet the ratio standard.
Outpatient SMHS	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Outpatient SMHS	Children/ Youth	Pass	Pass	No corrective action required. The standard is met.	Not Applicable

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

Network Certification CAP Summary					
Service Type	Age Group	Time or Distance Standard	Capacity and Composition Standard	Description of Initial Findings (November 2021)	MHP CAP Response (March 2022)
Timely Access			Pass	No corrective action required. The standard is met.	Not Applicable
Provider Mandatory Type - AIHF			Not Applicable	Not Applicable	Not Applicable

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

Sutter/Yuba Mental Health Plan

Network Certification CAP Summary					
Service Type	Age Group	Time or Distance Standard	Capacity and Composition Standard	Description of Initial Findings (November 2021)	MHP CAP Response (March 2022)
Psychiatry	Adult	Pass	Conditional Pass	The MHP does not meet the ratio standard. The MHP must increase its network by 2.89 FTE adult psychiatry providers. The MHP is permitted to use telehealth to meet this requirement.	The MHP added providers to its adult psychiatry network to meet the ratio standard.
Psychiatry	Children/ Youth	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Outpatient SMHS	Adult	Pass	Conditional Pass	The MHP does not meet the ratio standard. The MHP must increase its network by 18.80 FTE adult outpatient SMHS providers. The MHP is permitted to use telehealth to meet this requirement.	The MHP's network remains deficient by 2.08 FTE for children/youth outpatient SMHS. DHCS will continue to monitor the Plan.
Outpatient SMHS	Children/ Youth	Pass	Pass	No corrective action required. The standard is met.	Not Applicable

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

Network Certification CAP Summary					
Service Type	Age Group	Time or Distance Standard	Capacity and Composition Standard	Description of Initial Findings (November 2021)	MHP CAP Response (March 2022)
Timely Access			Pass	No corrective action required. The standard is met.	Not Applicable
Provider Mandatory Type - AIHF			Pass	No corrective action required. The standard is met.	Not Applicable

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

Tehama Mental Health Plan

Network Certification CAP Summary					
Service Type	Age Group	Time or Distance Standard	Capacity and Composition Standard	Description of Initial Findings (November 2021)	MHP CAP Response (March 2022)
Psychiatry	Adult	Conditional Pass	Pass	The MHP does not meet the time or distance standard. The MHP must submit alternative access standards request to meet adult psychiatry standard.	The MHP met the time or distance standard by submitting supporting documentation.
Psychiatry	Children/ Youth	Conditional Pass	Pass	The MHP does not meet the time or distance standard. The MHP must submit alternative access standards request to meet children/youth psychiatry standard.	The MHP met the time or distance standard by submitting supporting documentation.
Outpatient SMHS	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Outpatient SMHS	Children/ Youth	Pass	Conditional Pass	The MHP does not meet the ratio standard. The MHP must increase its network by 8.88 FTE children/youth outpatient SMHS providers. The MHP is permitted to use telehealth to meet this requirement.	The MHP added providers to its children/youth outpatient SMHS network to meet the ratio standard.

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

Network Certification CAP Summary					
Service Type	Age Group	Time or Distance Standard	Capacity and Composition Standard	Description of Initial Findings (November 2021)	MHP CAP Response (March 2022)
Timely Access			Pass	No corrective action required. The standard is met.	Not Applicable
Provider Mandatory Type - AIHF			Pass	No corrective action required. The standard is met.	Not Applicable

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

Trinity Mental Health Plan

Network Certification CAP Summary					
Service Type	Age Group	Time or Distance Standard	Capacity and Composition Standard	Description of Initial Findings (November 2021)	MHP CAP Response (March 2022)
Psychiatry	Adult	Conditional Pass	Pass	The MHP does not meet the time or distance standard. The MHP must submit alternative access standards request to meet adult psychiatry standard.	DHCS approved an alternative access standard request for time or distance standard for FY 2021/2022.
Psychiatry	Children/ Youth	Conditional Pass	Pass	The MHP does not meet the time or distance standard. The MHP must submit alternative access standards request to meet children/youth psychiatry standard.	DHCS approved an alternative access standard request for time or distance standard for FY 2021/2022.
Outpatient SMHS	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Outpatient SMHS	Children/ Youth	Pass	Pass	No corrective action required. The standard is met.	Not Applicable

