



DATE: June 28, 2023

Behavioral Health Information Notice No: 23-024

TO: California Alliance of Child and Family Services  
California Association for Alcohol/Drug Educators  
California Association of Alcohol & Drug Program Executives, Inc.  
California Association of DUI Treatment Programs  
California Association of Social Rehabilitation Agencies  
California Consortium of Addiction Programs and Professionals  
California Council of Community Behavioral Health Agencies  
California Hospital Association  
California Opioid Maintenance Providers  
California State Association of Counties  
Coalition of Alcohol and Drug Associations  
County Behavioral Health Directors  
County Behavioral Health Directors Association of California  
County Drug & Alcohol Administrators

SUBJECT: Drug Medi-Cal Organized Delivery System (DMC-ODS) Treatment Perception Survey (TPS)

PURPOSE: Guidance to DMC-ODS Providers, Counties, and the Partnership Health Plan of California Regional Model (Plans) for the submission of client satisfaction survey data

REFERENCE: The California DMC-ODS Waiver

**BACKGROUND:**

The Department of Health Care Services (DHCS) is required to maintain a plan for oversight and monitoring of plans to ensure compliance with standards, access, and delivery of quality care and services. At least once per year, DHCS shall monitor the plans through Behavioral Health Concepts, Inc. (BHC), the External Quality Review Organization (EQRO) for DHCS, Behavioral Health Concepts (BHC), Inc. in coordination with the University of California, Los Angeles (UCLA). BHC will review client satisfaction surveys conducted by the plans participating in the DMC-ODS Waiver.

Each DMC-ODS plan shall survey clients receiving services from each of the providers within the network of the plan annually using a valid client satisfaction survey. The EQRO will validate the findings during its annual reviews of the plans. The administration of this survey by the plan addresses data collection needs for DMC-ODS evaluation required by the Centers for Medicare and Medicaid Services. The information

gathered from the surveys will support DMC-ODS quality improvement efforts and will provide key information on the impacts of the new continuum of care.

The TPS for adults was developed by UCLA based on a validated survey from San Francisco County Department of Public Health, Behavioral Health Services, and through consultation with DHCS, individual counties, the Substance Abuse Prevention Treatment Committee of the County Behavioral Health Directors Association of California, the DMC-ODS EQRO Clinical Committee, BHC, and other stakeholder input. The TPS for youth was based on a youth survey developed by Los Angeles County Department of Public Health, Substance Abuse Prevention and Control.

**POLICY:**

Plans shall administer the TPS, with UCLA oversight, to both adults and youth once annually, following the instructions provided below. However, plans may independently conduct more frequent client satisfaction surveys and/or include additional survey questions as long as the standard TPS items are utilized.

The annual survey for DMC-ODS plans will be collected from October 16, 2023, through October 20, 2023. The survey is available for adults (ages 18 and older) and youth (ages 12 to 17) in 13 languages, including English, Chinese, Spanish, Tagalog, Vietnamese, Russian, Arabic, Korean, Eastern and Western Armenian, Cambodian, Hmong, and Farsi.

Plans will have the option of using paper forms (one-page and large print) and secure online survey links. Paper survey forms must be submitted to UCLA no later than Friday November 10, 2023. Detailed instructions, as well as data collection materials, are posted on the [TPS website](#).

UCLA will scan the paper survey forms and aggregate all survey data received online by the plans. UCLA will analyze the data, and prepare county-level summaries, provider-level summaries, and a statewide report. UCLA will strive to provide these reports to the plans within three months of the survey period. In addition, through the annual EQRO review, BHC will assess client satisfaction by reviewing the TPS data along with any other client survey data provided by the plan.

If you have questions or feedback about the survey or collection procedures, please contact Marylou Gilbert with UCLA at [MarylouGilbert@mednet.ucla.edu](mailto:MarylouGilbert@mednet.ucla.edu).

Sincerely,

Original signed by

Michele Wong, Chief  
Medi-Cal Behavioral Health-Oversight and Monitoring Division