



October 31, 2024

THIS LETTER SENT VIA EMAIL TO: [Elise.Jones@lakecountyca.gov](mailto:Elise.Jones@lakecountyca.gov)

Elise Jones, MA, Behavioral Health Director  
Lake County Behavioral Health Services  
7000 B South Center Dr.  
Clearlake, CA 95422

SUBJECT: ANNUAL COUNTY COMPLIANCE SECTION DMC FINDINGS REPORT

Dear Director Jones:

The Department of Health Care Services (DHCS) is responsible for monitoring compliance to the requirements of the Drug Medi-Cal program (DMC) and the terms of the Intergovernmental Agreement operated by Lake County.

The County Compliance Section (CCS) within DHCS' Audits and Investigations (A&I) conducted a review of Lake County's compliance with Federal and State regulations, program requirements and contractual obligations based on supporting documentation and interviews with County staff.

This letter serves as notification that Lake County has sufficiently demonstrated compliance with all reviewed Federal and State regulations, program requirements and contractual obligations during FY 2023-24. During the compliance review, no deficiencies were identified, and no further action is required at this time.

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

Sincerely,

Michael Bivians | Section Chief

Distribution:

To: Director Jones,

CC: Mateo Hernandez, PhD, Assistant Deputy Director  
Audits and Investigations

Brian Vu, Assistant Division Chief  
Contract and Enrollment Review Division - Audits and Investigations

Catherine Hicks, Chief  
Behavioral Health Review Branch  
Contract and Enrollment Review Division - Audits and Investigations

Ayesha Smith, Chief  
Specialty Mental Health Review Section  
Contract and Enrollment Review Division - Audits and Investigations

Michael Bivians, Chief  
Substance Use Disorder Review Section  
Contract and Enrollment Review Division - Audits and Investigations

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[MCBHOMDMonitoring@dhcs.ca.gov](mailto:MCBHOMDMonitoring@dhcs.ca.gov), Behavioral Health Compliance and  
Monitoring Branch

Amber Madero, Fiscal Program Manager  
Lake County Behavioral Health Services

## COUNTY REVIEW INFORMATION

**County:**

Lake

**County Contact Name/Title:**

Amber Madero / Fiscal Program Manager

**County Address:**

6302 Thirteenth Ave.

P.O. Box 1024

Lucerne, CA 95458

**County Phone Number/Email:**

(707) 274-9101

Amber.Madero@lakecountyca.gov

**Date of Review:**

6/27/2024

**Lead CCS Analyst:**

Michael Bivians

**Assisting CCS Analyst:**

N/A

**Report Prepared by:**

Michael Bivians

**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) 2022-23 DMC Intergovernmental Agreement (IA)
  - b. State of California *Adolescent Best Practices Guidelines October 2020*
  - c. DHCS' *Perinatal Practice Guidelines FY 2018-19*
  - d. DHCS' *Minimum Quality Drug Treatment Standards (Document 2F(a))*
  - e. National Culturally and Linguistically Appropriate Services (CLAS)
  - f. Mental Health and Substance Use Disorders Services (MHSUDS) Information Notices
  - g. Behavioral Health Information Notices (BHIN)

## **ENTRANCE AND EXIT CONFERENCE SUMMARIES**

### **Entrance Conference:**

An Entrance Conference was conducted via Teams on 6/27/2024. The following individuals were present:

- Representing DHCS:  
Michael Bivians, Substance Use Disorder Review Section (SUDRS) Chief  
Janet Murray, Contract and Enrollment Review Division (CERD) Nurse Evaluator II (NE II)  
Sylvia Amey, CERD Nurse Evaluator IV (NE IV)
- Representing Lake County:  
Elise Jones, Behavioral Health Director  
Amber Madero, Fiscal Program Manager  
Amber Westphal, Substance Use Disorder Program Manager  
Jermaine Gregoire, Staff Services Analyst II  
Ken Ogawa, Staff Services Analyst  
Robert Chalmers, Senior Staff Services Analyst

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 6/27/2024. The following individuals were present:

- Representing DHCS:  
Michael Bivians, SUDRS Section Chief  
Janet Murray, CERD NE II  
Sylvia Amey, CERD NE IV
  
- Representing Lake County:  
Elise Jones, Behavioral Health Director  
Amber Madero, Fiscal Program Manager  
Amber Westphal, Substance Use Disorder Program Manager  
Jermaine Gregoire, Staff Services Analyst II  
Ken Ogawa, Staff Services Analyst  
Robert Chalmers, Senior Staff Services Analyst

During the Exit Conference, the following topics were discussed:

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

## SUMMARY OF FY 2023-24 COMPLIANCE DEFICIENCIES (CD)

<u>Category</u>	<u>Number of CDs</u>
1.0 Availability of DMC 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**

Lake County did not request technical assistance during this review.