

Medi-Cal Behavioral Health Corrective Action Plan (CAP)

Sutter-Yuba

Compliance Review Date July 11, 2023 through July 20, 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
SMHS				
1.2.1-Network Adequacy Requirements	SYBH will develop P&P(s) to establish and ensure proper monitoring practices and to include a description of how we will provide adequate access to TFC services.	December 5, 2024	The finalized, adopted P&P	
1.2.2-Therapeutic Foster Care	SYBH will develop/modify P&Ps to incorporate TFC screening standards and practices and ensure staff are trained to incorporate the screening tool/mechanism into services as indicated by the P&P.	December 5, 2024	The finalized, adopted P&P A copy of the incorporated screening tool/mechanism Evidence of	

Deficiency Number and Finding	Corrective Action Description and Mechanism for Monitoring	Corrective Action Implementation Date	Evidence of Correction	DHCS Response
			training	
6.1.1-Adverse Benefit Determination Classification	SYBH will update practices and trainings to properly classify financial disputes as appeals.	December 5, 2024	A copy of NOABD training to incorporate guidance on financial liability procedures. Evidence of training provided to our Business Office and QA staff.	
6.2.1-Written Notice of Adverse Benefit Determination (NOABD) Requirements	SYBH will update practices and trainings to properly classify financial disputes as appeals.	December 5, 2024	Copy of example NOABD letters and examples from log to demonstrate proper NOABDs being sent for financial liability denials.	

Submitted by: Melissa Clavel

Date: 1/24/2024



Title: Melissa Clavel, Quality Assurance Officer