

Medi-Cal Behavioral Health Corrective Action Plan (CAP)

PLUMAS

Compliance Review Dates: May 12-23, 2025

Corrective Action Plan Fiscal Year: 2024-2025

SMHS

Deficiency Number and Finding	Corrective Action Description and Mechanism for Monitoring	Corrective Action Implementation Date	Evidence of Correction	DHCS Response
4.4.1 Consent of Telehealth Services The Plan did not ensure that providers obtained either verbal or written consent, including all required consent elements, before providing telehealth services.	Plan to update policy 300.3 to include the required components outlined in BHINs issued by DHCS (Contract 22-20123 A1, Exhibit E (6)(B)) and to require providers obtain either verbal or written consent, including all required consent elements, before providing telehealth services.	February 27, 2026	Updated Policy 300.3	
5.2.1 Concurrent Authorization Review	Plan to update policy 200.6 to include the required components outlined in BHIN	February 27, 2026	Updated Policy 200.6 and created Plumas County	

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The Plan did not have a concurrent review process to ensure authorization of psychiatric inpatient hospital services.	22-017, Concurrent Review Standards for Psychiatric Inpatient Hospital and Psychiatric Health Facility Services, Contract 22-20123 A1, Exhibit A, Attachment 6 (1)(A)(B), and Contract 22-20123 A1, Exhibit A, Attachment 6 (2)(A)(1); 42 C.F.R. Section 438.210 (b)(1). Plan will develop and implement authorization forms. The plan will ensure all beneficiaries in a psychiatric placement will receive concurrent authorization of psychiatric inpatient hospital services per the forementioned DHCS requirements and expectations.		Behavioral Health Concurrent Review Authorization for Psychiatric Inpatient Hospital Services Form.	
5.2.2 Authorizing Administrative Days The Plan's policy	Plan to update policy 200.6 to include the required components outlined in BHIN 22-017, Concurrent Review	February 27, 2026	Updated Policy 200.6 and created Plumas County Behavioral Health	

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and procedures for authorizing administrative days did not have all the documentation requirements outlined in BHIN 22-017.	Standards for Psychiatric Inpatient Hospital and Psychiatric Health Facility Services, Contract 22-20123 A1, Exhibit A, Attachment 6 (1)(A)(B), and Contract 22-20123 A1, Exhibit A, Attachment 6 (2)(A)(1); 42 C.F.R. Section 438.210 (b)(1). Plan will develop and implement authorization forms to include authorization of administrative days. The plan will ensure all beneficiaries in a psychiatric placement will receive concurrent authorization of psychiatric inpatient hospital services per the forementioned DHCS requirements and expectations.		Concurrent Review Authorization for Psychiatric Inpatient Hospital Services Form	
5.2.3 Crisis Residential Treatment Services	The plan will develop and implement policies and procedures to ensure referrals,	February 27, 2026	Updated Policy 200.6	

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and Adult Residential Treatment Services The Plan did not have policies and procedures to ensure that referrals, concurrent review, and authorization are completed for all CRTS and ARTS.	concurrent review, and authorization are completed for CRTS and ARTS in accordance with DHCS requirements as outlined BHIN 22-016, Authorization of Outpatient Specialty Mental Health Services.			
5.3.1 Expedited Presumptive Transfers The Plan did not include a procedure in its policy for facilitating expedited transfers within 48 hours when a foster child or youth is placed	The plan will update policy 100.19 Presumptive Transfer to include a defined and specific procedure for facilitating expedited transfers within 48 hours when a foster child or youth is placed outside the county of original jurisdiction.	February 27, 2026	Plan updated Policy 100.9	

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outside the county of original jurisdiction.				

Submitted by: Jessica McGill

Date: 12/17/2025

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