

Medi-Cal Behavioral Health Corrective Action Plan (CAP)

KINGS

Compliance Review Date: 7/28/2026

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
2.1.1: The Plan did not coordinate member care services with MCPs to ensure medically necessary services were made available to members.	The County will implement an external referral tracking workflow with County providers. Use of this workflow and conclusion of referrals will be monitored by the Plan. Providers will be trained to begin using the Client Information External Referral screens to track referrals that have gone out to the MCP and track the outcome of each phase of the referral through	TBD – anticipated implementation date will be shortly after the next quarterly meeting with the County’s three MCPs, which will occur by the end of September 2026 and training of County providers which has not yet	1. Links to EHR instructions for providers. 2. Instructions for county staff performing oversight activities. 3. MCP MOU language regarding intersystem	

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	initial successfully rendered service. The Plan will monitor reports in the EHR to ensure that each referral initiated is successfully resolved.	been scheduled.	referrals and their oversight.	
4.1.1: The Plan did not ensure that alternative formats, including braille, were available to its members.	KCBH has updated their Policy & Procedure to ensure staff and providers make translation and interpretation services easily accessible upon request, and that requests are completed in a timely manner. KCBH also has an executed a contract and purchase agreement that now includes all translation and interpretation services offered by Language Line and can be completed upon request and in a timely manner, if and when staff are unavailable.	7/1/26	Signed Policy & Procedure, Executed Language Line Contract.	

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Submitted by: Lindsay Garfield

Date: 07/28/2026

Title: Quality Assurance Manager