

Medi-Cal Behavioral Health Corrective Action Plan (CAP)

EL DORADO

Compliance Review Date: 10/6/2025

Corrective Action Plan Fiscal Year: 2025-2026

SMHS

Deficiency Number and Finding	Corrective Action Description and Mechanism for Monitoring	Corrective Action Implementation Date	Evidence of Correction	DHCS Response
4.2.1 Toll-Free Access Line The Plan did not ensure its 24/7 Access Line provided the required information regarding how to access SMHS or how to use the member problem resolution and Fair Hearing processes.	EDCBH will draft 24/7 Access Line desk guides to include call type scenarios supported by appropriate call inquiry responses. The call recipient will be provided with call scripting for at minimum the following call types: SMHS information, urgent condition information, and beneficiary (member) problem resolution information and Fair Hearing processes. To ensure call response accuracy and consistency, one desk guide will be drafted specifically for EDCBH staff and	8/14/2026	1) Contractor Call Managing Guide 2) Contractor Call Managing Guide Email 3) Contractor Meeting Agenda 4) 24/7 Access Line Call Scripting guide 5) Sr. Office Assistant (SOA) Call Scripting Email 6) SOA Meeting Agenda- Item: Call	

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	one desk guide will be specific to our contracted after-hours vendor. Mandatory training sessions designed and facilitated by QM staff will be provided to EDCBH front-office staff and to our after-hours vendor staff. Training will focus on appropriate call inquiry response expectations, desk guide familiarization, and an opportunity for Q&A. To ensure ongoing compliance, QM staff will continue to periodically monitor the 24/7 Access Line through targeted test calls.		Scripting	
4.2.2 Logging of Specialty Mental Health Services Requests The Plan	EDCBH QM staff is developing a Daily Call Log for use by staff. The log will include a prompt to indicate the disposition of the call including Request for SMHS.	8/14/2026	1) Call Log Export 2) Call Log Form 3) Dispatch Screening Tool Export 4) Dispatch	

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did not log all member calls requesting SMHS.	Staff will be provided a link to the log for daily use, a desk guide, and training. The log will also prompt staff to indicate if a follow-up with the caller is needed, which could be the case in a Request for Service. Assigned BH staff will monitor the resulting BH Call Log Report on a regular basis to ensure staff are using the Daily Call Log, resolving caller follow-ups, and if any additional staff training is required.		Screening Tool Form 5) P&P M-157 6) SOA Meeting Agenda- Item: Request for Service (RFS) Call Log Monitoring 7) Daily Call Log Desk Guide	
4.4.1 Telehealth Consent Form The Plan did not ensure that member telehealth consents included all required criteria.	The telehealth consents will be updated to include all required criteria. Staff training on the use of the updated consents will be completed. Monitoring process will be developed and implemented to ensure ongoing compliance.	8/14/2026	1) SMHS Intake Checklist 2) SMHS Chart Audit Tool-Item: G-10 3) SOA Meeting Agenda- Item: Telehealth Consent form 4) Treatment	

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			Readiness Group (TRG) Meeting Calendar Invite- Telehealth Consent 5) Updated Telehealth Consent form	

Submitted by: El Dorado County Behavioral Health

Date: 8/12/2026

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