

Medi-Cal Behavioral Health Corrective Action Plan (CAP)

RIVERSIDE

Compliance Review Date: 10/10/2025

Corrective Action Plan Fiscal Year: 2024-25

SMHS

Deficiency Number and Finding	Corrective Action Description and Mechanism for Monitoring	Corrective Action Implementation Date	Evidence of Correction	DHCS Response
Finding 4.4.1 Telehealth Consent Requirements: The Plan's telehealth consent form did not include two required elements: members' rights to access covered services in person, and Non-Medical Transportation benefits are available for in-person visits. The Plan's policy did	Revisions have been made to RUHS-BH Policy # 262 Telemedicine and Telehealth Use and Attachments A Telemedicine/Telehealth Informed Consent (English version) and Telemedicine/Telehealth Informed Consent (Spanish version) to include language the members may access covered services in person and that Non-Medical Transportation benefits are available for in-person visits.	1/15/2025	RUHS-BH Policy 262 Telemedicine and Telehealth Use and Attachments A & B; revised (to be submitted once finalized.)	

Deficiency Number and Finding	Corrective Action Description and Mechanism for Monitoring	Corrective Action Implementation Date	Evidence of Correction	DHCS Response
not disclose <i>BHIN 23-018</i> 's four required elements. The policy only noted that the member must sign the telehealth informed consent before services are provided.	The Spanish consent is in process for translation. Once the translation is completed. The Policy and attachments will be routed for final approval of the plans Director and distributed to staff. Staff will be notified in the Department Updates of the requirement and changes to the policy and Consent forms.			
Finding 6.2.1 Written Grievance Letters: The Plan did not send the written acknowledgement of the grievance and the NGR to a member.	Our department has assigned clinicians as Grievance and Appeal leads to enhance oversight and ensure timely mailing of acknowledgment and resolution letters. On a weekly basis, the leads will be monitoring this process by running an ImagineNet report to track the completion of letters being mailed to members. On 10/28/25, we	1/15/2025	Grievance & Appeal Training Agenda 10/28/25; Grievance Appeal Training Sign-In Sheet 10/28/25	

Deficiency Number and Finding	Corrective Action Description and Mechanism for Monitoring	Corrective Action Implementation Date	Evidence of Correction	DHCS Response
	conducted a staff training to review procedures for mailing required letters.			

Submitted by: Mary Walsh

Date: 12/4/2025

Title: QI Administrator