

Medi-Cal Behavioral Health Corrective Action Plan (CAP)

MENDOCINO

Compliance Review Date: 10/15/2025

Corrective Action Plan Fiscal Year: 2024-2025

SMHS

Deficiency Number and Finding	Corrective Action Description and Mechanism for Monitoring	Corrective Action Implementation Date	Evidence of Correction	DHCS Response
<p>Finding 4.4.1: The Plan did not ensure all providers obtained member telehealth consents that include all required elements.</p>	<p>BHRS provided refresher training to all providers on telehealth consent requirements, including a review of BHIN 23-018 and the County’s Telehealth Policy and Procedure. The QA and Compliance units are conducting monthly reviews of telehealth consents to ensure all required elements are completed prior to service delivery. Ongoing monitoring will continue on a monthly/quarterly basis, with</p>	<p>06/23/2025</p>	<p>Training materials Training attendance list Samples of completed telehealth consents</p>	



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	corrective follow-up provided to any providers identified with deficiencies.			
<p>Finding 5.2.1: The Plan's UM program did not ensure that its delegate, subcontractor, evaluated and authorized administrative day services claims for psychiatric inpatient services.</p>	<p>Mendocino County BHRS has been working with Anchor Health Management (AHM) and provided a refreshment training to AHM on concurrent review process including requirements on how to approve administrative days for psychiatric inpatient services and documentation requirements. Point of Authorization policy and procedure was reviewed with AHM which also outlines the administrative days approval process. BHRS QA and Compliance programs will continue to monitor AHM to make sure AHM is compliant with this requirement.</p>	<p>12/11/2025</p>	<p>POA Policy and Procedure Concurrent review requirements training document Concurrent review requirements training attendance</p>	

Submitted by: Navin Bhandari

Date: 12/15/2025

Title: Compliance Manager

