



July 17, 2023

THIS LETTER SENT VIA EMAIL TO: [Lisa.Lewis@co.kings.ca.us](mailto:Lisa.Lewis@co.kings.ca.us)

Ms. Lisa Lewis, Director  
Kings County Behavioral Health  
460 Kings County Drive, Suite 101  
Hanford, CA 93230

SUBJECT: ANNUAL COUNTY COMPLIANCE SECTION DMC FINDINGS REPORT

Dear Director Lewis:

The Department of Health Care Services (DHCS) is responsible for monitoring compliance to requirements of the Drug Medi-Cal (DMC) Contract operated by Kings County.

The County Compliance Section (CCS) within Audits and Investigations (A&I) of DHCS conducted a review of the County's compliance with contract requirements based on responses to the monitoring protocol, discussion with County staff, and supporting documentation provided by the County. Enclosed are the results of Kings County's Fiscal Year (FY) 2022-23 DMC compliance review. The report identifies deficiencies, required corrective actions, advisory recommendations, and referrals for technical assistance.

Kings County is required to submit a Corrective Action Plan (CAP) addressing each compliance deficiency (CD) to the Medi-Cal Behavioral Health – Oversight and Monitoring Division (MCBH-OMD), County/Provider Operations and Monitoring Branch (CPOMB) Liaison by 9/18/2023. Please use the enclosed CAP form to submit the completed CAP and supporting documentation via the MOVEit Secure Managed File Transfer System. For instructions on how to submit to the correct MOVEit folder, email [MCBHOmdMonitoring@dhcs.ca.gov](mailto:MCBHOmdMonitoring@dhcs.ca.gov).

If you have any questions, please contact me at [becky.counter@dhcs.ca.gov](mailto:becky.counter@dhcs.ca.gov).

Sincerely,

Becky Counter | Analyst

Distribution:

To: Director Lewis,

Cc: Mateo Hernandez, Audits and Investigations, Contract and Enrollment Review  
Division Chief  
Catherine Hicks, Audits and Investigations, Behavioral Health Compliance  
Branch Chief  
Ayesha Smith, Audits and Investigations, County Compliance Section Chief  
Michael Bivians, Audits and Investigations, County Compliance Monitoring II  
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Sergio Lopez, County/Provider Operations and Monitoring Section I Chief  
Tony Nguyen, County/Provider Operations and Monitoring Section II Chief  
[MCBHOMDMonitoring@dhcs.ca.gov](mailto:MCBHOMDMonitoring@dhcs.ca.gov), County/Provider Operations and  
Monitoring Branch  
Katie Arnst, Kings County Behavioral Health Clinical Services Deputy Director  
Juan Torres, Kings County Substance Use Disorder Program Manager

## COUNTY REVIEW INFORMATION

**County:**  
Kings

**County Contact Name/Title:**  
Katie Arnst, Behavioral Health Clinical Services Deputy Director

**County Address:**  
460 Kings County Drive, Suite 101  
Hanford, CA 93230

**County Phone Number/Email:**  
559-852-2317  
Katie.Arnst@co.kings.ca.us

**Date of Review:**  
5/31/2023

**Lead CCM Analyst:**  
Becky Counter

**Assisting CCM Analyst:**  
N/A

**Report Prepared by:**  
Becky Counter

**Report Approved by:**  
Ayesha Smith

## REVIEW SCOPE

- I. Regulations:
  - a. California Code of Regulations, Title 22, section 51341.1, 51490.1 and 51516.1 – Drug Medi-Cal Substance Use Disorder Services
  - b. California Code of Regulations, Title 9, Division 4: Department of Alcohol and Drug Programs
  - c. Health and Safety Code, Division 10.5, Section 11750 – 11970: Alcohol and Drug Programs
  - d. Welfare and Institutions Code, Division 9, Part 3, Chapter 7, Sections 14000, et seq.; 14100.2, 14021, 14021.51-14021.53, 14021.6, and 14124.20-14124.25, 14184.402, 14059.5: Basic Health Care – Drug Medi-Cal Treatment Program
  
- II. Program Requirements:
  - a. Fiscal Year (FY) 2021-22 State-County Contract, herein referred to as State County Contract
  - b. Fiscal Year (FY) 2022-23 State-County Contract, herein referred to as State County Contract
  - c. Mental Health and Substance Use Disorders Services (MHSUDS) Information Notices
  - d. Behavioral Health Information Notices (BHIN)

