

Medi-Cal Behavioral Health Corrective Action Plan (CAP)

MARIPOSA

Compliance Review Date: 1/6/2026

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 Telephone Access Line The Plan did not ensure its 24/7 access line provided the required information to members, such as how to access SMHS (including services required to assess medical necessity) and guidance on the member problem resolution and fair	1. Mariposa County Behavioral Health and Recovery Services (MCBHRS) will update all access line prompts to ensure callers receive clear and complete information on how to access Specialty Mental Health Services (including services required to assess medical necessity), guidance on the problem resolution and fair hearing process, and instructions for reaching a live operator after business hours. 2. MCBHRS will review and update all access line	1. Updating All Access line prompts by June 2026 2. Updating All Access Line instructions by June 2026 3. Review Existing Contractor Agreements by May 2026	1. MCBHRS will submit the transcription of Access Line prompts to DHCS by July 1st, 2026. 2. Access line instructions and informing materials 3. Evidence of Communication to Contractor with updated materials	

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hearing processes.	instructions and materials annually. 3. The Plan will also review existing contractor agreements related to the 24/7 Access Line to determine whether contract updates or clarifications are required to ensure full compliance.			
6.1.1 Grievance Log Accuracy The Plan did not maintain an accurate grievance log that recorded grievances within one working day of the date of receipt.	1. MCBHRS created a dedicated email channel to streamline receipt of all grievance and appeal submissions and ensure that documents are routed consistently, timely and promptly to the designated review team. 2. To support this system, we developed a formalized set of instructional materials for all staff outlining the correct procedures for receiving, timestamping, documenting, and transmitting grievance and	1. Established Email Address as of December 2025 2. Formalized Instructions as of January 2026. 3. Automated County Copiers with Grievance emails as of January 2026 4. Flyer as of January 2026 5. Formalized Instruction presented at Behavioral Health	1. MCBHRS will submit a Screenshot of Email Address and Recipients to DHCS by March 31st, 2026. 2. MCBHRS will submit the formalized instructions to DHCS by March 31st, 2026. 3. MCBHRS will submit a Picture of	

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	appeal information. 3. For ease of use and compliance, we also programmed the county copiers with the grievance and appeals email destination so staff can transmit documents with a single selection. 4. To further reinforce correct procedures, a flyer summarizing the grievance and appeals process was created and posted at all county copier stations and throughout staff workspaces, including individual cubicles. This visual reminder supports staff in maintaining awareness of required practices. 5. The formalized instructions were presented and reviewed during an all-staff Behavioral Health meeting. Going forward, the grievance and	all-staff meeting on March 31, 2026, and Standing Agenda Item on Behavioral Health All-Staff Meetings from March 2026 onward.	County Copier with Grievance email listed to DHCS by March 31st, 2026 4. MCBHRS will submit the Flyer by March 31st, 2026. 5. MCBHRS will submit Behavioral Health all staff Meeting Minutes by March 31st, 2026.	

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	appeals process, including the formalized procedures, will be included as a standing agenda item at all Behavioral Health all-staff meetings to ensure continual reinforcement of expectations and compliance.			

Submitted by: Stacey Lynch

Date: 3/5/2026

Title: Local Mental Health Director, Health Services Division Director