

DEPARTMENT OF HEALTH CARE SERVICES
AUDITS AND INVESTIGATIONS
CONTRACT AND ENROLLMENT REVIEW DIVISION
BEHAVIORAL HEALTH REVIEW BRANCH

REPORT ON THE SUBSTANCE USE DISORDER (SUD) AUDIT OF

Del Norte County Behavioral Health Services
2023

Contract Number: 22-10174
Drug Medi-Cal Services

Audit Period: July 1, 2022
through
June 30, 2023

Dates of Audit: November 28, 2023
through
December 8, 2023

Report Issued: May 21, 2024

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I. INTRODUCTION

Del Norte County Behavioral Health Services (Plan) is located in the northwest corner of the state of California and is adjacent to the state of Oregon along the coast of the Pacific Ocean. The Plan provides its services to the city of Crescent and tribal areas in the County in which include Fort Dick, Gasquet, Hiouchi, Klamath, Yurok, Smith River, Elk Valley, and Resighini.

The Plan is governed by a Board of Supervisors and contracts with the Department of Health Care Services (DHCS) for the purpose of providing Drug Medi-Cal (DMC) services to county citizens.

As of June 30, 2023, the Plan had 73 Medi-Cal beneficiaries receiving DMC services.

II. EXECUTIVE SUMMARY

This report presents the findings of the DHCS audit of the Plan's DMC program for the period of July 1, 2022, through June 30, 2023. The audit was conducted from November 28, 2023, through December 8, 2023. The audit consisted of document review, verification studies, and interviews with Plan representatives.

An Exit Conference with the Plan was held on April 18, 2024. The audit evaluated three categories of performance: Availability of DMC Services, Quality Assurance and Performance Improvement, and Access and Information Requirements.

The prior DHCS compliance report issued on July 24, 2023, (review period July 1, 2020, through June 30, 2021) identified deficiencies incorporated in the Corrective Action Plan. This year's audit included review of documents to determine implementation and effectiveness of the Plan's corrective actions.

The summary of the findings by category follows:

Category 1 – Availability of Drug Medi-Cal Services

There were no findings noted for this category during the audit period.

Category 2 – Care Coordination

Category 2 was not evaluated as part of this year's audit.

Category 3 – Quality Assurance and Performance Improvement

There were no findings noted for this category during the audit period.

Category 4 – Access and Information Requirements

There were no findings noted for this category during the audit period.

Category 5 – Coverage and Authorization of Services

Category 5 was not evaluated as part of this year's audit.

Category 6 – Beneficiary Rights and Protection

Category 6 was not evaluated as part of this year's audit.

Category 7 – Program Integrity

Category 7 was not evaluated as part of this year's audit.

III. SCOPE/AUDIT PROCEDURES

SCOPE

The DHCS, Contract and Enrollment Review Division conducted the audit to ascertain that medically necessary services provided to beneficiaries comply with federal and state laws, Medi-Cal regulations and guidelines, and the state's DMC Contract.

PROCEDURE

DHCS conducted an audit of the Plan from November 28, 2023, through December 8, 2023, for the audit period of July 1, 2022, through June 30, 2023. The audit included a review of the Plan's Contract with DHCS, its policies and procedures for providing services, evidence of procedures used to implement the policies, and verification studies of the implementation and effectiveness of the policies. Documents were reviewed and interviews were conducted with Plan representatives.

There were no verification studies conducted for this audit.