



September 13, 2024

THIS LETTER SENT VIA EMAIL TO: sherri.terao@hhs.sccgov.org

Sherri Terao, Director
Santa Clara Behavioral Health Services Department
828 S. Bascom Avenue, Suite 200
San Jose, CA 95128

SUBJECT: ANNUAL COUNTY COMPLIANCE SECTION DMC-ODS FINDINGS REPORT

Dear Director Terao:

The Department of Health Care Services (DHCS) is responsible for monitoring compliance to the requirements of the Drug Medi-Cal Organized Delivery System (DMC-ODS) and the terms of the Intergovernmental Agreement operated by Santa Clara County.

The County Compliance Section (CCS) within DHCS' Audits and Investigations (A&I) conducted a review of Santa Clara County's compliance with Federal and State regulations, program requirements and contractual obligations based on supporting documentation and interviews with County staff.

This letter serves as notification that Santa Clara County has sufficiently demonstrated compliance with all Federal and State regulations, program requirements and contractual obligations during FY 2023-24. During the compliance review, no deficiencies were identified, and no further action is required at this time.

If you have any questions, please contact me at jade.liu@dhcs.ca.gov.

Sincerely,

Jade Liu | Health Program Specialist I

Distribution:

To: Director Terao,

Cc: Mateo Hernandez, Chief
Contract and Enrollment Review Division - Audits and Investigations

Catherine Hicks, Chief
Behavioral Health Review Branch
Contract and Enrollment Review Division - Audits and Investigations

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MCBHOMDMonitoring@dhcs.ca.gov, County/Provider Operations and
Monitoring Branch

Tammy Ramsey, Santa Clara Behavioral Health Services Department, Program
Manager III

COUNTY REVIEW INFORMATION

County:

Santa Clara

County Contact Name/Title:

Tammy Ramsey, Program Manager III

County Address:

828 S. Bascom Avenue, Suite 200
San Jose, CA 95128

County Phone Number/Email:

408-793-1809
Tammy.Ramsey@hhs.sccgov.org

Date of DMC-ODS Implementation:

6/15/2017

Date of Review:

5/15/2024

Lead CCM Analyst:

Jade Liu

Report Prepared by:

Jade Liu

Report Approved by:

Ayesha Smith

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) 2022-23 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 5/15/2024. The following individuals were present:

- Representing DHCS:
Michael Bivians, County Compliance Monitoring 2 (CCM 2) Unit Chief
Jade Liu, CCM 2, Health Program Specialist I (HPS I)
- Representing Santa Clara County:
Alejandro Villalobos, Program Manager I
An P Tran, Healthcare Compliance Analyst
Bruce Copley, Director of Access and Unplanned Services
Cheryl Ho, Behavioral Health Medical Director – Substance Use Treatment Services
Courtney Gray, Behavioral Health Services Dept. Quality Director
Domingo Acevedo, Program Manager III
Elania Reis, Behavioral Health Division Director
Hung Nguyen, Behavioral Health Division Director
Jeanne Moral, Behavioral Health Division Director
Jennifer Pham, Behavioral Health Division Director
Joe Tansek, Program Manager II
Kimberly Doe, Program Manager II
Leilani Villanueva, Program Manager III
Lara Alkoraishi, Program Manager II
Lily Vu, Program Manager II
Lisa Pfeifer, CSCHS-Chief Compliance Officer
Margaret Obilor, Director, Adult and Older Adult System of Care
Mego Lien, Behavioral Health Division Director
Michelle Hauck, Program Manager III
Mira Parwiz, Behavioral Health Division Director
Rachel Potens, Program Manager II
Rachel Talamantez, Behavioral Health Division Director - Children, Youth & Family
Roberto Ibarra, Program Manager III
Tammy Ramsey, Program Manager III DMC-ODS
Tova Sweet, Program Manager III
Zelia Faria Costa, Director - Children, Youth & Family System of Care

During the Entrance Conference, the following topics were discussed:

- Introductions
- Overview of review process
- Overview of services provided

Exit Conference:

An Entrance Conference was conducted via Teams on 5/15/2024. The following individuals were present:

- Representing DHCS:
Michael Bivians, CCM 2 Unit Chief
Jade Liu, CCM 2 HPS I
- Representing Santa Clara County:
Alejandro Villalobos, Program Manager I
An P Tran, Healthcare Compliance Analyst
Bruce Copley, Director of Access and Unplanned Services
Cheryl Ho, Behavioral Health Medical Director – Substance Use Treatment Services
Courtney Gray, Behavioral Health Services Dept. Quality Director
Domingo Acevedo, Program Manager III
Elania Reis, Behavioral Health Division Director
Hung Nguyen, Behavioral Health Division Director
Jeanne Moral, Behavioral Health Division Director
Jennifer Pham, Behavioral Health Division Director
Joe Tansek, Program Manager II
Kimberly Doe, Program Manager II
Leilani Villanueva, Program Manager III
Lara Alkoraishi, Program Manager II
Lily Vu, Program Manager II
Lisa Pfeifer, CSCHS-Chief Compliance Officer
Margaret Obilor, Director, Adult and Older Adult System of Care
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Mira Parwiz, Behavioral Health Division Director
Rachel Potens, Program Manager II
Rachel Talamantez, Behavioral Health Division Director - Children, Youth & Family
Roberto Ibarra, Program Manager III
Tammy Ramsey, Program Manager III DMC-ODS
Tova Sweet, Program Manager III
Zelia Faria Costa, Director - Children, Youth & Family System of Care

During the Exit Conference, the following topics were discussed:

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

SUMMARY OF FY 2023-24 COMPLIANCE DEFICIENCIES (CD)

<u>Category</u>	<u>Number of CDs</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

Santa Clara County did not request technical assistance during this review.