

January 10, 2025

THIS LETTER SENT VIA EMAIL TO: jafrica@smcgov.org

Jeï Africa, Director
San Mateo County Behavioral Health and Recovery Services
2000 Alameda de las Pulgas, Suite 235
San Mateo, CA 94403

SUBJECT: ANNUAL DRUG MEDI-CAL-ORGANIZED DELIVERY SYSTEM
COMPLIANCE FINDINGS REPORT

Dear Director Africa:

The Department of Health Care Services (DHCS) is responsible for determining compliance to the requirements of the Drug Medi-Cal Organized Delivery System (DMC-ODS) Intergovernmental Agreement operated by San Mateo County.

The Substance Use Disorder Review Section (SUDRS) within DHCS' Audits and Investigations' Contract and Enrollment Review Division (CERD) conducted a review of the County's compliance with Federal and State laws, Medi-Cal regulations, program requirements and the State's DMC-ODS contract. The review included an inspection of the County's policies for providing services, procedures to implement these policies, and the process to determine whether these policies were effective. Documents were reviewed and interviews were conducted with County staff. Enclosed are the results of San Mateo County's Fiscal Year (FY) 2024-25 DMC-ODS compliance review.

This letter serves as notification that San Mateo County has sufficiently demonstrated compliance with the reviewed Federal and State laws, Medi-Cal regulations, program requirements and contractual obligations. During the compliance review, no deficiencies or findings were identified, and no further action is required at this time.

If you have any questions, please contact me at susan.volmer@dhcs.ca.gov.

Sincerely,

Susan Volmer | Substance Use Disorder Review Section (SUDRS) Analyst

Distribution:

To: Director Africa

CC: Mateo Hernandez, PhD, Assistant Deputy Director
Audits and Investigations

Brian Vu, Assistant Division Chief
Contract and Enrollment Review Division - Audits and Investigations

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BHOMDMonitoring@dhcs.ca.gov, Behavioral Health County Support and
Operations Branch

Sheryl Uyan, Health Services Manager
San Mateo County Behavioral Health and Recovery Services

Clara Boyden, AOD Deputy Director
San Mateo County Behavioral Health and Recovery Services

COUNTY REVIEW INFORMATION

County:

San Mateo

County Contact Name/Title:

Sheryl Uyan, Health Services Manager

County Address:

2000 Alameda de las Pulgas, Suite 235
San Mateo, CA 94403

County Phone Number/Email:

650-802-5016
SUyan@smcgov.org

Date of DMC-ODS Implementation:

2/1/17

Date of Review:

11/20/2024

Lead SUDRS Reviewer:

Susan Volmer

Assisting SUDRS Reviewer:

N/A

Report Prepared by:

Susan Volmer

Report Approved by:

Michael Bivians

REVIEW SCOPE

- I. Regulations:
 - a. Special Terms and Conditions (STCs) for California Advancing & Innovating Medi-Cal (CalAIM) 1915(b) Waiver
 - b. Code of Federal Regulations, Title 42, Chapter IV, Subchapter C, Part 438; section 438.1 through 438.930: Managed Care
 - c. California Code of Regulations, Title 9, Division 4: Department of Drug and Alcohol Programs
 - d. California Health and Safety Code, Chapter 3 of Part 1, Division 10.5: Alcohol and Drug Programs
 - e. California Welfare and Institutions Code, Division 9, Part 3, Chapter 7, sections 14000 et seq., in particular but not limited to sections 14100.2, 14021, 14021.5, 14021.6, 14021.51-14021.53, 14124.20-14124.25, 14043, et seq., 14184.100 et seq. and 14045.10 et seq.: Basic Health Care
- II. Program Requirements:
 - a. Fiscal Year (FY) 2023-24 DMC-ODS Intergovernmental Agreement (IA)
 - b. State of California *Adolescent Best Practices Guidelines October 2020*
 - c. DHCS' *Perinatal Practice Guidelines FY 2018-19*
 - d. National Culturally and Linguistically Appropriate Services (CLAS)
 - e. Mental Health and Substance Use Disorders Services (MHSUDS) Information Notices
 - f. Behavioral Health Information Notices (BHIN)

ENTRANCE AND EXIT CONFERENCE SUMMARIES

Entrance Conference:

An Entrance Conference was conducted via Teams on 11/20/2024. The following individuals were present:

- Representing DHCS:
Susan Volmer, SUDRS Program Analyst
Christopher Purcell, SUDRS Unit Chief
Elsie Campos, County Medi-Cal Compliance and Monitoring Unit 2 (CMCCM2) Liaison
Leilani Kwon, CMCCM 2 Unit Chief
- Representing San Mateo County:
Jei Africa, BHRS Director
Clara Boyden, AOD Deputy Director
Diana Campos-Gomez, BHRS Analyst II
Scott Gruendl, Assistant Director and Compliance Officer
Albert Ramos, BHRS Analyst II/Interim BHRS Supervisor
Meron Asfaw, Program and Policy Analyst
Natalia Rojas, BHRS Analyst II
Mary Taylor Fullerton, BHRS Clinical Services Manager II
Stella Chau, BHRS Analyst II
Michelle Sudyka, BHRS Analyst II
Melina Cortez, BHRS Analyst II
Sheryl Uyan, Health Services Manager
Edith Cabuslay, AOD Prevention Manager
Ashley Gomez, AOD Analyst
Tracey Chan, Mental Health Program Specialist

During the Entrance Conference, the following topics were discussed:

- Introductions
- DHCS overview of review process
- County overview of services provided

Exit Conference:

An Exit Conference was conducted via Teams on 11/20/2024. The following individuals were present:

- Representing DHCS:
Susan Volmer, SUDRS Analyst
- Representing San Mateo County:
Jei Africa, BHRS Director
Clara Boyden, AOD Deputy Director
Diana Campos-Gomez, BHRS Analyst II
Scott Gruendl, Assistant Director and Compliance Officer
Albert Ramos, BHRS Analyst II/Interim BHRS Supervisor
Meron Asfaw, Program and Policy Analyst
Natalia Rojas, BHRS Analyst II
Mary Taylor Fullerton, BHRS Clinical Services Manager II
Stella Chau, BHRS Analyst II
Michelle Sudyka, BHRS Analyst II
Melina Cortez, BHRS Analyst II
Sheryl Uyan, Health Services Manager
Edith Cabuslay, AOD Prevention Manager
Ashley Gomez, AOD Analyst
Tracey Chan, Mental Health Program Specialist

During the Exit Conference, the following topics were discussed:

- Submitting follow-up evidence
- Due date for evidence submission

SUMMARY OF FY 2024-25 COMPLIANCE FINDINGS

<u>Category</u>	<u>Number of Findings</u>
1.0 Availability of DMC-ODS Services	0
2.0 Care Coordination	0
3.0 Quality Assurance and Performance Improvement	0
4.0 Access and Information Requirements	0
5.0 Coverage and Authorization of Services	0
6.0 Beneficiary Rights and Protections	0
7.0 Program Integrity	0

TECHNICAL ASSISTANCE

San Mateo County did not request Technical Assistance for DMC-ODS during this review period.