



March 29, 2024

THIS LETTER SENT VIA EMAIL TO: tvartan@stanbhhs.org

Tony Vartan, MSW, LCSW, Behavioral Health Director
Stanislaus County Behavioral Health & Recovery Services
800 Scenic Drive
Modesto, CA 95350

SUBJECT: ANNUAL COUNTY COMPLIANCE SECTION DMC-ODS FINDINGS REPORT

Dear Director Vartan:

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

The County Compliance Section (CCS) within Audits and Investigations (A&I) of DHCS conducted a review of the County's compliance with Federal and State regulations, program requirements and contractual obligations based on supporting documentation and interviews with County staff. Enclosed are the results of Stanislaus County's Fiscal Year (FY) 2023-24 DMC-ODS compliance review. The report identifies deficiencies, advisory recommendations, and referrals for technical assistance.

Stanislaus County is required to submit a Corrective Action Plan (CAP) addressing each compliance deficiency (CD) to DHCS' Medi-Cal Behavioral Health – Oversight and Monitoring Division (MCBH-OMD), County/Provider Operations and Monitoring Branch (CPOMB) Liaison by 5/28/2024. 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.

If you have any questions, please contact me at susan.volmer@dhcs.ca.gov.

Sincerely,

Susan Volmer | County Compliance Monitoring II Analyst

Distribution:

To: Director Vartan;

Cc: Mateo Hernandez, Audits and Investigations, Contract and Enrollment Review
Division Chief
Catherine Hicks, Audits and Investigations, Behavioral Health Review Branch Chief
Ayesha Smith, Audits and Investigations, County Compliance Section Chief
Michael Bivians, Audits and Investigations, County Compliance Monitoring II Chief
Sergio Lopez, County/Provider Operations and Monitoring Section I Chief
Tony Nguyen, County/Provider Operations and Monitoring Section II Chief
MCBHOMDMonitoring@dhcs.ca.gov, County/Provider Operations and Monitoring
Branch
Nasrin Safi, Stanislaus County Quality Services & Risk Manager

COUNTY REVIEW INFORMATION

County:

Stanislaus

County Contact Name/Title:

Nasri Safi, Quality Services & Risk Manager

County Address:

800 Scenic Drive
Modesto, CA 95350

County Phone Number/Email:

209-525-6265, NSafi@stanbhrs.org

Date of DMC-ODS Implementation:

4/1/19

Date of Review:

2/29/24

Lead CCM Analyst:

Susan Volmer

Assisting CCM Analyst:

N/A

Report Prepared by:

Susan Volmer

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-ODS 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 WebEx on 2/29/2024. The following individuals were present:

- Representing DHCS:
Susan Volmer, County Compliance Monitoring Analyst II (CCM II)
- Representing Stanislaus County:
Nasrin Safi, Quality Services & Risk Manager
Jasbir Dhami, RNBC Manager for CERT, Access
Tony Vartan, MSW, LCSW, Behavioral Health Director
Sushma Patla, LMFT, MH Coordinator Access, Crisis & Support Line
Kevin Panyanovang, Chief Operations Officer
Jennifer Marsh, SUD Education and Prevention Services, Staff Services Coordinator
Charles Yarnell, SUD Stanislaus Recovery Center (SRC), Staff Services Coordinator
Bernardo Mora, MD, Medical Director
Jeff Mason, Center for Human Services (CHS), Program Manager
Bee Thao, QS Specialist
Tracey McCullough, SUD Clinical Manager BHRS
Gabriela Marquez, MH Coordinator, Utilization Management
Oliva DeLayne, Contract Services Manager
Ian Christensen-Gibbons, Recover Medical Group
Tiffany Bibbins Medical Records Coordinator
Tabitha Sprague, Substance Use Disorder System Chief/Manager IV
Cam Quach, Information & Technology (IT), Staff Services Analyst
Tina Jamison, Fiscal & Administrative Services Chief/Manager
Cory Taylor, SUD Care Coordinator Team (CCT), Behavioral Health Coordinator
Megan Vylonis, Compliance & Privacy Officer Manager II
Melonie Saleh, Quality Services (QS), Mental Health Clinician II
Robert Weston, Substance Use Disorder System of Care Manager III
Monica Salazar, Chief, Behavioral Health Plan Administration
Blanca Torres, Human Resources Manager III
Natali Virgen, Workforce Development Staff Service Analyst
Nicole Schoene, Quality Services Staff Services Analyst
Amber Hayslett-Atkison, Workforce Development Mental Health Coordinator
Sergio Landeros Jr., Workforce Development & Training Staff Services Coordinator
Paula McDowell, Clinical SUD Services Manager III
Edessa Pourkaldani, Human Resources Manager II
Kayla Smith, Compliance Staff Services Analyst

Samantha Pruitt, SUD Stanislaus Recovery Center (SRC) Coordinator
Gurmanpreet Kaur, Quality Services Manager II
Crystal Bryant, Program Director WHO
Steven Collins, Center for Human Services Behavioral Health Director
Chandra Campbell, Adult System of Care Manager III
Melissa Norvise, Program Director Outpatient
Saruon Moun-Eldridge, Care Coordination Team, BH Coordinator

During the Entrance Conference, the following topics were discussed:

- Introductions
- DHCS overview of review process
- Stanislaus County overview of services

Exit Conference:

