

Medi-Cal Behavioral Health Corrective Action Plan (CAP)

NEVADA

Compliance Review Date: 5/21/2026

Corrective Action Plan Fiscal Year: 2025-26

SMHS

Deficiency Number and Finding	Corrective Action Description and Mechanism for Monitoring	Corrective Action Implementation Date	Evidence of Correction	DHCS Response
4.1.1 Telehealth Consents	NCBH will complete a training for all staff at the NCBH All-Staff meeting in August to ensure all providers obtain, explain, and document verbal and written telehealth consent with all the required elements of the BHIN 23-018 prior to the initial delivery of telehealth services. A training for contracted providers will be held at the July contractors meeting. It will also be presented at the QIC meeting for August. NCBH will ensure all contracted provider's	August 31, 2026	Telehealth Consent Training Slides, Meeting Agenda and Attendance, Communication with contracted providers. If a contractor does not utilize SmartCare, copies of their Telehealth Consents, as SmartCare consents align with required BHIN elements.	

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	Telehealth Consents are up to date and align with BHIN 23-018. To monitor, NCBH will continue to complete chart reviews and ensure that members scheduled for a telehealth appointment have a consent on file before the delivery of telehealth services. During annual contract monitoring, charts will be reviewed to ensure telehealth consents are on file prior to delivery of telehealth services.			

Submitted by: Brianne Chavez, LMFT

Date: 6/8/2026

Title: Brianne Chavez, LMFT, Quality Assurance Manager

