

Medi-Cal Behavioral Health Corrective Action Plan (CAP)

SACRAMENTO

Compliance Review Date: 8/27/2024

Corrective Action Plan Fiscal Year: 2023-24

SMHS

Deficiency Number and Finding	Corrective Action Description and Mechanism for Monitoring	Corrective Action Implementation Date	Evidence of Correction	DHCS Response
1.2.1 – Plan did not ensure the assessment for the need of TFC services for children and youth who met beneficiary access and medical necessity criteria for SMHS.	The Plan will provide updated materials clarifying that the screening and referral process for TFC should be used regardless of the availability of TFC home. These materials will be distributed and discussed during Plan/provider meetings including but not limited to QIC, QIC subcommittees, and contract monitoring meetings. 2/6/205 Update – Develop a standalone policy specific to TFC. This will be distributed to impacted staff and posted to the County website for	January 15, 2025 2/6/2025 Update – New implementation date: March 7, 2025	Review of Child and Family Team meeting minutes and/or progress notes for mention of use of screening tools. Evidence of screening tool use will be provided to DHCS. 2/6/2025 Update – Development of TFC policy. Evidence will include the policy and process for	

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	reference.		distribution to impacted staff.	
4.2.1 – The Plan did not ensure that its 24/7 Access Line toll-free number provided required information for SMHS access, urgent condition services, and problem resolution process.	The Plan will conduct monthly test calls using both the local phone line and the toll-free line to ensure access through both lines.	December 1, 2024	Test Call forms will include which phone number was used to conduct the test call. Samples of the test call forms will be provided to DHCS no later than March 31, 2025.	
4.2.2 – The Plan did not log all beneficiary calls requesting access to SMHS and urgent condition services.	The Plan will conduct monthly test calls using both the local phone line and the toll-free line to ensure access through both lines.	December 1, 2024	Test Call forms will include which phone number was used to conduct the test call. Samples of the test call forms will be provided to DHCS no later than March 31,	

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			2025.	

Submitted by: Alex Rechs, LMFT

Date: 10/27/2024

Title: Alex Rechs, Program Manager