

Medi-Cal Behavioral Health Corrective Action Plan (CAP)

San Diego

Compliance Review Date: 1/26/2024

Corrective Action Plan Fiscal Year: FY23-24

Deficiency Number and Finding	Corrective Action Description and Mechanism for Monitoring	Corrective Action Implementation Date	Evidence of Correction	DHCS Response
4.2.1 - The Plan did not demonstrate it had a process in place to ensure beneficiaries calling the 24hour access line receive information about how to use the beneficiary problem resolution and fair hearing processes.	7/30/24: SDCBHS is working with our ASO, Optum, who manages the Access & Crisis Line, to revise and implement P&P's to ensure the beneficiaries are given information on how use the problem resolution process. The following are planned:	10/1/2024	PENDING <ul style="list-style-type: none">• P&P• Scripts• Training curriculum• Job Aids• Training sign-in sheets• Staff meeting agenda	

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<p>The verification study identified two test calls in which the test caller was not provided information about the beneficiary problem resolution and fair hearing processes.</p> <p>In an interview, the Plan stated that it allows its 24-hour access line operators to offer a warm transfer to the Problem Resolution line for information about how to file a grievance and the fair hearing process. The Plan stated it was not aware the 24-hour access line had to provide detailed information regarding beneficiary problem resolution and fair hearing processes when</p>	<ul style="list-style-type: none"> • Training with advocacy group for existing staff • Revise problem resolution process and scripts • Update job aids • Update training curriculum for onboarding new staff • Training existing staff 			

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<p>beneficiaries call the line. The Plan provided its access line script, titled ACL Suggested Script (revised 1/4/2023), which includes the directive to provide information about the problem resolution process, however, it was not evident that the 24-hour access line operator was providing this information to beneficiaries.</p> <p>Failure to provide beneficiaries with information about the beneficiary problem resolution and fair hearing processes may limit beneficiaries' ability to file a grievance or appeal Plan</p>				

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<p>decisions regarding services.</p> <p>This is a repeat of the 2020-2021 audit finding – 24/7 Access Line information.</p> <p>Recommendation: The Plan should revise and implement policies and procedures to ensure the Plan's and its 24-hour access line contractor provide beneficiaries with information on how to use the problem resolution process.</p>				

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Date: 8/5/2024

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