



BRADLEY P. GILBERT
DIRECTOR

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



GAVIN NEWSOM
GOVERNOR

March 9, 2020

Sent via e-mail to: CCondon@marincounty.org

Catherine Condon, Administrator
Marin County Behavioral Health and Recovery Services
20 North San Pedro Road
San Rafael, CA 94903

SUBJECT: Annual County Compliance Report

Dear Administrator Condon:

The Department of Health Care Services (DHCS) is responsible for monitoring compliance to the requirements of the Drug Medi-Cal Organized Delivery System (DMC-ODS) Waiver and the terms of the Intergovernmental Agreement operated by Marin 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 Marin County's State Fiscal Year 2019-20 DMC-ODS compliance review. The report identifies deficiencies, required corrective actions, new requirements, advisory recommendations, and referrals for technical assistance.

Marin County is required to submit a Corrective Action Plan (CAP) addressing each compliance deficiency (CD) noted to the Medi-Cal Behavioral Health Division (MCBHD), Plan and Network Monitoring Branch (PNMB), County Monitoring Unit (CMU) Analyst by 4/8/2020. Please use enclosed CAP plan form when completing the CAP. CAP and supporting documentation to be e-mailed to the CMU analyst at MCBHDMonitoring@dhcs.ca.gov.

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

Sincerely,

Mayumi Hata

Mayumi Hata
(916) 713-8797
mayumi.hata@dhcs.ca.gov

Audits and Investigations Division
Medical Review Branch
Behavioral Health Compliance Section
County Compliance Unit
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Distribution:

To: Administrator Catherine Condon

CC: Mateo Hernandez, Audits and Investigations, Medical Review Branch Acting Chief
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Chief
MCBHDMonitoring@dhcs.ca.gov, County and Provider Monitoring Unit

Lead CCU Analyst: Jessica Jenkins, AGPA Mayumi Hata, SSM II	Date of Review: 2/25/2020 - 2/26/2020 Date of DMC-ODS Implementation: 4/1/2017
County: Marin County	County Address: 20 North San Pedro Road, San Rafael, CA 94903
County Contact Name/Title: Catherine Condon, Administrator	County Phone Number/Email: 415-473-4218 CCondon@marincounty.org
Report Prepared by: Mayumi Hata, SSMII	Report Approved by: Mayumi Hata, SSM II

REVIEW SCOPE

- I. Regulations:
 - a. 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
 - b. 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 Intergovernmental Agreement (IA)
 - b. Mental Health and Substance Use Disorders Services (MHSUDS) Information Notices

ENTRANCE AND EXIT CONFERENCE SUMMARIES

Entrance Conference:

An entrance conference was conducted at 20 North San Pedro Road, San Rafael, CA 94903 on 2/25/2020. The following individuals were present:

- Representing DHCS:
Mayumi Hata, SSM II
- Representing Marin County:
Catherine Condon, County AOD Administrator
Jorge Flores, Senior Program Coordinator
Jordan Hall, Program Manager
Cody Milner, Senior Program Coordinator
Leigh Steffy, Department Analyst II
Cynthia Nisbet, Admin Services Tech
Gustavo Goncalves, Senior Program Coordinator
David Rothery, Compliance and Privacy Officer, HHS Admin
John Bhambra, BHRS Compliance Officer, HHS Information Security Officer

During the Entrance Conference the following topics were discussed:

- Introduction
- DHCS Re-Organization
- Medi-Cal Healthier California for All Proposal
- Overview of the Monitoring Process
- County of Marin Overview of Services

Exit Conference:

An exit conference was conducted at 20 North San Pedro Road, San Rafael, CA 94903 on 2/26/2020. The following individuals were present:

- Representing DHCS:
Mayumi Hata, SSM II
- Representing Marin County:
Catherine Condon, County AOD Administrator
Jorge Flores, Senior Program Coordinator
Jordan Hall, Program Manager
Cody Milner, Senior Program Coordinator
Leigh Steffy, Department Analyst II
Cynthia Nisbet, Admin Services Tech
Gustavo Goncalves, Senior Program Coordinator
David Rothery, Compliance and Privacy Officer, HHS Admin
John Bhambra, BHRS Compliance Officer, HHS Information Security Officer

During the Exit Conference the following topics were discussed:

- Summary of the annual review

SUMMARY OF SFY 2019-20 COMPLIANCE DEFICIENCIES (CD) AND NEW REQUIREMENTS (NR)

Section:	Number of CD's and NR's:
1.0 Administration	0
2.0 Member Services	0
3.0 Service Provisions	0
4.0 Access	0
5.0 Coordination of Care	0
6.0 Monitoring	0
7.0 Program Integrity	0
8.0 Compliance	9

CORRECTIVE ACTION PLAN

Pursuant to the Intergovernmental Agreement, Exhibit A, Attachment I, Part II, Section EE, 2 each CD identified must be addressed via a CAP. The CAP is due within thirty (30) calendar days of the date of this monitoring report. Advisory Recommendations (AR) are not required to be addressed in the CAP.

Please provide the following within the completed SFY 2019-20 CAP:

- a) A statement of the CD and new requirement (NR).
- b) A list of action steps to be taken to correct the CD/NR.
- c) A date of completion for each CD/NR.
- d) The name of the person who will be responsible for corrections and ongoing compliance.

