

Medi-Cal Behavioral Health Corrective Action Plan (CAP)

Amador

Compliance Review Date: 6/30/2023

Corrective Action Plan Fiscal Year: 2023/2024

Deficiency Number and Finding	Corrective Action Description and Mechanism for Monitoring	Corrective Action Implementation Date	Evidence of Correction	DHCS Response
1.2.1 Assessment of the Need of TFC Services Finding: The Plan did not ensure the assessment for the need of TFC services to children and youth beneficiaries who met beneficiary access and medical necessity criteria for SMHS.	Amador County will continue to assess and document the beneficiary's needs using the Level of Service and Children's Level of Care Determination. If a higher level of care is deemed clinically appropriate, the Behavioral Health Department will work closely with the Social Services Department and Foster Family Agencies to identify available care options and ensure the beneficiary receives the appropriate level of care.	11/08/2024	Policy and Procedures -Level of Service Form -Children's Level of Care Determination Form	

Deficiency Number and Finding	Corrective Action Description and Mechanism for Monitoring	Corrective Action Implementation Date	Evidence of Correction	DHCS Response
1.2.2 Provision of TFC Services Finding: The Plan did not ensure the provision of TFC services to children and youth who met beneficiary access and medical necessity criteria for SMHS	Amador County is requesting a list of available TFC providers in California from DHCS. The County will also issue a third RFP to seek a contract with a qualified provider.	Three Months From being providing a list of current TFC Providers, to try and establish connection RFP- 2/1/2024		
2.1.1 Bidirectional Referral Monitoring Finding: The Plan did not ensure the provision of TFC services to children and youth who met beneficiary access and medical necessity criteria for SMHS.	Update Screening and Transition of care Policy and Procedure Amador County's Utilization and Quality Management Coordinator has started sending Transition of Care Tools to MCPs, tracking these referrals in an external Excel referral log, and ensuring Transition of Care tools are	11/1/2024	Updated policy: Screening and Transition of Care Tools for Medi-Cal Mental Health Services 9-103 Prior Screening and Transition of Care Policy	

Deficiency Number and Finding	Corrective Action Description and Mechanism for Monitoring	Corrective Action Implementation Date	Evidence of Correction	DHCS Response
	scanned into a client's chart. The Utilization and Quality Management Coordinator is also ensuring connection by following up with MCP's when confirmation is not received from the MCP.			
4.2.1 Access Call Log Finding: The Plan did not log all beneficiary calls requesting access to SMHS and urgent services.	Updated Crisis Line Services Policy ACBH's process to implement to ensure ongoing compliance will consist of ongoing test calls of our contract provider which operates the after-hours crisis from 5:00 pm to 8:00 am. Monitoring of provider test calls will be conducted in our Quality Improvement meeting monthly.	09/16/2024	Updated policy: Crisis Line Services policy 1-104 Prior Crisis Line Services Policy showing red-line updates.	

Submitted by: Raechel Razzano

Date: 11/7/2024

Title: Raechel Razzano, Utilization and Quality Management Coordinator