An Exit Conference was conducted via WebEx on 2/29/2024. The following individuals were present:

- Representing DHCS:
Susan Volmer, CCM II Analyst
- Representing Stanislaus County:
Nasrin Safi, Quality Services & Risk Manager
Jasbir Dharmi, RNBC Manager for CERT, Access
Tony Vartan, MSW, LCSW, Behavioral Health Director
Sushma Patla, LMFT, MH Coordinator Access, Crisis & Support Line
Kevin Panyanovang, Chief Operations Officer
Jennifer Marsh, SUD Education and Prevention Services, Staff Services Coordinator
Charles Yarnell, SUD Stanislaus Recovery Center (SRC), Staff Services Coordinator
Bernardo Mora, MD, Medical Director
Jeff Mason, Center for Human Services (CHS), Program Manager
Bee Thao, QS Specialist, QS
Tracey McCullough, SUD Clinical Manager BHRS
Gabriela Marquez, MH Coordinator, Utilization Management
Oliva DeLayne, Contract Services Manager
Ian Christensen-Gibbons, Recover Medical Group
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Edessa Pourkaldani, Human Resources Manager II
Kayla Smith, Compliance Staff Services Analyst
Samantha Pruitt, SUD Stanislaus Recovery Center (SRC) Coordinator
Gurmanpreet Kaur, Quality Services Manager II
Crystal Bryant, Program Director WHO
Steven Collins, Center for Human Services Behavioral Health Director
Chandra Campbell, Adult System of Care Manager III
Melissa Norvise, Program Director Outpatient
Saruon Moun-Eldridge, Care Coordination Team, BH Coordinator

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	1
6.0 Beneficiary Rights and Protections	0
7.0 Program Integrity	1

CORRECTIVE ACTION PLAN (CAP)

Pursuant to the Intergovernmental Agreement, Exhibit A, Attachment I, Part III, Section QQ each CD identified must be addressed via a CAP. The CAP is due within sixty (60) calendar days of the date of this monitoring report.

Please provide the following within the completed FY 2023-24 CAP:

- a) A list of action steps to be taken to correct the CD.
- b) The name of the person who will be responsible for corrections and ongoing compliance.
- c) Provide a specific description on how ongoing compliance is ensured.
- d) A date of completion for each CD.

The CPOMB liaison will monitor progress of the CAP completion.

Category 5: COVERAGE AND AUTHORIZATION OF SERVICES

A review of the County's Coverage and Authorization of Services was conducted to ensure compliance with applicable Federal and State regulations, program requirements, and contractual obligations. The following deficiency was identified:

COMPLIANCE DEFICIENCY:

CD 5.3.1:

DMC-ODS Contract, Exhibit A Attachment I, Section III Program Specifications, LL, 4, c-g)

Open Admission and Open Provider Reporting

- c. Electronic submission of CalOMS-Tx data shall be submitted by Contractor within 45 days from the end of the last day of the report month.
- d. Contractor shall comply with data collection and reporting requirements established by the DHCS CalOMS-Tx Data Collection Guide (Document 3J) and all former Department of Alcohol and Drug Programs Bulletins and DHCS Information Notices relevant to CalOMS-Tx data collection and reporting requirements.
- e. Contractor shall submit CalOMS-Tx admission, discharge, annual update, resubmissions of records containing errors or in need of correction, and "provider no activity" report records in an electronic format approved by DHCS.
- f. Contractor shall comply with the CalOMS-Tx Data Compliance Standards established by DHCS identified in (Document 3S) for reporting data content, data quality, data completeness, reporting frequency, reporting deadlines, and reporting method.
- g. Contractor shall participate in CalOMS-Tx informational meetings, trainings, and conference calls.

Findings: The Plan's Open Provider report is not in compliance.

Category 7: PROGRAM INTEGRITY

A review of the County's Program Integrity was conducted to ensure compliance with applicable Federal and State regulations, program requirements, and contractual obligations. The following deficiency was identified:

COMPLIANCE DEFICIENCY:

CD 7.6.2:

DMC-ODS Contract, Exhibit A Attachment I, Section II Federal Requirements, H, 5, v, a-c

- v. Treatment of recoveries made by the Contractor of overpayments to providers.
 - a. The Contractor shall specify in accordance with this Exhibit A, Attachment I and Exhibit B of this Agreement:
 - 1. The retention policies for the treatment of recoveries of all overpayments from the Contractor to a provider, including specifically the retention policies for the treatment of recoveries of overpayments due to fraud, waste, or abuse.
 - 2. The process, timeframes, and documentation required for reporting the recovery of all overpayments.
 - 3. The process, timeframes, and documentation required for payment of recoveries of overpayments to the state in situations where the Contractor is not permitted to retain some or all the recoveries of overpayments.
 - 4. This provision does not apply to any amount of a recovery to be retained under False Claims Act cases or through other investigations.
 - b. The Contractor shall have a mechanism for a network provider to report to the Contractor when it has received an overpayment, to return the overpayment to the Contractor within 60 calendar days after the date on which the overpayment was identified, and to notify the Contractor in writing of the reason for the overpayment.
 - c. The Contractor shall annually report to the Department on their recoveries of overpayments.

Findings: The Plan did not provide evidence that it reports annually to the Department on its recoveries of overpayments.

TECHNICAL ASSISTANCE

Stanislaus County did not request technical assistance during this review.