The CMU liaison will monitor progress of the CAP completion.

8.0 COMPLIANCE

The following program integrity deficiencies in regulations, standards, or protocol requirements were identified:

COMPLIANCE DEFICIENCIES:

CD 8.49:

Intergovernmental Agreement Exhibit A, Attachment I, III, F, 3, x

- i. Have a 24/7 toll free number for prospective beneficiaries to call to access DMC-ODS services and make oral interpretation services available for beneficiaries, as needed.

Finding: The Plan's access line is non-compliant. Test call was conducted twice on 2/26/2020. The call went to voicemail both times.

CD 8.50

Intergovernmental Agreement Exhibit A, Attachment I, III, Y, 8, ii, v, a

- a. The Contractor agrees to cure transactions errors or deficiencies identified by DHCS, and transactions errors or deficiencies identified by an enrolled provider if the Contractor is acting as a clearinghouse for that provider. If the Contractor is a clearinghouse, the Contractor agrees to properly communicate deficiencies and other pertinent information regarding electronic transactions to enrolled providers for which they provide clearinghouse services.

Finding: The Plan has not resolved previous deficiencies identified by DHCS in SFY 18-19, CD 2.16, Failed test calls.

CD 8.51

Intergovernmental Agreement Exhibit A, Attachment I, III, Y, 8, ii, v, a

- a. The Contractor agrees to cure transactions errors or deficiencies identified by DHCS, and transactions errors or deficiencies identified by an enrolled provider if the Contractor is acting as a clearinghouse for that provider. If the Contractor is a clearinghouse, the Contractor agrees to properly communicate deficiencies and other pertinent information regarding electronic transactions to enrolled providers for which they provide clearinghouse services.

Finding: The Plan has not resolved previous deficiencies identified by DHCS in SFY 18-19, CD 4.26, Credentialing and re-credentialing policy.

CD 8.52

Intergovernmental Agreement Exhibit A, Attachment I, III, Y, 8, ii, v, a

- a. The Contractor agrees to cure transactions errors or deficiencies identified by DHCS, and transactions errors or deficiencies identified by an enrolled provider if the Contractor is acting as a clearinghouse for that provider. If the Contractor is a clearinghouse, the Contractor agrees to properly communicate deficiencies and other pertinent information

regarding electronic transactions to enrolled providers for which they provide clearinghouse services.

Finding: The Plan has not resolved previous deficiencies identified by DHCS in SFY 18-19, CD 4.27, Network Provider attestation

CD 8.53

Intergovernmental Agreement Exhibit A, Attachment I, III, Y, 8, ii, v, a

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Finding: The Plan has not resolved previous deficiencies identified by DHCS in SFY 18-19, CD 5.33, Coordination of Care

CD 8.54

Intergovernmental Agreement Exhibit A, Attachment I, III, Y, 8, ii, v, a

- a. The Contractor agrees to cure transactions errors or deficiencies identified by DHCS, and transactions errors or deficiencies identified by an enrolled provider if the Contractor is acting as a clearinghouse for that provider. If the Contractor is a clearinghouse, the Contractor agrees to properly communicate deficiencies and other pertinent information regarding electronic transactions to enrolled providers for which they provide clearinghouse services.

Finding: The Plan has not resolved previous deficiencies identified by DHCS in SFY 18-19, CD 6.37, Grievance and Appeals procedure.

CD 8.55

Intergovernmental Agreement Exhibit A, Attachment I, III, Y, 8, ii, v, a

- a. The Contractor agrees to cure transactions errors or deficiencies identified by DHCS, and transactions errors or deficiencies identified by an enrolled provider if the Contractor is acting as a clearinghouse for that provider. If the Contractor is a clearinghouse, the Contractor agrees to properly communicate deficiencies and other pertinent information regarding electronic transactions to enrolled providers for which they provide clearinghouse services.

Finding: The Plan has not resolved previous deficiencies identified by DHCS in SFY 18-19, CD 7.46, QAPI Plan.

CD 8.56

Intergovernmental Agreement Exhibit A, Attachment I, III, Y, 8, ii, v, a

- a. The Contractor agrees to cure transactions errors or deficiencies identified by DHCS, and transactions errors or deficiencies identified by an enrolled provider if the Contractor is acting as a clearinghouse for that provider. If the Contractor is a clearinghouse, the Contractor agrees to properly communicate deficiencies and other pertinent information regarding electronic transactions to enrolled providers for which they provide clearinghouse services.

Finding: The Plan has not resolved previous deficiencies identified by DHCS in SFY 18-19, CD 8.61, Complaints investigation.

CD 8.57

Intergovernmental Agreement Exhibit A, Attachment I, III, Y, 8, ii, v, a

- a. The Contractor agrees to cure transactions errors or deficiencies identified by DHCS, and transactions errors or deficiencies identified by an enrolled provider if the Contractor is acting as a clearinghouse for that provider. If the Contractor is a clearinghouse, the Contractor agrees to properly communicate deficiencies and other pertinent information regarding electronic transactions to enrolled providers for which they provide clearinghouse services.

Finding: The Plan has not resolved previous deficiencies identified by DHCS in SFY 18-19, CD 8.64, Overpayment Reporting.

TECHNICAL ASSISTANCE

Marin County did not request technical assistance for FY19-20.