



November 25, 2024

THIS LETTER SENT VIA EMAIL TO: Suzanne.tavano@cchealth.org

Suzanne Tavano, Ph. D, Behavioral Health Director
Contra Costa County Health - Behavioral Health Services
1340 Arnold Drive, Suite 200
Martinez, CA 94553

SUBJECT: ANNUAL DRUG MEDI-CAL-ORGANIZED DELIVERY SYSTEM
COMPLIANCE FINDINGS REPORT

Dear Director Tavano:

The Department of Health Care Services (DHCS) is responsible for determining compliance to the requirements of the Drug Medi-Cal Organized Delivery System (DMC-ODS) Intergovernmental Agreement operated by Contra Costa County.

The Substance Use Disorder Review Section (SUDRS) within DHCS' Audits and Investigations' Contract and Enrollment Review Division (CERD) conducted a review of the County's compliance with Federal and State laws, Medi-Cal regulations, program requirements and the State's DMC-ODS contract. The review included an inspection of the County's policies for providing services, procedures to implement these policies, and the process to determine whether these policies were effective. Documents were reviewed and interviews were conducted with County staff. Enclosed are the results of Contra Costa County's Fiscal Year (FY) 2024-25 DMC-ODS compliance review.

This letter serves as notification that Contra Costa County has sufficiently demonstrated compliance with the reviewed Federal and State laws, Medi-Cal regulations, program requirements and contractual obligations. During the compliance review, no deficiencies or findings were identified, and no further action is required at this time.

If you have any questions, please contact me at jonette.larue@dhcs.ca.gov.

Sincerely,

Jonette La Rue | Health Program Specialist I

Distribution:

To: Director Suzanne Tavano,

CC: Mateo Hernandez, PhD, Assistant Deputy Director
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BHOMDMonitoring@dhcs.ca.gov, Behavioral Health County Support and
Operations Branch

Fátima Matal Sol, Program Chief Alcohol and Other Drugs (AOD) Services
Contra Costa County Behavioral Health Services

COUNTY REVIEW INFORMATION

County:

Contra Costa

County Contact Name/Title:

Fátima Matal Sol, Program Chief AOD Services

County Address:

1340 Arnold Drive, Suite 200
Martinez, CA 94553

County Phone Number/Email:

(925) 335-3307
Fatima.matalsol@cchealth.org

Date of DMC-ODS Implementation:

7/1/2017

Date of Review:

10/9/2024

Lead SUDRS Reviewer:

Jonette La Rue

Assisting SUDRS Reviewer:

N/A

Report Prepared by:

Jonette La Rue

Report Approved by:

Michael Bivians

REVIEW SCOPE

I. Regulations:

- a. Special Terms and Conditions (STCs) for California Advancing & Innovating Medi-Cal (CalAIM) 1915(b) Waiver
- b. Code of Federal Regulations, Title 42, Chapter IV, Subchapter C, Part 438; section 438.1 through 438.930: Managed Care
- c. California Code of Regulations, Title 9, Division 4: Department of Drug and Alcohol Programs
- d. California Health and Safety Code, Chapter 3 of Part 1, Division 10.5: Alcohol and Drug Programs
- e. California Welfare and Institutions Code, Division 9, Part 3, Chapter 7, sections 14000 et seq., in particular but not limited to sections 14100.2, 14021, 14021.5, 14021.6, 14021.51-14021.53, 14124.20-14124.25, 14043, et seq., 14184.100 et seq. and 14045.10 et seq.: Basic Health Care

II. Program Requirements:

- a. Fiscal Year (FY) 2023-24 DMC-ODS Intergovernmental Agreement (IA)
- b. State of California *Adolescent Best Practices Guidelines October 2020*
- c. DHCS' *Perinatal Practice Guidelines FY 2018-19*
- d. National Culturally and Linguistically Appropriate Services (CLAS)
- e. Mental Health and Substance Use Disorders Services (MHSUDS) Information Notices
- f. Behavioral Health Information Notices (BHIN)

ENTRANCE AND EXIT CONFERENCE SUMMARIES

Entrance Conference:

An Entrance Conference was conducted via Teams on 10/9/2024. The following individuals were present:

- Representing DHCS:
Jonette La Rue, Health Program Specialist I (HPSI)
- Representing Contra Costa County:
Suzanne Tavano, Ph. D, Behavioral Health Director
Fátima Matal Sol, Program Chief AOD Services
Mark Messerer, Program Manager
Sofia Campos, AOD Planner Evaluator
Marissa Ibarra, AOD Planner Evaluator
Sonya Blunt, Program Supervisor
Debbie Rodrigues, Contracts Analyst
Mariana Liu, Administrative Assistant

During the Entrance Conference, the following topics were discussed:

- Introductions
- DHCS overview of review process
- County overview of services provided

Exit Conference:

An Exit Conference was conducted via Teams on 10/9/2024. The following individuals were present:

- Representing DHCS:
Jonette La Rue, HPSI
- Representing Contra Costa County:
Suzanne Tavano, Ph. D, Behavioral Health Director
Fátima Matal Sol, Program Chief AOD Services
Mark Messerer, Program Manager
Sofia Campos, AOD Planner Evaluator
Marissa Ibarra, AOD Planner Evaluator
Sonya Blunt, Program Supervisor
Debbie Rodrigues, Contracts Analyst
Mariana Liu, Administrative Assistant

During the Exit Conference, the following topics were discussed:

- Submitting follow-up evidence
- Due date for evidence submission

SUMMARY OF FY 2024-25 COMPLIANCE FINDINGS

<u>Category</u>	<u>Number of Findings</u>
1.0 Availability of DMC-ODS Services	0
2.0 Care Coordination	0
3.0 Quality Assurance and Performance Improvement	0
4.0 Access and Information Requirements	0
5.0 Coverage and Authorization of Services	0
6.0 Beneficiary Rights and Protections	0
7.0 Program Integrity	0

TECHNICAL ASSISTANCE

DHCS' SUDRS Reviewer will make referrals to the County Compliance and Monitoring Section Liaison for training and/or technical assistance in the areas identified below:

Program Integrity: The County is asking for technical assistance on how to submit notifications of the termination of any subcontract with a certified provider, and the basis for termination of the subcontract, within two business days using a Secure Managed File Transfer system specified by DHCS.