



July 30, 2024

THIS LETTER SENT VIA EMAIL TO: sgraber@co.slo.ca.us

Star Graber, PhD, LMFT, Behavioral Health Director
San Luis Obispo County Behavioral Health Department
Drug and Alcohol Services Division
2180 Johnson Avenue
San Luis Obispo, CA 93401

SUBJECT: ANNUAL COUNTY COMPLIANCE SECTION DMC-ODS FINDINGS
REPORT

Dear Director Graber:

The Department of Health Care Services (DHCS) is responsible for monitoring compliance to the requirements of the Drug Medi-Cal Organized Delivery System (DMC-ODS) and the terms of the Intergovernmental Agreement operated by San Luis Obispo County.

The County Compliance Section (CCS) within DHCS' Audits and Investigations (A&I) conducted a review of San Luis Obispo 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 San Luis Obispo County has sufficiently demonstrated compliance with all Federal and State regulations, program requirements and contractual obligations during FY 2022-23. 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 jonette.larue@dhcs.ca.gov.

Sincerely,

A handwritten signature in cursive script that reads 'Jonette La Rue'.

Jonette La Rue | Health Program Specialist I

Distribution:

To: Star Graber, PhD, LMFT, Behavioral Health Director

CC: Mateo Hernandez, 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
County Compliance Section
Contract and Enrollment Review Division - Audits and Investigations

Michael Bivians, Chief
County Compliance Monitoring 2
Contract and Enrollment Review Division - Audits and Investigations

Sergio Lopez, Chief
County/Provider Operations and Monitoring Section 1
Medi-Cal Behavioral Health – Oversight and Monitoring Division

Tony Nguyen, Chief
County/Provider Operations and Monitoring Section 2
Medi-Cal Behavioral Health – Oversight and Monitoring Division

MCBHOMDMonitoring@dhcs.ca.gov, County/Provider Operations and
Monitoring Branch

Amanda Getten, LMFT, Division Manager
Quality Support Division, San Luis Obispo County Behavioral Health Department

COUNTY REVIEW INFORMATION

County:

San Luis Obispo

County Contact Name/Title:

Amanda Getten, LMFT, Division Manager

County Address:

2180 Johnson Avenue
San Luis Obispo, CA 93401

County Phone Number/Email:

(805) 781-4733

agetten@co.slo.ca.us

Date of DMC-ODS Implementation:

1/1/2018

Date of Review:

4/29/2024

Lead CCS Analyst:

Jonette La Rue

Assisting CCS Analyst:

N/A

Report Prepared by:

Jonette La Rue

Report Approved by:

Ayesha Smith

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) 2022-23 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 4/29/2024. The following individuals were present:

- Representing DHCS:
Jonette La Rue, Health Program Specialist I
Michael Bivians, County Compliance Monitoring II (CCM II) Unit Chief
- Representing San Luis Obispo County:
Star Graber, PhD, LMFT, Behavioral Health Director
Amanda Getten, LMFT, Division Manager
Kristina Paramore, LMFT, Drug and Alcohol Services Division Manager
Kathy McGuire, Health Information Program Manager
Kimberly Mott, Program Supervisor
Alexandria M. Hernandez, Quality Support Team Clinician
Breanne L. Salmon, Behavioral Health Clinician
Julianne E. Schmidt, Quality Support Team Program Supervisor
Jean M. Scott, Quality Support Team Administrative Services Officer
Christina M. Rajlal, Behavioral Health Division Manager
Frank Warren, MHSA Coordinator
Tina Rubella, Accountant III, Drug and Alcohol Services
Gary Harper, Administrative Services Officer

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 4/29/2024. The following individuals were present:

- Representing DHCS:
Jonette La Rue, Health Program Specialist I
Michael Bivians, CCM II Unit Chief
- Representing San Luis Obispo County:
Star Graber, PhD, LMFT, Behavioral Health Director
Amanda Getten, LMFT, Division Manager
Kristina Paramore, LMFT, Drug and Alcohol Services Division Manager
Kathy McGuire, Health Information Program Manager
Kimberly Mott, Program Supervisor
Alexandria M. Hernandez, Quality Support Team Clinician
Breanne L. Salmon, Behavioral Health Clinician
Julianne E. Schmidt, Quality Support Team Program Supervisor
Jean M. Scott, Quality Support Team Administrative Services Officer
Christina M. Rajlal, Behavioral Health Division Manager
Frank Warren, MHSA Coordinator
Tina Rubella, Accountant III, Drug and Alcohol Services
Gary Harper, Administrative Services Officer

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-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

San Luis Obispo County did not request technical assistance during this review.