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

Network Certification CAP Summary					
Service Type	Age Group	Time or Distance Standard	Capacity and Composition Standard	Description of Initial Findings (November 2021)	MHP CAP Response (March 2022)
Timely Access			Pass	No corrective action required. The standard is met.	Not Applicable
Provider Mandatory Type - AIHF			Pass	No corrective action required. The standard is met.	Not Applicable

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

Tulare Mental Health Plan

Network Certification CAP Summary					
Service Type	Age Group	Time or Distance Standard	Capacity and Composition Standard	Description of Initial Findings (November 2021)	MHP CAP Response (March 2022)
Psychiatry	Adult	Pass	Conditional Pass	The MHP does not meet the ratio standard. The MHP must increase its network by 0.86 FTE adult psychiatry providers. The MHP is permitted to use telehealth to meet this requirement.	The MHP added providers to its adult psychiatry network to meet the ratio standard.
Psychiatry	Children/ Youth	Pass	Conditional Pass	The MHP does not meet the ratio standard. The MHP must increase its network by 4.39 FTE children/youth psychiatry providers. The MHP is permitted to use telehealth to meet this requirement.	The MHP added providers to its children/youth psychiatry network to meet the ratio standard.
Outpatient SMHS	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Outpatient SMHS	Children/ Youth	Pass	Conditional Pass	The MHP does not meet the ratio standard. The MHP must increase its network by 2.44 FTE children/youth outpatient SMHS providers. The MHP is permitted to use telehealth to meet this requirement.	The MHP added providers to its children/youth outpatient SMHS network to meet the ratio standard.

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

Network Certification CAP Summary					
Service Type	Age Group	Time or Distance Standard	Capacity and Composition Standard	Description of Initial Findings (November 2021)	MHP CAP Response (March 2022)
Timely Access			Pass	No corrective action required. The standard is met.	Not Applicable
Provider Mandatory Type - AIHF			Pass	No corrective action required. The standard is met.	Not Applicable

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

Tuolumne Mental Health Plan

Network Certification CAP Summary					
Service Type	Age Group	Time or Distance Standard	Capacity and Composition Standard	Description of Initial Findings (November 2021)	MHP CAP Response (March 2022)
Psychiatry	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Psychiatry	Children/ Youth	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Outpatient SMHS	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Outpatient SMHS	Children/ Youth	Pass	Conditional Pass	The MHP does not meet the ratio standard. The MHP must increase its network by 0.64 FTE children/youth outpatient SMHS providers. The MHP is permitted to use telehealth to meet this requirement.	The overall need increased by .62 FTE and the MHP's network remains deficient by 1.26 FTE for children/youth outpatient SMHS. DHCS will continue to monitor the Plan.

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

Network Certification CAP Summary					
Service Type	Age Group	Time or Distance Standard	Capacity and Composition Standard	Description of Initial Findings (November 2021)	MHP CAP Response (March 2022)
Timely Access			Pass	No corrective action required. The standard is met.	Not Applicable
Provider Mandatory Type - AIHF			Pass	No corrective action required. The standard is met.	Not Applicable

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

Yolo Mental Health Plan

Network Certification CAP Summary					
Service Type	Age Group	Time or Distance Standard	Capacity and Composition Standard	Description of Initial Findings (November 2021)	MHP CAP Response (March 2022)
Psychiatry	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Psychiatry	Children/ Youth	Pass	Conditional Pass	The MHP does not meet the ratio standard. The MHP must increase its network by 0.10 FTE children/youth psychiatry providers. The MHP is permitted to use telehealth to meet this requirement.	The MHP added providers to its children/youth psychiatry network to meet the ratio standard.
Outpatient SMHS	Adult	Pass	Pass	No corrective action required. The standard is met.	Not Applicable
Outpatient SMHS	Children/ Youth	Pass	Pass	No corrective action required. The standard is met.	Not Applicable

**2021 Annual Network Certification:
Mental Health Plan Corrective Action Plan Report**

Network Certification CAP Summary					
Service Type	Age Group	Time or Distance Standard	Capacity and Composition Standard	Description of Initial Findings (November 2021)	MHP CAP Response (March 2022)
Timely Access			Pass	No corrective action required. The standard is met.	Not Applicable
Provider Mandatory Type - AIHF			Pass	No corrective action required. The standard is met.	Not Applicable