## **ENTRANCE AND EXIT CONFERENCE SUMMARIES**

### **Entrance Conference:**

An Entrance Conference was conducted via WebEx on 5/31/2023. The following individuals were present:

- Representing DHCS:  
Becky Counter, County Compliance Monitoring II (CCM II) Analyst  
Cassandra Queen, County/Provider Operations Monitoring Branch (CPOMB) Analyst
- Representing Kings County:  
Dr. Lisa Lewis, Behavioral Health Director  
Christi Lupkes, Behavioral Health Administrative Services Deputy Director  
Katie Arnst, Behavioral Health Clinical Services Deputy Director  
Juan Torres, Substance Use Disorder (SUD) Program Manager  
Amanda Verhaege, Program Manager of Contracts  
Hilda Garcia, SUD Recovery Support Coordinator  
Laura Tafolla, Fiscal Analyst  
Tony Afonso, Fiscal Specialist  
Selene Oaks, Fiscal Analyst  
Ana Lopez, Prevention Coordinator  
Jeanette Montes, SUD Business Applications Specialist  
Stephanie Corona, SUD Office Assistant

During the Entrance Conference, the following topics were discussed:

- Introductions
- Overview of review process
- Kings County overview of services provided

**Exit Conference:**

An Exit Conference was conducted via WebEx on 5/31/2023. The following individuals were present:

- Representing DHCS:  
Becky Counter, CCM II Analyst  
Cassandra Queen, CPOMB Analyst
  
- Representing Kings County:  
Dr. Lisa Lewis, Behavioral Health Director  
Christi Lupkes, Behavioral Health Administrative Services Deputy Director  
Katie Arnst, Behavioral Health Clinical Services Deputy Director  
Juan Torres, Substance Use Disorder (SUD) Program Manager  
Amanda Verhaege, Program Manager of Contracts  
Hilda Garcia, SUD Recovery Support Coordinator  
Laura Tafolla, Fiscal Analyst  
Tony Afonso, Fiscal Specialist  
Selene Oaks, Fiscal Analyst  
Ana Lopez, Prevention Coordinator  
Jeanette Montes, SUD Business Applications Specialist  
Stephanie Corona, SUD Office Assistant

During the Exit Conference, the following topics were discussed:

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

## **SUMMARY OF FY 2022-23 COMPLIANCE DEFICIENCIES (CD)**

<b><u>Section</u></b>	<b><u>Number of CDs</u></b>
1.0 Administration	0
2.0 Program Integrity	1
3.0 Perinatal Practice Guidelines	0
4.0 Youth Services	0
5.0 Reporting Requirements	0

## Category 2: PROGRAM INTEGRITY

A review of the County's program integrity was conducted to ensure compliance with applicable regulations, and standards. The following DMC deficiency in regulations, standards, or protocol requirements was identified:

### COMPLIANCE DEFICIENCY:

#### **CD 2.3:**

#### DMC Contract, Exhibit A, Attachment I A1, Part II, T, 1-3

##### T. Discrimination Grievances

1. The Contractor shall designate a Discrimination Grievance Coordinator who is responsible for ensuring compliance with federal and state nondiscrimination requirements and investigating Discrimination Grievances related to any action that would be prohibited by, or out of compliance with, federal or state nondiscrimination law.
2. The Contractor shall adopt Discrimination Grievance procedures that ensure the prompt and equitable resolution of discrimination-related complaints. The Contractor shall not require a beneficiary to file a Discrimination Grievance with the Contractor before filing the grievance directly with DHCS Office of Civil Rights and the U.S. Health and Human Services Office for Civil Rights.
3. The Discrimination Grievance Coordinator shall be available to:
  - a) Answer questions and provide appropriate assistance to the Contractor staff and members regarding the Contractor's state and federal nondiscrimination legal obligations.
  - b) Advise the Contractor about nondiscrimination best practices and accommodating persons with disabilities.
  - c) Investigate and process any Americans with Disabilities Act, Section 504 of the Rehabilitation Act, section 1557 of the Affordable Care Act, and/or Gov. Code section 11135 grievances received by the Contractor.

**Findings:** The County did not provide evidence of compliance demonstrating the requirements involving Discrimination Grievances are met, specifically:

- Notification that beneficiaries may file a Discrimination Grievance with DHCS Office of Civil Rights and the U.S. Health and Human Services Office for Civil Rights before filing with the County.

## **TECHNICAL ASSISTANCE**

Kings County did not request Technical Assistance during this review.